

Technology Department

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

Enrollment campaign video project in progress.

Access control hardware relocated to new HS entrance from old entrance. This included entry door intercom/badge reader unit, door strike, entry handsets, and cabling. Finalizing troubleshooting steps from Sentry Security for communication error with the relocated badge reader.

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.

Several days of fine tuning of our filtering software and Google management platform with configurations, patches, blacklisting sites/proxies and investigating unconventional methods being used by students to circumvent the filters we set in place.

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.

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