

Technology Department

Listed are some of the duties and projects we have handled for the month of January 2026...

Website management is on-going with content creation/additions daily and will be continued so long as our website development is maintained in-house.

Chromebook hardware repairs and general issues are still the bulk of the tech department's workload. Broken screens, keyboard/trackpad issues, connectivity issues, sluggishness, lost/missing devices, etc. Also on the rise are student ID badge replacements and re-activations.

Preventive maintenance and connectivity testing done on all network hardware and peripherals, up to and including core router and firewall components and will remain an ongoing monthly duty.

Security access hardware inspections, maintenance and testing done and will remain an ongoing monthly duty.

Outdoor security camera inspections, testing, and cleaning remain an ongoing monthly duty. Following the recent cleaning attempts and inspections, we have determined that most of the outdoor camera dome covers have reached the end of their functional lifespan due to "yellowing" as a result of irreversible UV degradation. Daytime viewing is still good, however at night the IR LEDs reflect off the cloudy interior of the cover which creates a fog or "IR Washout" which essentially blinds the camera with its own light and results in loss of identifiable feed during low light hours. I've reached out to our vendor for info on replacements and pricing (if not included under warranty).

PA system inspections and testing are also a monthly duty. 3 outdoor horns have been replaced and 2 more have been newly added on the list to be replaced.

Cable management/re-wiring at MDF locations ongoing. Instead of purchasing 1-3ft patch cables, we are making our own cables using leftover bulk Cat6 spools from previous projects.

The technology department also continues to monitor ClassLink access and usage to ensure reliable connectivity to district instructional applications. Support is provided daily for ClassLink-related access issues, including login errors, application launch failures, and single sign-on synchronization problems. We work closely with staff and students to resolve authentication and rostering issues as they arise.

I've gotten a head start with re-assessing technology needs for the 26-27. A network backbone refresh is on the horizon. This would begin with AD/DNS server replacement and a complete configuration rebuild as to better conform with cybersecurity requirements/recommendations. A new firewall/router was installed in 2023 which was the true starting point and the network is built out from there. The intention is to use the newly awarded wave of E-Rate funding to support this project. This would be considered a major infrastructure project.

Daily monitoring of our network infrastructure is essential to maintaining its integrity and performance. This includes tracking internet bandwidth usage and building-to-building throughput, managing Wi-Fi traffic shaping to optimize coverage and speeds in targeted areas, and ensuring consistent uptime and monitoring of internet access, surveillance systems, security access controls, and the network phone system.

We also conduct daily oversight of our content filtering software deployed on all student Chromebooks. This involves monitoring site visits to verify that blacklisted websites remain blocked according to student group policies. As the filtering system was built from the ground up, we continuously update it by adding approved sites to the whitelist based on feedback from students and teachers. The same process applies to app management and approvals.

These points represent some of the primary areas of focus, but do not fully encompass the range of issues and repairs managed daily, including frequent Chromebook repairs and urgent staff support requests, many of which occur outside of our ticketing system.

Help desk tickets are available upon request. Please note that due to timing and workload constraints, many support requests are not formally logged in the ticket system.

Michael Munoz – Technology Director