

## **Lisa Terrier**

Lisa Terrier is the Director of Technology Support Services at Middlebury College, where she oversees the Service Desk, Endpoint Technology, and Audio-Visual Integration and Support teams. With 32 years of dedicated service in higher education Information Technology, Lisa's career has spanned from corporate mainframe environments to her current leadership role, providing her with a comprehensive understanding of the entire IT ecosystem. Her leadership style emphasizes collaboration, fair delegation, and a focus on measurable outcomes.

Lisa's commitment to the transformative power of higher education is deeply personal. While working full-time at Middlebury, she earned her bachelor's degree from Vermont College; this first-hand experience as a working student fuels her passion for professional development and her belief in accessible, people-centered technology support.

A long-standing member of the NERCOMP community, Lisa has transitioned from a workshop attendee to an active contributor and leader. This year, she served on the Program Committee as the Track Chair for "Systems and Solutions: Enterprise, Data, Infrastructure, Security, and Support," where she played a vital role in shaping conference content. Her past contributions include presenting at a NERCOMP poster session on accessibility advancements and participating in a SIGUCCS panel on Women in IT. As both a mentor and a lifelong learner, Lisa has consistently used NERCOMP's programming to expand her skill set and foster connections across the region.

If elected to the Board of Trustees, Lisa's goal is to navigate the rapid technological disruptions facing the industry by advocating for programming that is both timely and operationally relevant. Representing the unique perspective of liberal arts colleges and the Vermont higher education community, she is particularly interested in contributing her expertise to committees focused on the Annual Conference, Vendor Licensing, and Community Relations. Lisa is confident that her deep institutional knowledge, resilience as a learner, and collaborative spirit will make her a valuable addition to the Board of Trustees.