



## Meet your IT team!

It is our goal to provide you with the best IT support every day. If you need our help, we are just a call or email away: 860-249-1200 or [help@gettingyouconnected.com](mailto:help@gettingyouconnected.com)

**Virtual Chief Information Officer (vCIO)** - Your vCIO is a high-level liaison between you and IT Direct. He works along-side your management team to understand your business needs and helps to guide your long-term strategic technology plan.



**Name:** Mark Capaldo

**Title:** vCIO

**Fun fact:** Mark has also worked as a bartender and a yoga instructor.

**Technicians** - Your Technicians help you with your day-to-day computer and software issues.



**Name:** Spencer O'Brien

**Title:** Technician I

**Fun fact:** Spencer really enjoys cooking in his free time.



**Name:** James Pagani

**Title:** Technician I

**Fun fact:** James is the most extroverted introvert you will ever meet.



**IT DIRECT**  
a compass company



**Name:** Johnny Bowden

**Title:** Technician I

**Fun fact:** Johnny lived in France when he was younger, spending 3 years in Toulouse France when he was 7.



**Name:** Seth Welch

**Title:** Technician II

**Fun fact:** Seth has traveled to 38 states in the U.S.



**Name:** Nate Lawson

**Title:** Technician III

**Fun fact:** Nate makes different kinds of hot sauces.

**Systems Administrator** - Your Systems Administrator identifies any problems in the system, anticipate potential issues, and repair systems and software when necessary.



**Name:** Lawrence Griggs

**Title:** Systems Administrator

**Fun fact:** Larry served with the Army, Army National Guard, and Army Reserves for 23 years and is still in the Army Reserves.

**Systems Engineer** - Your Systems Engineer handles any high-level network issues and designs solutions that keep your network running smoothly, securely, and under compliance.



**Name:** Derrick Woolford

**Title:** Systems Engineer

**Fun fact:** Derrick enjoys carpentry work and building/remodeling houses.

### Support Services Team

**Solutions Specialist** - Your Solutions Specialist manages required renewals and handles client's day-to-day equipment needs, as well as any upgrades.



**Name:** Patrick Birrell

**Title:** Solutions Specialist

**Fun fact:** Pat owns and runs a full recording studio and has artists from up and down the east coast come to record.

**Director of Support Services** - The Director of Support Services oversees all help desk activity to ensure that you get the best service possible.



**Name:** Nicole Schulz

**Title:** Director of Support Services

**Fun fact:** Nicole loves to drive her beat up Toyota pickup.