

Information Technology Support

School Based and District Responsibilities

The intent of this document is to have teachers and school administrators become aware of their responsibilities with respect to the support of Information Technology at their school. The table below attempts to clarify the tasks that will be done by the IT department and the tasks that could be done by a designated staff member at your school. Such a person based at the school will be called the IT Contact and would be designated by the Principal. The IT Contacts are the only persons at the school who may perform tasks as per the guidelines set below.

Most Common IT Responsibilities	Secondary School	Elementary School	District IT Dept.	District Trains School First Time
General				
Designate one or more persons as initial IT contact person for any information technology related problems on site. This will help District IT staff to troubleshoot more effectively over the phone and also update that person on corrective measures and other maintenance procedures. This would ideally be the person entering iWorx requests.	X	X		
Initiate purchase requisitions for new equipment or software	X	X		
Arrange for Schools, group or individual training with Professional Services or outside agency	X	X		
Must use iWorx Online to submit work requests	X	X		X
Collect, maintain & enforce Acceptable Use Policies	X	X		
Software				
Install district approved software on computers			X	
Install software only if advised and instructed by your district technical support specialist	X	X		X
Copy district approved software on the File Server/Network for sharing or copying purpose			X	
Create and Install ghost images			X	
Install Operating System software like Windows, Mac OS			X	
Arrange for training on the use of any of the above software	X	X		
Resolve user operational issues with educational and administrative software	X	X		
Resolve technical problems like Software stopped working or not printing or system crashing			X	
Maintain appropriate records related to software problems and their solutions.	X	X	X	
Maintain all software licenses and license documents	X	X		

	Secondary	Elementary	District	District Trains
Support of software that is not recommended or supported by District				
Hardware				
Unpack and setup new hardware or move existing hardware to another location within the school	X	X		
Maintain inventory records of computer hardware, software, peripherals and related equipment.	X	X		
Resolve problems with computers, printers, scanners, etc. including internal components			X	
Install RAM, Ethernet Cards, all internal components, all external local and networkable peripheral devices			X	
Install other related devices that may need configuration			X	
Repair hardware			X	
Support of hardware that is not recommended by District or support of obsolete hardware				
Wireless				
Install and configure district purchased controllers, routers, access points			X	
Configure computers for wireless access	X	X	X	X
Configure and support authorized users' Phones and other personal items to access WiFi	X	X		
Support of wireless devices not recommended or not purchased by the District				
Email Systems - District based - FirstClass only				
Install the FirstClass client software	X	X		X
Install and support of non-FirstClass client	X	X		
Networks				
Install the server hardware			X	
Install the server software			X	
Design and configuration of structure (directories, folders, categorize applications)			X	
Install and organize software on the server			X	
Add/edit/delete user accounts and passwords	X	X	X	X
Assign privileges and access rights to directories, folders and software on Windows Servers			X	

	Secondary	Elementary	District	District Trains
Assign privileges and access rights to directories, folders and software on Macintosh Servers			X	
Physically connect new computers to the network wall socket	X	X		X
Configure new Windows or Mac desktops/laptops access to the Network			X	
Configure new Printers on the Network			X	
Physical Security, housekeeping and backup of all network servers	X	X		X
Resolve all network related problems			X	
Resolve all wiring related problems			X	
Support of Network scenarios/implementations not recommended by the District				
Specialized software				
Installation of specialised software like Successmaker, Kursweil, MYOB, etc.			X	
Install or administer Deepfreeze, Ghost, other management software and tools			X	
Report all operation faults to the vendor/manufacturer	X	X		
Resolve technical problems with the vendor/manufacturer			X	
Internet software and Security				
Design Web pages	X	X		
Install web sites on District server	X	X		X
Integration of school web site into District web site			X	
Install and maintain district recommended Firewalls and related security software and hardware.			X	
Install, configure and administer school-based web servers for approved web applications			X	X

If you notice anything missing from this document please contact the IT dept.