Mark Davis

Mark Davis, the Director of IT Support Services at Swarthmore College, is a seasoned IT leader, mentor, presenter, and author with extensive expertise in IT service management, Information Security, Client Relations, Organizational Leadership, team building, and strategic partnering. He excels in planning and implementing best practice methodologies, along with data analysis, and has a wealth of experience leading cross-functional teams to design and integrate technology solutions. His accomplishments include the implementation of ITIL best practice methodologies, ensuring service continuity for Hybrid and Remote work.

In his various leadership positions at Swarthmore College, Mark has overseen and facilitated the day-to-day strategic operations of IT services. Including the management of institutional information systems, close collaboration with senior leadership, faculty, staff, and students, as well as the establishment of partnerships within the community. Additionally, Mark serves as chair of Swarthmore's Information Security Committee, contributing to the re-imagination of its mission and the enhancement of privacy, GDPR, and GLBA compliance, ensuring adherence to Information Security Policies, Standards, Processes, and Procedures within the organization. His commitment to student success and DEI is evident through partnerships with the Dean's office, facilitating community events, and supporting initiatives like the Computer Access Pilot Program and the summer scholars program (S3P).

As a dedicated team builder and consultative thought partner, Mark is deeply committed to professional development, creating synergy, and fostering cultures of inclusive excellence. He actively serves on CUPA-HR, (College and university professional association for Human Resources), where he contributes to Learning and professional development and has served on the Annual Conference Program Committee.

Mark is a key member of Swarthmore's DEI committee, raising awareness about critical business practices requiring DEI considerations. He has been a featured presenter at Swarthmore's inclusive leadership events and major conferences like NERCOMP, EDUCAUSE, and SIGUCCS.

As an author, Mark's Article: The EQ Effect: Leveraging Emotional Intelligence in Communication was recognized in the top 10 Most-Read/Viewed EDUCAUSE Review Content Published in 2019.

As an active member of NERCOMP Mark passionately and actively serves the community in a variety of capacities including the Conference Program Committee, Conference Track Chair, Professional Development Committee, Workshop facilitator and Community Relations Committee. He also currently co-chairs the Mentoring Task Force and has played a key role in implementing NERCOMP Mentorship programs!

In addition to his leadership role at Swarthmore, Mark is a 2023 Next Leaders Fellow, a leadership program advocating for BIPOC professionals and aspiring Senior Leaders in higher education.

Mark's commitment extends beyond Swarthmore, where he serves as a career and technology advisor for BIPOCs in his community. Appointed to Methacton school district's diversity equity and inclusion committee, he contributes to developing processes and initiatives aligning with the district's strategic goals.

Mark is an absolute NERCOMP cheerleader! His commitment to supporting the value of NERCOMP's strategic goals and mission is embodied in a phrase Mark often uses to describe his experience: **"This is my NERCOMP Family!"**

If elected to NERCOMP's Board of Trustees, Mark is eager to leverage his experience as a technology leader, thought partner, and people-focused approach to support the NERCOMP community.