

Technology Department

Listed are some of the duties and projects we have handled for the month of May 2025...and a few others to note

No significant wifi issues after the successful upgrade replacement of our previous wifi system. Only a few student devices did not auto-connect, and no issues for staff. Student wifi SSID's and passwords are configured within our device management system to auto-connect, thus no need for password sharing. Passwords are not shared with students, for obvious reasons.

Set and configured email scanning capabilities to all leased copiers throughout campus. This involved adding contact address book and two-way encrypted communication between devices. This method assists staff to efficiently and effectively upload required documents/certs to their online portfolio.

HS/Kinder/8th grade graduation, FFA Banquet assistance with AV needs. Also other meetings, activities, programs etc.

Assisted with EOY testing. Provided program and device support throughout the full testing window.

Deactivated student ID badges for the summer.

Chromebook return was smoothest it's been in several years. Collected over 500 and inventoried, issued fines for damages and lost or missing accessories (chargers, cases)

Re-distributed over 100 chromebooks for summer school. This has been an inconvenience only due to the fact that rosters are unknown until after we have already collected from all students.

Deactivated all accounts and access for employees who are leaving the district. Assisted with data transfers from said accounts and devices.

Daily ID badge replacements for missing/non-working ID's. Daily student Chromebook troubleshooting (ie broken screens, no power, keyboard/trackpad issues, volume, headphone jacks, website access)

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, internet access 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 up to and including daily site visit monitoring and 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 entirely include the issues and repairs we handle on a daily basis, especially daily Chromebook repairs and sudden staff support 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