

Keith Roberts, Director of Technology

Center Cass School District 66

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Keith Roberts - Director of Technology
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With state and local testing approaching, we've been working to ensure all student devices are updated, configured, and ready for use. Our team has collaborated with building administrators and instructional staff to provide training and support for the testing platforms. We've also conducted network assessments to ensure stable connectivity and have backup plans in place to minimize disruptions. The goal is to make the testing process as smooth as possible while supporting staff and students throughout the assessment window.

Our new device repair company has significantly improved turnaround times and provided higher-quality repairs. This has reduced repeat issues and minimized downtime for both students and staff. With the repair process running efficiently, we've been able to focus more on proactive maintenance and device tracking, ensuring that technology remains reliable and accessible across all buildings. Our primary focus will be to maintain a healthy supply of loaners that can be deployed at a moment's notice.

Last year we applied for access to the state's DO.IT technology consortium. We were informed two weeks ago that our application for free internet access was accepted. This additional connection ensures our internet connectivity doesn't go down in a time of crisis or greater demand.

We've also been conducting interviews for our new help desk technician position. We seek someone with technical skills, initiative, and a strong customer service mindset. This additional support will help us improve response times and problem resolution for staff and students.