

TECHNOLOGY	FACILITIES
LOCATION: Education Complex, Room 106 HOURS: Monday-Friday 8am-5pm PHONE: 407-823-6047 EMAIL: <a href="mailto:edhelpdesk@mail.ucf.edu">edhelpdesk@mail.ucf.edu</a>	LOCATION: Education Complex, Room 173 HOURS: Monday-Friday 8am-4:30pm PHONE: 407-823-5003

TECH SERVICES	Monday – Friday 8:00 AM – 5:00 PM
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- Provide server support to the College of Education for user data storage (storage limits may apply), shared folders, College internet and intranet sites, backing up of critical data, DNS services, and DHCP services for College of Education computers.
- Install, troubleshoot and provide limited assistance for College-owned and supported software /hardware on all College of Education computers. Grant personnel should request assistance via their technical coordinator. For a list of supported software/hardware, please visit the *Resources* section of our website.
  - Prior to dropping off equipment for repair, user is responsible for backing up all files and documents on the machine.
- Provide technical support for College equipment located in College of Education multimedia classrooms.
- Update software on lab computers and laptop cart each Fall and Spring semester. Lab software requests are due six weeks prior to the first day of each semester.
- Provide technical support for videoconferencing system in TA 420B. Prior to the videoconference, user is responsible for reserving the appropriate room, knowing the IP address of each involved party (maximum of three others), and coordinating all other aspects of the videoconference.
  - Faculty/Staff must fill out *Technology Support Request Form* to request approval for support. \*
- Recommend specific technology items to be purchased. Grant personnel should request assistance via their Technical Coordinator. Visit the *Protocol* section of our website for a list of items that require pre-approval before being purchased.
- Support technology at College-related events.
  - Faculty/staff must fill out *Technology Support Request Form* to request approval for support. \*
- Provide means to distribute information via Plasma TV(s) in Education Complex and Teaching Academy.
  - Visit <http://education.ucf.edu/plasma> to submit a request to add content to the Plasmas.

WE DON'T: Maintain or assist users with issues related to non-College of Education equipment (ex: help with VPN access, assist with cell phones); Assume responsibility for data not backed-up prior to the items being dropped off for repair (users should back up data on a regular basis); Provide assistance for non-supported software; Schedule classrooms, conference rooms, etc.; Add software to lab images during the semester; Provide support for videoconferencing systems outside of TA420B or handle issues related to remote sites; Videotape, video edit, or photograph events (but do provide end users with equipment to do so themselves) unless *Technology Support Request Form* is approved by the Associate Dean of Research; Provide grant specific technical support.

**HELP DESK**

**Monday – Friday 8:00 AM – 5:00 PM**

- Provide portable multimedia equipment (projectors, laptops) for short-term checkout to faculty, staff, or GAs. Reserve in advance due to limited availability.
  - GAs must be using equipment for a faculty-related project and need approval from supervisor prior to the checking-out of equipment.
  - User is responsible for removing any data from checked-out items prior to returning item.
- Maintain inventory of College technology and software.
- Allow use of golf cart for UCF business-related campus travel. Reserve in advance due to limited availability.
- Provide centralized self-service scanner(s) and train faculty/staff/GAs in scanner usage.
- Coordinate the creation and deletion of College of Education server accounts, password reset requests, and shared folder requests.
  - Proper authorization required.
  - Please notify the Help Desk if account access needs to be modified, disabled, or deleted.

WE DON'T: Assume responsibility for data left on checked-out items; Provide golf cart driver; Scan documents for faculty/staff/GAs; Maintain central UCF services such as myUCF, eCommunity, PeopleSoft, GroupWise, etc. Support for central UCF services is available by calling 407-823-5117 or by visiting [www.servicedesk.ucf.edu](http://www.servicedesk.ucf.edu);

**WEB SERVICES**

**Monday – Friday 8:00 AM – 5:00 PM**

- Create, develop and troubleshoot approved websites/projects for the College of Education.
- Offer recommendations/consultation during the website/project planning process for approved projects.
- Post content to website(s) on request.
- Provide assistance, as necessary, with Form Manager to collect data for web forms.

WE DON'T: Create/type/organize/review website content; Develop or maintain grant websites; Create/maintain personal websites.

**FACILITIES**

**Monday – Friday 8:00 AM – 4:30 PM**

- Schedule and facilitate functions in the 12,600 square foot Gymnasium and 2,682 square foot Multipurpose Room.
- Support facilities-related issues throughout the College
- Maintain the facilities to ensure a safe environment.
- Coordinate with Physical Plant on work orders.
- Handle paper recycling for the College.
- Install keyboard trays and other specialized furniture equipment.
- Move boxes when faculty/staff relocate to different offices within the building.

WE DON'T: Assist with packing boxes prior to moving boxes; Clean offices.

For Building Services support outside of our office hours, please contact Physical Plant at 407-823-5223.

\* For all technology requests, user is responsible for reserving a room that can support the specific technology request. Requests for technology in rooms that do not support the specific technology will not be approved. Technology Support Request Form can be found at: <http://education.ucf.edu/techfac/forms.cfm>.