

Mohammad Hossein Jarrahi

CURRICULUM VITAE

Assistant Professor
School of Information and Library Science,
University of North Carolina at Chapel Hill
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EDUCATION

Ph.D. Information Science and Technology (2008-2013)

Syracuse University, Syracuse, NY, USA

- *Dissertation:* Social Technologies and Informal Knowledge Sharing within and across Organizations
- *Committee:* Steve Sawyer (Advisor), Kevin Crowston, Carsten Østerlund, Ines Mergel, Jonathan Grudin

Doctoral Studies, Information Sciences and Technology (2007-2008)

Pennsylvania State University, State College, PA, USA

MSc in Analysis, Design, and Management of Information Systems: (2005-2006)

The London School of Economics and Political Science (LSE), London, UK

Earned a mark of Distinction (First) for both exams and master's dissertation, awarded to the top 8% of class.

BSc in Public Administration: (2000-2005)

Shahid Beheshti University, Tehran, Iran, GPA: 17.94 out of 20.00

PROFESSIONAL EMPLOYMENT

Assistant Professor (2013-present)

University of North Carolina at Chapel Hill, NC, USA
School of Information and Library Science (SILS)

PUBLICATIONS

Refereed Journal Publications

- Jarrahi, M.H. and Nelson, S.B. (2018) "Agency, Sociomateriality and Configuration Work," *The Information Society*, 34 (4).
- Jarrahi, M.H. (2018) "Artificial intelligence and the future of work: Human-AI symbiosis in organizational decision making," *Business Horizons*. 61 (4).
- Jarrahi, M.H. Gafinowitz, N. and Shin, G. (2018) "Activity Trackers, Prior Motivation, and Perceived Informational and Motivational Affordances," *Personal and Ubiquitous Computing*, 22 (2): 433–448.
- Sutherland, W. and Jarrahi, M.H. (2018) "The Gig Economy and Information Infrastructure: The Case of the Digital Nomad Community," *Proc. ACM Human-Computer. Interact.* 1, 1, Article 97 (January 2018).
- Jarrahi, M.H. Crowston, K. Bondar, K. and Katzy, B. (2017) "A pragmatic approach to managing enterprise IT infrastructures in the era of consumerization and individualization of IT", *International Journal of Information Management*, 37 (6): 566–575.
- Jarrahi, M.H. Nelson, S.B. and Thompson, L. (2017) "Personal Artifact Ecologies in the Context of Mobile Knowledge Workers", *Computers in Human Behavior*, 75 (October): 469–483.
- Jarrahi, M.H. (forthcoming) "Social Media, Social Capital, and Knowledge Sharing in an Enterprise", *IEEE IT Professional (IT Pro)*.
- Nelson, S.B., Jarrahi, M.H. and Thompson, L. (2017) "Mobility of Knowledge Work and Affordances of Digital Technologies", *International Journal of Information Management*, 37 (2): 54–62.
- Jarrahi, M.H. and Thompson, L. (2017) "The interplay between information practices and information context: The case of mobile knowledge workers", *Journal of the American Society for Information Science and Technology (JASIST)*, 68 (5): 1073–1089.
- Jarrahi, M.H. and Sawyer, S. (2015) "Theorizing on the Take-up of Social Technologies, Organizational Policies and Norms, and the Knowledge-sharing Practices of Consultants", *Journal of the American Society for Information Science and Technology (JASIST)*, 66 (1): 162–179.
- Jarrahi, M.H. and Sawyer, S. (2013), "Social Technologies, Informal Knowledge Practices, and the Enterprise," *Journal of Organizational Computing and Electronic Commerce*, 23 (1). (Special Issue on Knowledge Management and Social Media: The Challenges; Edited by Robert Mason and Dianne Ford).
- Ngamassi, L.M. Hills, M. Jarrahi, M.H. and Du, H. (2012), "On-line Course Registration Systems Usability: A Case Study of the e-Lion Course Registration System at The Pennsylvania State University," *International Journal of Information Systems and Social Change (IJISC)*, 3(4): 38-

53.

Jarrahi, M.H. (2010), "A Structural Analysis of How Course Management Systems Are Used in Practice," *Journal of Behavior and Information Technology*, 29(3): 257 – 275.

Refereed Conference Papers in Proceedings

Nash, C. Jarrahi, M.H. Sutherland, W. and Philips, G. (2018), "Digital nomads beyond the buzzword: Defining digital nomadic work and use of digital technologies," 2018 I-Conference, Sheffield, UK, 25-28 March.

Erickson, I. Sawyer, S. and Jarrahi, M.H. (2017), "Studying mobile work to gain new insights on infrastructure," EGOS Colloquium, Copenhagen, Denmark, 6-8 July.

Cheon, E. Jarrahi, M.H. and Su, N.M. (2016), "Technology isn't always the best": The Intersection of Health Tracking Technologies and Information Practices of Digital Natives," The IEEE International Conference on Healthcare Informatics 2016 (ICHI 2016), Chicago, IL 4-7 October.

Erickson, I. and Jarrahi, M.H. (2016), "Infrastructuring and the Challenge of Dynamic Seams in Mobile Knowledge Work," 2016 ACM Conference on Computer Supported Cooperative Work (CSCW), San Francisco, CA, February 27–March 2.

Thompson, L. and Jarrahi, M.H. (2015), "Information Practices in the Broader 'Department' of Mobile Knowledge Work," the American Society for Information Science and Technology (ASIST) 2015 Annual Meeting, St. Louis, MO, 6-10 November.

Jarrahi, M.H. (2015), "Digital and Physical Materiality of Information Technologies: The Case of Fitbit Activity Tracking Devices," the 48th Annual Hawaii International Conference on System Sciences (HICSS). Kauai, HI, 5–8 January.

Jarrahi, M.H. (2014), "Examining Practice, Structural, and Interpretive Dimensions of Technology Assemblages: The Case of Social Technology Use by Knowledge Workers," the American Society for Information Science and Technology (ASIST) 2014 Annual Meeting, Seattle, WA, 31 October – 4 November.

Thompson, L. and Jarrahi, M.H. (2014), "Contextualizing Information Behavior and Personal Information Management in Mobile Work," The Information Behavior Conference 2014, Leeds, United Kingdom, 2-5 September.

Erickson, I. Jarrahi, M.H. Thompson, L. and Sawyer, S. (2014), "More than nomads: Mobility, knowledge work and infrastructure," EGOS Colloquium, Rotterdam, The Netherlands, 3-5 July.

Mergel, I. Mugar, G. and Jarrahi, M.H. (2012), "Forming and Norming: Social Media Adoption in The Corporate Sector," 2012 I-Conference, Toronto, Canada, 7-10 February.

Jarrahi, M.H. and Sawyer, S. (2010), "Informal Networks of Innovation," Annual Meeting of the Academy of Management, Montréal, Canada, 6-10 August.

Jarrahi, M.H. and Sawyer, S. (2009), "Contextuality and Information Systems: How Can the Interplay Between Paradigms Help?" 2009 I-Conference, Raleigh, NC, 9-12 February.

Refereed Conference Presentations, Posters, and Panels

Jarrahi, M.H. and Sawyer, S. (2017), "More than Nomadicity: The paradoxical affordances of liminality," ECSCW 2017 Workshop on Nomadic Culture Beyond Work Practices, Sheffield, UK, 29 August.

Ericson, I. Helmsley, J. and Jarrahi, M.H. and Karami, A. (2017). "#digitalnomad v. #remotework: Exploring Trends in Mobile Work on Twitter," 2017 International Conference on Social Media and Society (#SMSociety), Toronto, Canada, 28-30 July.

Ericson, I. and Jarrahi, M.H. (2015). "Innovative Infrastructuring in Mobile Knowledge Work," 4th Innovation in Information Infrastructures (III) Workshop, University of Warwick, UK, 13-15 October.

Shin, G. Cheon, E. and Jarrahi, M.H (2015), "Understanding the Interplay between Quantified-Selfers' Intrinsic and Extrinsic Motivation in the Use of Activity-Tracking Devices," 2015 I-Conference, Newport Beach, California, 24-27 March (Poster).

Shin, G. and Jarrahi, M.H. (2014), "Studying the Role of Wearable Health-Tracking Devices in Raising Users' Self-Awareness and Motivating Physical Activities," Workshop on Interactive Systems in Healthcare (WISH) 2014, Washington, DC, 15 November (Poster).

Hara, N. Fichman, P. Jarrahi, M.H. Rosenbaum, H. Fleischmann and K. Butler, B. (2014), "Social informatics and social media: Theoretical reflections," the American Society for Information Science and Technology (ASIST) 2009 Annual Meeting, Seattle, WA, 31 October – 4 November (Panel).

Jarrahi, M.H. (2014), "Social informatics and directions for future research on implication of ICTs in organizations," 10th Annual Social Informatics Research Symposium Connecting (Epistemic) Cultures and (Intellectual) Communities (SIG/SI), Seattle, WA, 1 November.

Cheon, E. and Jarrahi, M.H. (2014). "The Interplay Between Different Forms of Knowledge and Use of ICTs in Knowledge Practices of Consultants," 10th Annual Social Informatics Research Symposium Connecting (Epistemic) Cultures and (Intellectual) Communities (SIG/SI), Seattle, WA, 1 November.

Jarrahi, M.H. Snyder, J. Askay, D. Wiltse, H. and Karunakaran (2014), "From 'effects' to

'entanglements': A fishbowl discussion on sociomateriality". 2014 I-Conference, Berlin, Germany, 4-7 March (Fishbowl).

Jarrahi, M.H. (2012), "Social Technologies and Knowledge Sharing within and across Organizations," ACM GROUP 2012, Sanibel Island, FL, 27-31 October (**Best Poster Award**).

Jarrahi, M.H. and Sawyer, S. (2012), "Social Networking Technologies and Organizational Knowledge Sharing as a Sociotechnical Ecology," 2012 ACM Conference on Computer Supported Cooperative Work (CSCW), Seattle, WA, 11-15 February (Poster).

Jarrahi, M.H. (2011), "Social Networking, Social Network Technologies, and the Enterprise," 2011 I-Conference, Seattle, WA, 8-11 February, (Poster).

Karunakaran, A. Jarrahi, M, Ayoub, P and Østerlund, C. (2011), "When Matter Matters – Approaches for Studying Materiality in Context," 2011 I-Conference, Seattle, WA, 8-11 February (Fishbowl).

Jarrahi, M.H. and Sawyer, S. (2010), "Social Networking Technologies and Informal Knowledge Sharing in Organizations," Organizations and Society in Information Systems (OASIS) Workshop Saint Louis, MO, 12 December.

Jarrahi, M.H. (2010), "A Socio-Technical Analysis of the Interplay between Inter-Organizational Information Technologies and the Network Forms of Inter-Organizational Governance," 2010 I-Conference, University of Illinois, Urbana-Champaign, IL, 3-6 February (Poster).

Sawyer, S. and Jarrahi, M.H. (2009), "Informal Networks of Innovation: Stability in 'Smallish' Worlds, the Presence of Actants, and Institutions in the Background," Workshop on Information in Networks, Stern School of Business, New York University, New York, 25-26 September.

Hills, M. Tchouakeu, L.M. Jarrahi, M.H. and Du, H. (2009), "On-line Course Registration Systems Usability: A Case Study of the e-Lion Course Registration System," The Pennsylvania State University, 2009 IST Graduate Symposium, Penn State, State College, PA, 4-5 February 2008.

Sawyer, S. and Jarrahi, M.H. (2008), "Innovation work: Observations from a Case Study of Microsoft's Surface Computing Project," IFIP 9.1 Workshop on Changing Work, Changing Technology, San Diego, CA, 8 November, 2008.

Jarrahi, M.H. (2006), "The One-Stop Shop Concept as a Way of Increasing Citizens Satisfaction, the Case of the Inland Authority of Singapore," the IADIS International Conference on WWW/Internet, Murcia, Spain, 3-7 October.

Jarrahi, M.H. (2006), "Conceptualizing the Role of Technology in Customer Relationships Management (CRM)," International Conference on Business and Information, Singapore, 12-14 July.

Jarrahi, M.H. (2004), "ECRM Implementation and Development Strategies," the 1st International Conference on Information and Communication Technology, Management Secretariat,

Tehran University, Tehran, Iran, 4-7 December (in Farsi).

Book Chapters

Sawyer, S. and Erickson, E. and Jarrahi, M.H. (forthcoming) "Infrastructural Competence." In Digital STS Handbook, edited by Janet Vertesi and Steve Jackson. Princeton University Press, Princeton, NJ

Jarrahi, M.H. and Williamson, L. (2017) "Mobility of Work: Usability of Digital Infrastructures and Technological Divide." In Social Inclusion and Usability of ICT-Enabled Services, edited by Jyoti Choudrie, Panayiota Tsatsou and Sherah Kurnia. Routledge. ISBN: 978-1-138-93555-6

Sawyer, S. and Jarrahi, M.H. (2014) "The Sociotechnical Perspective." In Information Systems and Information Technology, Volume 2 (Computing Handbook Set, Third Edition,) edited by Heikki Topi and Allen Tucker. Chapman and Hall/CRC. | April 1, 2014 | ISBN-10: 143989844

Book Review

Jarrahi, M.H. (2009), "Review of Social Software in Libraries: Building Collaboration, Communication and Community Online, Meredith G. Farkas. Information Today, Inc., Medford New Jersey (2007)," *Information Processing and Management*, 45(3): 399-400.

Reports to Sponsors

Sawyer, S. Jarrahi, M.H., Gupta, C, and Pandit, H.D., (2010) JPMC/SU Informal Networks of Sharing Project Report, Syracuse University, 10 May, (for JP Morgan Chase, New York, NY).

RESEARCH EXPERIENCES

2012 – 2013 **Research Assistant, NSF-Funded Research Coordination Network (RCN) for Advancing the Social and Technological Infrastructure of Sociotechnical Scholars**
PI: Dr. Steve Sawyer, Syracuse University

2012 **Grant writing, NSF HCC, Temporal Practices and Digital Infrastructures of 21st Century Work**
PI: Dr. Steve Sawyer, Syracuse University
Co-PI: Dr. Ingrid Ericsson, Rutgers University

2012 **Research Assistant, Social Network of Academic Entrepreneurship in Upstate New York**
PI: Dr. Michael A. D'Eredita, Syracuse University

2011 – 2012 **Research Assistant, Social Technologies and Informal Knowledge**

Sharing in Organizations

PI: Dr. Steve Sawyer, Syracuse University

2009 – 2010 **Research Assistant, *The Informal Network of Collaboration Between Syracuse University and JPMorgan Chase***

PI: Dr. Steve Sawyer, Syracuse University

2008 – 2010 **Research Assistant, *The Innovation Journey of Tabletop Computing***

PI: Dr. Steve Sawyer, Pennsylvania State University and Syracuse University

TEACHING EXPERIENCES

Instructor

- **Fall 2017 - present: INLS 691H - Research Methods in Information Science:**
An introduction to research methods used in information science. This course prepares undergraduate student for the honor thesis, and includes the writing of a research proposal.
- **Fall 2016 - present: INLS690-222 - Social Informatics:**
The object of this course is to explore different conceptualizations of how technology shapes organizations, communities and societies, and how it is shaped by social forces at personal, organizational and societal levels.
- **Fall 2015 - present: INLS585 - Management for Information Professionals:**
An introduction to general management principles and practices intended for information professionals working in all types of organizations. Topics include planning, budgeting, staffing, leadership, organizational change and evaluation, and decision making.
- **Spring 2014 - present: INLS697 - Information Science Capstone:**
Contemporary topics of information science, information systems, information technology, information design, and information management. Assessment of future impact of new developments.
- **Fall 2013 - present: INLS285 - Information Use for Organizational Effectiveness:**
Basic concepts in the way that information, people and technology interact to affect organizational effectiveness.
- **Spring 2011: IST335 - Introduction to Information-Based Organization:**
Taught a section of a required undergraduate course on the structures and behaviors of organizations and workers.

Teaching Practicum

- **Spring 2011: IST 990 - Information System Theories**
Worked with Dr. Steve Sawyer to develop a seven-week doctoral seminar on the intellectual overlaps among information science, information systems, and science and

- technology studies.
- **Fall and Spring 2008: IST400 - IT-Enabled Innovation and Change Within a Global Enterprise**
Worked with Dr. Carsten Østerlund and Prof. Robert Benjamin on service learning course for the Syracuse University/JP Morgan Chase partnership.

Teaching Assistant

- **Fall 2007: IST 110: Introduction to Information, People and Technology:**
Teaching Assistant to Dr. Gerry Santoro, Penn State University.

PROFESSIONAL EXPERIENCE

- 2001—2002 Web Developer, Afranet Co. (afranet.com),**
- Designed an Office Automation System (Modir Yar) leading to remarkable reduction in paper work.
 - Implemented Web-based library system for software testing standards
 - Designed or programmed several web sites such as: D8net.com, Tehranmetro.com, Iranair.com, Agri-trilateral.org/mfa, Isiran.com, Nmir.com, Modiryar.afranet.com.

ACADEMIC AWARDS, GRANTS AND HONORS

Tanner Award for Excellence in Undergraduate Teaching at UNC (2017)
Deborah Barreau Award for Teaching Excellence (2015)
UNC SILS Kilgour Research Grant Award (2014-2016)
UNC Junior Faculty Development Award (2014-2015)
Best Poster Award, ACM GROUP 2012, Sanibel Island, FL
Jeffery Kater Doctoral Fellowship, Syracuse iSchool (2009-2010)

DOCTORAL CONSORTIA, COLLOQUIA, AND SYMPOSIA

Doctoral Consortium, ACM GROUP 2012, Sanibel Island, FL, 27-31 October, 2012.

Summer Institute for the Science of Socio-Technical Systems 2012, Santa Fe, NM, July 29 – August 2, 2012.

Doctoral Colloquium, 2012 ACM Conference on Computer Supported Cooperative Work (CSCW), Seattle, WA, 11-15 February, 2012.

Doctoral Colloquium, 2012 I-Conference, Toronto, Canada, 7-10 February, 2012.

Doctoral Consortium, International Conference on Information Systems (ICIS), Shanghai, China, 30 November – 3 December, 2011.

Doctoral Symposium, 7th International Symposium on Wikis and Open Collaboration (WikiSym),
Mountain View, CA, 2-6 October, 2011.

Doctoral Consortium, Organizational Communication and Information Systems Division (OCIS),
Academy of Management. Montréal, Canada, 6–7 August, 2010.

ACADEMIC ADVISING

Advising: Will Sutherlands (Master's), Nicci Gafinowitz (Master's); Luke Williamson (Master's);
James Geer (Master's); Elizabeth Peele (Master's); Eun Jeong Chen (Master's); Will Sutherland
(Master's)

Committeeship: Grace Shin (PhD); Angela Murillo (PhD); Nina Exner (PhD); Leslie Thomson (PhD);
Ibrahim Abdellah (External Examiner of PhD thesis at The University of Liverpool)

REVIEWING & CONFERENCE COMMITTEE WORK

Program Committee of ACM CSCW and Social Computing (2018)

Program Committee of ACM GROUP (2018)

Grant Proposal Review, National Research Foundation of Korea (2016)

Program Committee of iConference (2016)

Advisory Board of the Consortium for the Science of Socio-technical Systems (2014-2015)

The Journal of the Association for Information Science and Technology (2018)

Information Systems Journal (2015)

Journal of Organizational Computing and Electronic Commerce (2015)

Journal of Information Science (2014)

Journal of Information Technology (2008-2015)

Computers in Human Behavior Journal (2013)

ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW) (2014-
2016)

Hawaii International Conference on System Sciences (2013-2015)

International Conference on Information Systems (ICIS) (2011-2016)

Annual Meeting of the Academy of Management, Orlando, Florida (2013)

iConference (2009&2011)

European Conference on Information Systems (16th&20th)

LANGUAGE SKILLS

English: Fluent

Persian (Farsi): Native