

MANAGED IT SERVICES

Contracted Services IT 01

CESA 5's Managed IT (Information Technology) Services work in your schools to ensure your student, teacher, and office technology is functional for day-to-day use. Our technology support services are adaptable to your unique requirements. We can support your entire organization's technology infrastructure, provide blocks of time to support your current staff, or handle special projects in your school district.

LEVEL 1:

TECHNOLOGY SUPPORT SPECIALIST

The technology support specialists maintain the general operations of computer devices and related software, hardware, or network connections.

- Located on-site during the school week
- Primary contact for all technology related issues
- Provides technical assistance to district staff as necessary; in-person or remotely
- Sets up new computer systems and perform routine maintenance
- Ensures operational internet security software
- Maintains & repairs computer equipment and software to ensure secure and efficient operations
- Tests and implements new software programs for the organization

LEVEL 2:

NETWORK SPECIALIST

The Network Specialist manages the networks to ensure they function efficiently.

- Available for troubleshooting via remote access during the school week and/or on-site as needed
- Monitors and troubleshoots network security and system functionality
- Collects network performance data
- Performs routine maintenance and proactively addresses potential problems
- Evaluates network data to ensure consistently adequate speed and space
- Provides recommendations for future needs
- Provides support to technology support specialist

LEVEL 3:

TECHNOLOGY DIRECTOR

Establishes, plans, and administers the overall policies and goals for the information technology department.

- Support E-Rate and Infrastructure grants
- Manages the helpdesk and project management systems
- Provides oversight of CESA 5 technology staff and communicates with school district administration
- Researches and implements strategic solutions with approval of the school district

Call Corey Koltz at (608) 745-5470 to learn more about Managed IT Services.