

Ingham Impact Episode 10 – Information Technology Services Trascript

When I started with the technology department,
I was the administrative assistant,
and as the needs evolved, we developed
the help desk.

And with the help desk, I have been there
from the beginning of time.

Technology is needed in many ways for
the teaching aspect of it,
whether it be your telephone, your PA system,
and then we get into now the iPads,
and the laptops, and all the interactive
that we have the students working with,
and what's nice is the help desk, you are
introduced to all of the different avenues,
applications, hardware, and it's a fast pace;
you can't keep up with technology because
it just continues to improve.

I think I like education because of the
teachers I had in school, the counsellor
that got me involved in the
initial internship program,

I've wanted to do that for other kids.

I'm third level support for desktop side.

So, the way our support structure works
is ideally the users would be calling our
help desk for help; if help desk can't
solve the issue, they pass it on to our
interns who are level one; if our interns

can't handle it they tend to pass the ticket on to our level two technical support specialists; if they can't resolve the issue they tend to pass it on to level three which would be the desktop engineer, or maybe the network engineer if we determine that's what the cause was.

I serve as an escalation point for my coworkers, and I also have projects and things that I work on to try and secure the desktop environment.

I've been working in public education for quite a while. I did seven years with a local school district in North Carolina doing very similar work, then four years as a vendor before that working in local school districts in eastern North Carolina, eastern Virginia, and occasionally all over the south east.

My position is definitely a multi-tiered approach; I do everything from end-user support, network support, application support, projects, vendor communications; the list goes on and on and on.

Basically, if there's anything with technology involved, I'm either hands on working with it, or lining up the right parties to get results.

Working towards student learning, student achievement creates an atmosphere for a bottom line that's very easy to get excited

for.

This isn't just a job; you're coming in
and you're making a difference.

What's nice is we work with all of the area
schools,

and some of them we will do all of the
technology work for, and even if we don't
fully support that area school, they still
feel comfortable enough to reach out to us
and we will help them in any way we can.

We do full tech support for Dansville,
Webberville, Waverly, Stockbridge,
and I'd argue Holt too.

With those services it's everywhere from
the user account creation for staff
and students, to managing the SIS system
to manage all the data,
replacement cycles of their machines,
getting their machines out there,
the wireless, the phones; anything like
that we support for them.

Physically we're definitely separated,
but we're always in contact, whether
it's through chat, video conference,
telephone, or the occasional face-to-face
meeting, we're definitely aware of things
that are going on with the different locations.

I get in the field less than I am in my
office so with that I have to stay
on top of communication. I'm always reaching
out to teachers, keeping them in the loop

with regard to progress.

Just recently I was working with teachers here at Waverly, staff at from the ISD, vendor support from a software provider, to work towards a solution, and it's just a matter of organizing the communication between so many parties involved.

What's nice in working the help desk is you feel the relief in the teacher, that you can assure the teacher you are going to get them back on track and keep that teaching going smoothly, and so that's very rewarding; to have the teacher reach out and then you're able to get them back on their program.

Because we have a team that's got a wide skill set, we're able to support multiple devices. So we've got Kindle devices out there, we've got iPads and Chromebooks and touch-screen Chromebooks and PC laptops and desktops, and we try to match the need of the student or staff member to the device.

We can't always meet that need but we try the best we can to put a device in their hands, keep that device running for as long as possible.

The internet in general; it just opens up the doors to the world, and when it comes to up time, a device in every students' hands,

and just uninterrupted usage;

That's our end goal: it's up time.

And it's providing the opportunity for results.

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