

## District Technology Support Roles and Responsibilities

Information Technology (IT)	Educational Technology (EdTech)	Schools/Building-Secondary (SecTec)	Schools/Building-Elementary (BTC)
<b>GENERAL</b>			
<p>IT designs, builds &amp; supports the infrastructure to the population of the directory service and the implementation and maintenance of the fileserver. Infrastructure at each school will be the same within instructional level (elementary, middle, high) to the degree possible. Version upgrades will be tested and rolled out by IT on a scheduled basis.</p>	<p>EdTech is responsible for support of people in instructional leadership roles, such as curriculum coordinators, principals and building technology coordinators/contacts to implement technologies with an instructional focus. EdTech also collaborates with other District departments in support of instructional goals as identified in the District 6-Year Plan.</p>	<p>School-based techs are responsible for collaborating with IT and EdTech in planning for and supporting implementation of technology tools for instructional uses. Refer to the Secondary Tech Coordinator Roles &amp; Responsibilities document for more details.</p>	<p>School-based techs are responsible for collaborating with IT and EdTech in planning for and supporting implementation of technology tools for instructional uses. Refer to the Elementary Building Tech Contact Roles &amp; Responsibilities document for more details.</p>
<b>DIRECTORY SERVICES</b>			
<p>Directory Services - AD/OD</p> <ul style="list-style-type: none"> <li>• Scripted OU creation</li> <li>• Run script with the school number, school library code and years to populate</li> <li>• Set permissions for xx Admins group to modify the OU and create/edit group policy</li> <li>• Populate directory services from systems of record (SMS/IFAS)</li> <li>• Maintenance of Server Tools: Exception User Creator, Class Group Creator</li> <li>• Troubleshooting of user accounts</li> </ul> <p>Global reset of passwords between school years</p>	<p>Initial setup of directory service for instructional environment: Initial user/group/computer preference management using Workgroup Manager and Active Directory Users and Computers, where appropriate</p>	<p>Site-specific customization of directory service for instructional environment:</p> <ul style="list-style-type: none"> <li>• Create exception user accounts and class groups using Server Tools web page</li> <li>• Site-specific user/group/computer preference management using Workgroup Manager and Active Directory Users and Computers</li> <li>• Reset user passwords, as necessary using Workgroup Manager and Active Directory Users and Computers</li> </ul>	<p>Site-specific customization of directory service for instructional environment:</p> <ul style="list-style-type: none"> <li>• Create exception user accounts and class groups using Server Tools web page</li> <li>• Site-specific user/group/computer preference management using Workgroup Manager</li> <li>• Reset user passwords, as necessary using Workgroup Manager</li> </ul>

## SERVER SUPPORT

<p>Rack server          Create DNS entry for server          Connect UPS device          Install OS per current version of image          Apply necessary updates as determined jointly by IT and EdTech          Initial server configuration          Ongoing server maintenance</p> <p>Connect server data backup device          Initial server data backup configuration          Ongoing server data backup maintenance          Restore user data from backup upon request from school</p> <p>Collaborate with EdTech to determine and implement changes to standard server configuration</p> <p>Collaborate with EdTech on installation, configuration and testing of server-based and network-based applications in school settings</p> <p>Install and maintain Domain Controllers where necessary</p>	<p>Server tools training:</p> <ul style="list-style-type: none"> <li>• Mac Manager</li> <li>• Workgroup Manager</li> <li>• Server Admin</li> <li>• Server Tools Webpage</li> <li>• Active Directory Users &amp; Computers</li> </ul> <p>Site-specific customization of services (ie,site-specific share points and management of NetBoot images)</p> <p>Support schools with server-side configuration for image deployment (ie, NetRestore configurations)</p> <p>Collaborate with IT to determine and implement changes to standard server configuration</p> <p>Collaborate with IT on initial testing of new/revised server-based (local database driven- e.g. Larson's Math, ATRT) and network-based (remote database driven- e.g. PLATO) applications in test environment—IT addresses technical aspects, EdTech addresses instructional aspects</p> <p>Collaborate with IT on installation, configuration and testing of server-based and network-based applications in school settings</p>	<p>Site-specific customization of services (e.g. site-specific share points and management of computer disk images)</p> <p>Maintain site-specific server-based applications (program-specific user lists, etc.)</p> <p>Provide school support with server-side configuration for image deployment (e.g. NetRestore configurations)</p>	<p>Site-specific customization of services (e.g. site-specific share points and management of computer disk images)</p> <p>Maintain site-specific server-based applications (program-specific user lists, etc.)</p>
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<b>CLIENT SUPPORT</b>			
Collaborate with EdTech and school techs to support front office staff	Collaborate with IT and school techs to support front office staff	Collaborate with IT and EdTech to support front office staff	Collaborate with IT and EdTech to support front office staff
Create & maintain package installers for Admin staff	Collaborate with IT to create base images (Mac & PC) for school use (discussion item)	Collaborate with EdTech to create customized images for buildings	Collaborate with EdTech to create customized images for buildings based on the district's base image
Help Desk – Provide general client support, network printer configuration/support and district-wide software application support (local and network-based)	Collaborate with building techs to create customized images for buildings	Deploy customized images	Deploy customized images
Client support for district-wide software applications (local and network-based)	Staff development to assist building techs with remote support of client computers (Apple Remote Desktop, Altiris)	Configure local applications for school use	Deploy software updates
Collaborate with EdTech to create base images (Mac & PC) for school use according to established Sunset Dates	Configure local applications for school use	Test applications/images with student/staff logins	Deploy and manage building-level hardware/software assets
Assist with the deployment of customized images at school sites, as available	Test applications/images with student/staff logins	Deploy software updates	Provide “front line” troubleshooting of hardware and software
		Deploy and manage building-level hardware/software assets	Conduct needs assessments of building-level hardware and software assets
		Provide “front line” troubleshooting of hardware and software	
		Conduct needs assessments of building-level hardware and software assets	
<b>NETWORK</b>			
Wired network setup and configuration	Collaborate with IT to address building-level network issues	Collaborate with IT to address building-level network issues	Collaborate with IT to address building-level network issues
Wireless network support			
Troubleshooting of network (WAN/LAN)			
<b>TECHNOLOGY LIST</b>			
Collaborate with EdTech and school techs to provide input to the Hardware Standards Committee to maintain Approved Technology List	Collaborate with IT and school techs to provide input to the Hardware Standards Committee to maintain Approved Technology List	Collaborate with IT and EdTech to provide input to the Hardware Standards Committee to maintain Approved Technology	

## TEACHING/TRAINING

<p>Communicate training needs to EdTech</p>	<p>Develop training resources to address identified district technology</p> <p>Create and maintain hardware best practices documents</p> <p>Create and maintain software best practices documents</p> <p>Coordinate with classrooms for project introduction, software training, lesson plan collaboration</p>	<p>Needs assessment for site technology training needs</p> <p>Development of training plan for building collaboration with school staff</p> <p>Participate in district technology training</p> <p>Create and maintain building-specific technology use documents</p> <p>Coordinate with classrooms for project introduction, software training, lesson plan collaboration</p> <p>Building-level liaison and resource for support of curricular integration</p>	<p>Needs assessment for site training needs</p> <p>Development of training plan for building collaboration with school staff</p> <p>Participate in district technology training</p> <p>Create and maintain building-specific documents</p>
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