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Virginia Tech Staff Employee of the Week

August 8, 2005

Name: Layne Ricketts

Job Title: Installation & Repair Technician Senior

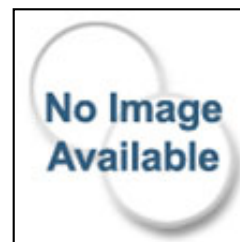
Employee's Home Department: Continuing and Professional Education

Employee's College or VP Area: Vice Provost for Outreach & International Programs

Nominated For: President's Award for Excellence

Nominated By: Scott Farmer, Director of Outreach, VMRCVM

Virginia Tech Hire Date: September 16, 1988



Summary

Layne Ricketts has been employed with the University for the past 27 years. The past 17 years have been with Continuing and Professional Education. The past two years Layne has served as Installation and Repair Technician Senior. Layne provides technical support to the Outreach Division. He provides hardware, software, and networking technical support for approximately 200 workstations and several servers. He trouble shoots for hardware and software problems, as well as installing new equipment and software. In addition, he maintains equipment and campus inventory and serves as departmental liaison with CNS for phone and network management.

Layne is always willing to go the extra mile in order to assure employees' computer problems are addressed in a timely fashion. Employees know if a message is left for Layne they will receive a response very quickly. Layne's most recent notoriety has come from his prompt and tireless work in cleaning up the "Witty Worm" attack on the department's computers. He worked non-stop until all computers were virus free, thus limiting the departments' down-time. More recently, Layne has played a key role in providing technical assistance with the move from Donaldson Brown to the Inn at Virginia Tech and Skelton Conference Center.

"Mr. Ricketts is a true asset to Virginia Tech. His willingness to serve whomever is in need of his skills and talents is ever abundant." (Judi Lynch, Director)

About the ["Staff Employee of the Week"](#) Program

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