

## *Staff Employee of the Week*

### **James Dustin**

**JOB TITLE:** Operations Coordinator

**HOME DEPARTMENT:** InnovationSpace

**COLLEGE OR VP AREA:** Vice President for Information Technology

**NOMINATED FOR:** President's Award for Excellence and Governor's Award for Customer Service

**NOMINATED BY:** Joseph Scarpaci, Professor, College of Natural Resources

**VIRGINIA TECH HIRE DATE:** July, 1996



### **SUMMARY**

James Dustin is a familiar face at the Innovation Space, formerly the New Media Center, in Torgersen Hall. His customer-service interface casts him as the go-to-guy for software, digital and print media, and media interface. Users who have questions about new software or, say, copying 35-mm slides to electronic files, or merging old VHS tape into DVDs, will recognize James' cheerful face and demeanor. His duties entail safeguarding state-of-the-art PC and Mac platforms and helping users in the lab. At one level, he helps staff and faculty organize Virginia Tech's nationally regarded FDI workshops. Mr. Dustin also trains students who help the walk-in public achieve whatever computer and media goal they pursue. A jack-of-all trades, his personal website includes the address "fireman137.net," and, incidentally, James is a volunteer fireman for the Blacksburg Fire Department. He has a knack for breaking "techno-speak" down into easy to understand language. He personifies our motto, Ut Prosim.