**Bio for Kevin Grogg**

Mr. Grogg is a Service Owner for Assistive Technologies (AT) for *Ernst & Young* (EY) and has occupied the position for three years. His primary duty is to provide 1-1 AT services “at a distance” via Skype. Before EY, he worked fifteen years at *Shepherd Center*, the last ten in the Assistive Technology department. He provided AT services to patients who suffered spinal cord injuries or brain trauma. Mr. Grogg holds a BS in Management from Georgia Tech and a MS in Exercise Science & Biomechanics from Georgia State.

**Job Description (at time of applying in 2016)**

Essential functions of the job

* The role requires someone who can manage a number of concurrent activities, with strong multi-tasking, prioritization, organizational and time management skills.
* Act as single point of contact to staff and external agencies for responding to questions and providing access for users via assistive technologies.
* Evaluate, review and recommend innovative methods and practices, as well as emerging technologies of potential benefit to users with disabilities.
* Develops and documents necessary policies and procedures, training and support materials, as well as maintains knowledgebase of best practices processes and procedures.
* Research devices, hardware/software and vendors.
* Leverage resources from other teams to complete tasks/projects.
* Effective written and oral communication skills.
* Develop strong working relationships with our users with a disability or impairment.

Analytical/Decision Making Responsibilities

* Maintaining awareness of all End User Incidents
* Monthly reports for license counts.

Supervisory Responsibilities

* Work under limited supervision following standardized practices and methods.
* Potential for managing small team either directly or through dotted line reporting.

Knowledge and Skills Requirements

* Experience in a large complex end user environment.
* Experience of ITIL and coordination in a large global organization.
* Knowledge of trends and standards relating to Assistive Technologies.
* Basic knowledge of WCAG 2.0 accessibility standards and guidelines
* Experience in coordinating various levels of IT Services personnel across multiple locations and cultural backgrounds.
* Knowledge of disability law including but not limited to the Americans with Disabilities Act (ADA)
* Experience with and not limited to ClaroRead, Nuance Dragon Naturally Speaking, JAWS, LiveScribe, NVDA, Olympus DSS, Read and Write, Window-Eyes and ZoomText.

Other Requirements

* Leadership experience. Able to present and communicate clearly with IT leadership team.