



# Mobile County

## PUBLIC SCHOOLS

**File includes the following documents:**

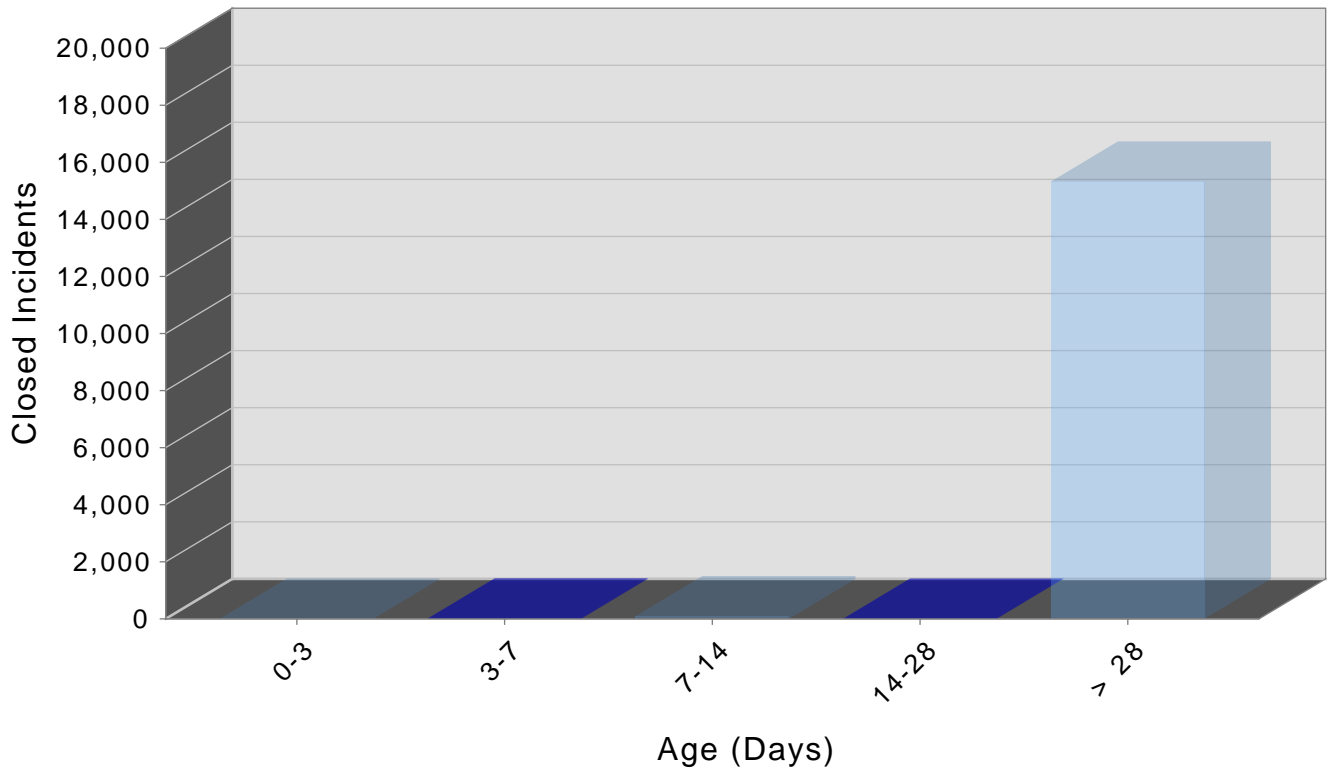
Report on Work Order Closures- Closed  
Incidents by Age

Instructional Technology- Project Leaders  
2016-2017

MCPSS HelpDesk Schedule

MCPSS Information Technology Organizational  
Chart

### Closed Incidents by Age



Age (Days)	Closed Incident
0-3	14
3-7	21
7-14	101
14-28	14
> 28	15332

**Department of Instructional Technology  
Project Leaders 2016-2017**

<u><i>Joe Gaston</i></u>	<u><i>David Morrow</i></u>	<u><i>Pam Moore</i></u>	<u><i>Ursula Martin</i></u>	<u><i>Kaaryn Licalsi</i></u>	<u><i>Allyson Chappell</i></u>
Audio/Visual/Distance Learning	Moodle, Google Apps	Office 365, Online Learning, Social Media	Office 365, BYOD	<b>SMART, Learning.com</b>	<b>Digital Resources</b>
<b>Baker</b>	<b>Davidson</b>	<b>LeFlore</b>	<b>Rain</b>	<b>Theodore</b>	<b>Montgomery</b>
Collier	Eichold-Mertz Magnet	Dunbar	Gilliard	Burroughs	Allentown
Causey	Clark-Shaw Magnet	Holloway	Morningside	Davis	Semmes Elem.
Dawes 3-5	Denton	Council	Pillans	Griggs	Semmes Middle
Hutchens K-2	Fonde	Washington	Howard	Hankins	Tanner Williams
O'Rourke	Orchard		Leinkauf	Haskew	J.E. Turner
Taylor - White	Shepard			Hollinger's Island	Wilmer
	John Will			Meadowlake	
<b>Murphy</b>	<b>Williamson</b>	<b>Vigor</b>	<b>Blount</b>	<b>Bryant</b>	<b>Citronelle</b>
Austin	Craighead	Collins-Rhodes	Brazier	Alba	Calcedaver
Burns	Hall	Grant	Chastang	Booth	Lott
Calloway-Smith	Maryvale	Mobile Co. Training	Forest Hill	Breitling	McDavid-Jones
Old Shell	Bryant CT	Robbins	Indian Springs	Castlen	North Mobile
Dickson	Faulkner	Whitley	Scarborough	Dauphin Island	
Dodge	ESC	Just 4	Regional	Dixon	
Phillips		Pathways	Evans	Grand Bay	
Westlawn-Spencer			CLC	Saint Elmo	
221-6207	221-6208	221- 6211	221- 6212	251-221-6214	251-221-6213
<a href="mailto:jgaston@mcpss.com">jgaston@mcpss.com</a>	<a href="mailto:dmorrow@mcpss.com">dmorrow@mcpss.com</a>	<a href="mailto:prmoore@mcpss.com">prmoore@mcpss.com</a>	<a href="mailto:udmartin@mcpss.com">udmartin@mcpss.com</a>	<a href="mailto:mlicalsi@mcpss.com">mlicalsi@mcpss.com</a>	<a href="mailto:ahchappell@mcpss.com">ahchappell@mcpss.com</a>

# Help Desk Rotation

← → April 2017

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
26	27	28	29	30	31	1
	Joey, Ken					
	4:30 Schedule - Kennedy					
					Andy for Ken	
2	3	4	5	6	7	8
	Heath, Neal					
	4:30 Schedule - Byron					
				James for Neal		
9	10	11	12	13	14	15
	Spring Break					
	4:30 Schedule - Heath					
16	17	18	19	20	21	22
	John K, John N.					
	4:30 Schedule - Matt					
23	24	25	26	27	28	29
	James., Andy					
	4:30 Schedule - James					
				Neal for James		
30	1	2	3	4	5	6
	Ty, Byron					
	4:30 Schedule - Bryan					

Executive Manager:  
David K Akridge

Network Manager:  
Sheree Moore

Telecommunication  
/Web Manager:  
Tracye Mathis

Student Data  
Manager:  
Charles Martin

Research &  
Development:  
George Mitchell

Programmer /  
Analyst:  
Patrick Byrne

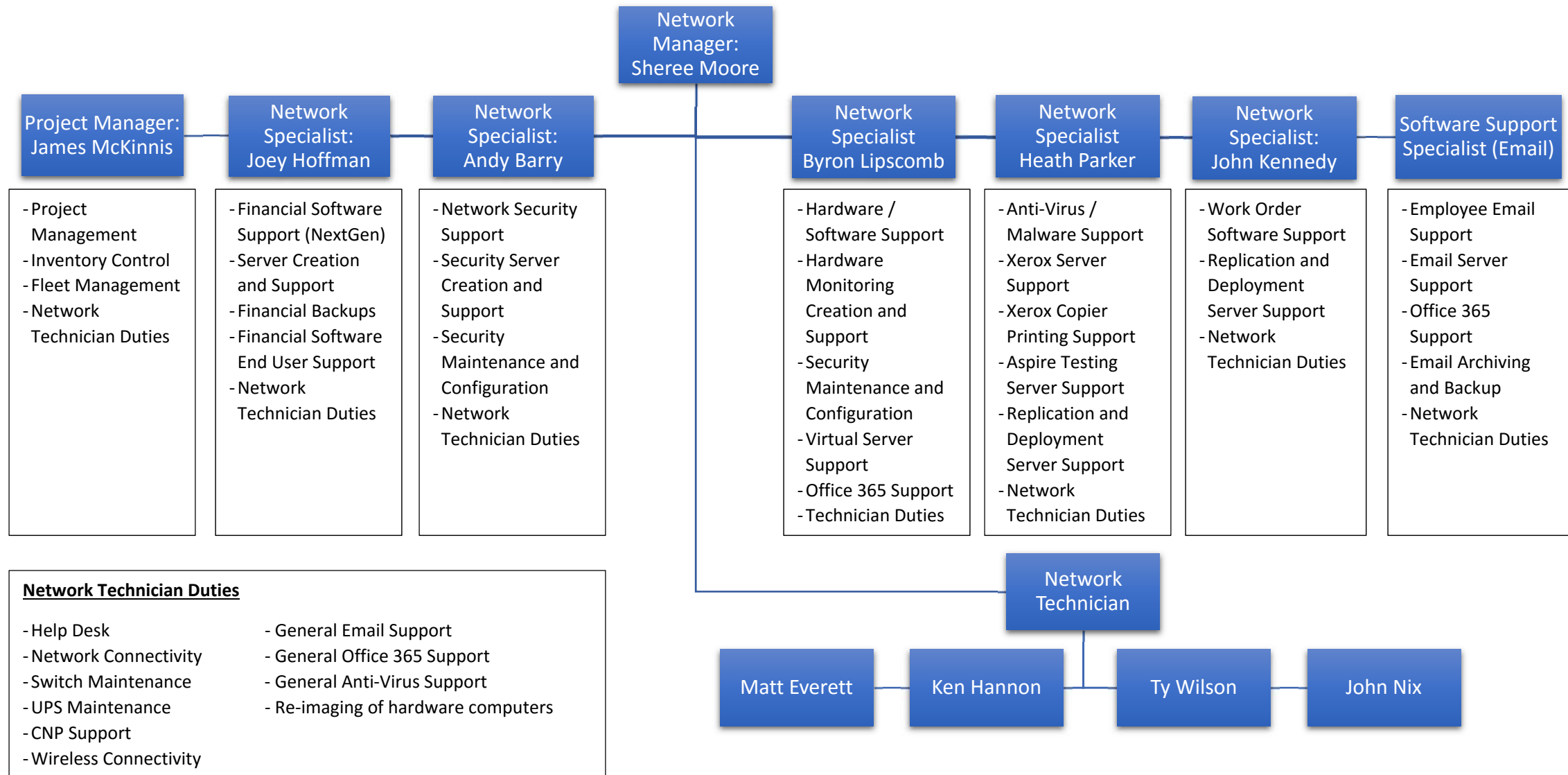
- Wide Area Network Support
- Network Security (Firewall, Malware, Anti-Virus)
- Internet Connectivity
- Data Center Management
- Bring Your Own Device Network Connectivity
- District Technology Help Desk Support
- Network Accessibility Support
- Employee & Student Email Support

- Voice Over IP Support (Telephone)
- Cell Phone Support
- Web Training and Support
- Interactive White Board Installation and Support
- Digital Signage Installation and Support
- Student Video Production Support
- School Intercom Support
- Collaboration Room Support

- Student Information System Support
- State and Local Data Reporting (ADA, ADM,
- Student Information System Help Desk
- Report Writing
- HR Programming Support
- Student Information System Training
- 

- Research and Testing of Hardware, Software, and Network solutions
- Works to negotiate pricing and Contracts for Technology Solutions
- Assisting Malware and Anti-Virus Support
- Environmental / Climate Controls for Data Center
- Power Generator Support (District)

- Data Warehouse report writing
- Extraction / Transform / Loading of Student Data
- Data Cube Cloud Support Services
- SQL / Database creation for Microsoft PowerBI Dashboards



Student Data  
Manager:  
Charles Martin

Data Specialist:  
Karen Baars

Data Specialist:  
Linda Daniels

Data Specialist:  
Kim Thanh Le

Programmer:  
Katabra Dixon

Asst.  
Programmer:  
Lavon Williams

- Provides support for 90 schools and other users on the usage of our SIS system
- Specializes on Middle School setups and functionality
- Provides support for Online Registration
- Fulfills data requests as needed

- Provides support for 90 schools and other users on the usage of our SIS system
- Specializes on High School setups and functionality
- Provides support for Online Registration
- Fulfills data requests as needed

- Provides support for 90 schools and other users on the usage of our SIS system
- Specializes on Elementary School setups and functionality
- Provides support for Online Registration
- Fulfills data requests as needed

- Provides support and programming for Human Resources in the Nextgen System
- Provides support for custom programs in the Budget Office
- Provides custom programming and support for Central Office needs
- Fulfills data requests as needed

- Provides support to other department users as needed
- Maintains IT inventory control
- Other assignments as needed

Telecommunications/Web  
Manager:  
Tracye Mathis

Telecom Support  
Specialist:  
Rob Gray

Telecom Support  
Specialist:  
Bryan Holloway

Telecom Support  
Specialist:  
Carrie Rozycke

Digital Media Supervisor:  
Marcie McNeal

Data Support Specialist:  
Courtney Dunning

Data Support Specialist:  
Carol Anderson

- Manage 6,347 CISCO Phones
- Manage 1,334 Voicemail Boxes
- Manage 27 Intercom Systems
- Manage 172 Call Handlers
- Installation of GPS Trackers on MCPSS buses
- Help Desk
- Landline ATT
- SIP Trunking

- Manage 249 DMS Monitors
- Manage 6,347 CISCO Phones
- Manage 1,334 Voicemail Boxes
- Manage 27 Intercom Systems
- Manage 132 Voice Conferencing Systems
- Manage 172 Call Handlers
- Installation of GPS Trackers on MCPSS buses
- Help Desk
- Landline ATT
- SIP Trunking

- SMART Technologies, 3,700 SMART Boards
- Contracted Service-ITS, 3 SMART Techs
- Manage 6,347 CISCO Phones
- Manage 1,334 Voicemail Boxes
- Manage 172 Call Handlers
- Installation of GPS Trackers on MCPSS buses
- Help Desk
- Landline ATT
- SIP Trunking

- Manage 36 TV Studios in schools across the county
- Order and supply equipment for School TV Studios
- Train school staff on TV Studio equipment
- Film show segments for TechTalk
- Manage MCPSS Technology Social Media Accounts
- Professional Development for students through Summer Camps

- Manage 249 DMS Monitors
- Train school staff on Command Center HD (DMS Software)
- Manage 90 Websites, 89 school sites and 1 district site
- Train school staff on website management
- Manage 233 School Messenger Accounts
- Train school staff on School Messenger usage

- Manage 1,298 Cell Phones
- Cellular E-Rate Reports
- New cell phone configuration
- Cell phone repair
- Balance the billing for Telecommunications each month