Technology Department

Listed are <u>some</u> of the duties and projects we have handled for the month of March 2024...and a few others to note

Successful certified form 471 for 2024 E-Rate funding process. $60K for new wifi equipment in which R-Associates was awarded the bid.

Setup and ran sound equipment for Prom presentation at the courthouse.

Worked closely with ESC20 for internet restoration during 2 outages in consecutive weeks.

Provided additional support and devices for TELPAS testing.

Continued development of Raptor Alert platform. The alerts are successful, however there are still discrepencies with groups and SIS data.

Continue to troubleshoot D3 PA system. All classroom speakers are experiencing volume and clarity output issues. As a temporary solution, I transferred all PA announcement to be output to the classroom phones. Replaced SNOM and amplifier but did not resolve. Also manually inspected all wiring for faults throughout the building and classrooms.

Worked on budget and needs for 2024.

Continued camera cleaning project. We are cleaning our outdoor surveillance camera domes to maintain clarity and visibility. This needs to be done often as debris buildup is unavoidable. Bird droppings, spider webs, fingerprints, dirt are the usual findings.

Various equipment, sound, and lighting setups for programs/events in auditorium and meeting rooms.

Assisted with the purchase of new sign for DAEP which has since been installed on the roof. Now working on additional signage for Central Office, Tiger Gym, and a marquee (non-digital) for Jones Elementary.

Daily monitoring of our network to ensure its integrity. This includes monitoring internet bandwidth and building to building throughput, wifi traffic shaping as needed as to provide better coverage and speeds to areas, wifi uptime, surveillance uptime and monitoring, security access system uptime and monitoring, and network phone system uptime and monitoring.

Daily monitoring of our content filtering software that is installed on all student Chromebooks. This involves verifying that blacklisted sites are remaining blocked via student group policies and, as needed, adding approved sites to the whitelist as students and teachers help build this list as we go since it was built from the ground up. The same goes for apps.

These are some of the main points I have focused on and does not include the issues and repairs we handle on a daily basis, especially daily Chromebook repairs which, for the most part do not get logged in our ticket system.

Attached are the help desk ticket logs for the month. Again, many tickets are not created nor logged due to timing and constraints.

Michael Munoz – Technology Manager