

Technology Department

Listed are some of the duties and projects I have handled for the month of September 2021...

New T-Mobile hotspots delivered, inventoried, tagged and scanned into system. These 45 replaced the old original Sprint hotspots from years back.

Fixed the scoreboard animation display at the football field. Had to replace point to point radios on top of the press box and on top of the scoreboard to fix the communication problem. Re-established connection to the display and adjusted the display matrix to reflect 144x64. Was able to send animations again at the last home game.

Working on moving our surveillance system to a separate VLAN on our network.

Daily GoGuardian management.

In the final account setup stages with Technology Resource Advisors and ChromeCare, who will be doing most of our repairs on student Chromebooks this year.

New student and staff domain and email account creation and management.

Daily monitoring of our network to ensure its integrity. This includes monitoring internet bandwidth and building to building throughput, Wi-Fi traffic shaping as needed as to provide better coverage and speeds to areas, Wi-Fi 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 Chromebook repairs which usually do not get logged in our ticket system, but in our Chromebook Fleet Inventory Management software.

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