

Technology Department

Listed are some of the duties and projects we have handled for the month of December 2025...

Short month. The usual end of semester and pre-holiday break support.

Provided support for semester exams and testing platforms up to and including login/access issues and device swaps/loaners. Assisted with lights and sound for Kinder xmas program and band concert. Also resolved student issues with the student Renaissance LockDown Browser for AR benchmarks.

Café receiving door latching mechanism and strike hardware was found faulty and will need replacing. Ultimately, those double doors are not the type intended to have security access hardware installed on them. Without a center mullion for structural support, we will keep having this problem where the locking mechanism is damaged due to too much play. An appropriate frame and doors are a must if the intent is to use this entrance as part of daily routines. But, these doors are located at the receiving dock of the cafeteria and supposedly require a wider opening for deliveries, thus it has no center mullion. For later consideration internally, my recommendation is not to use this entrance for anything other than deliveries. Just fyi.

Replaced remote radio antenna and comm hardware at the baseball field and restored remote internet access at the baseball field. There are no cameras located at the baseball field as the original equipment was re-purposed to provide more coverage on campus, however we intend to stream baseball/softball games this season and internet access is required for the Hudl cam equipment. The plan is to install 1 Hudl cam each at the announcer's booth and install 4 wireless point to point radios for transmit/receive wifi communication back to the internet hub inside the concession stand. This is a more cost-effective solution to hardwiring which would require underground pvc and trenching. The only concern would be meeting the minimum bandwidth requirements if a baseball and softball game are live at the same time. These remote locations (football, bus barn, baseball) do not receive the same fiber bandwidth as we do on campus since the remote network equipment does are not "air fiber" radios. But we'll see how it goes.

Website management is very much on-going with content creation/additions daily and will be on-going 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.

PA system inspections and testing are also a monthly duty. 1 outdoor horn has been replaced and a few more replacements remain.

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.

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