

## Department Overview

- **Chief Technology Officer**
- **Technical Services Director**
  - o Tech Support Supervisor, Technicians & Specialists, & Help Desk (14)
  - o A/V Tech Support (3)
  - o Network/Systems/Telecom (7)
- **Information Services Director**
  - o PEIMS (2)
  - o Skyward/Gradebook Support (4)
  - o Database Staff (4)
- **Integration Services Director**
  - o Elementary Specialists (3); Secondary Specialists (3); Professional Development/Training (1)
- **Student Demographics Director**
  - o Boundaries
  - o Online Enrollment
- **Project Manager**

## Help Desk (594-0212)

- Service Hours: 7 a.m. to 5 p.m. Contact by phone or by entering a work order
- Note that technology issues cannot be addressed unless a work order has been entered
- Enter work orders via the “*Technology Help*” icon located on your desktop

## Email (Outlook)

- Available from Web Client, Desktop Client, or on individual's phone
- Phone setup instructions are available on the iGuide
- Emails are archived for one calendar year
- Inbox size is limited and not intended as file storage; be sure to clean up inbox on regular basis

## File Storage (Network Drives)

- Each user has a home folder for file storage (H:)
- Users also have access to shared folders on the “S” drive dependent on job responsibilities
- All users have access to the PISD Public folder so anything in this folder is viewable by all; PISD Public Folder is not a permanent folder and is cleared out annually
- Use Efiles (<https://efiles.pfisd.net>) to access files saved to the network when outside of the district

## Printers

- Lab printers and the main library printer, (not including toner, consumables) are supported/replaced via Technology
- All other campus printers are supported, however replacements are not automatically approved; consideration is given to location and need.

## Copiers

- Ricoh Copiers are located on every campus with standard locations in the Workroom and front office area. Other locations are dependent on campus layout and enrollment numbers
- Copy allotments are assigned based on job codes; not on an individual basis
- Users receive allotments per semester; allotments roll over from between semesters
- Users can transfer funds to one another (see iGuide for Papercut instructions)
- Generic badge to be used at the campus' discretion (PTO use, volunteer use, etc.)
- **Use the Copy Center for large print jobs**

## Hardware & Software

### Hardware

- Each teacher is provided with a laptop
- Other Campus staff (Administrators, office staff, others) are provided either a laptop or computer based on job function
- Computers/laptops/iPads are replaced as part of the District Replacement Cycle.
- Any additional computers, laptops, or iPads are funded at the campus level
- Quotes are available on the Dell Premier Site for standard district technology

### Student Device Distribution

- Students grades 2 - 12 are provided with Chromebooks
- Devices are checked out at the campus level via TipWeb
- Each campus has a TipWeb Designee responsible for the Checkout Process
- Students/Parents are responsible for the cost to repair/replace district issued devices
- Students have the option to purchase Insurance for their district assigned devices via RevTrack

### Software

- Submit Software Approval Ticket for New Software Requests
- Reviewed by Technology for support/expected function and by Curriculum for instructional value and integration
- Once approved the software may be purchased via campus funds/department funds
- Software that is already district approved, and does not have a license cost associated, is located under the "Install Software" icon on the desktop

### Technology Moves

- Technology Inventory tracking is based on location. Please do not move technology on your own unless directed to do so by Technology.
- Tech Services will not move computers, printers, or network drops without campus administrator approval. Approved additions/moves of network drops are funded at the campus level

### Campus Funded Technology Repairs/Parts

- Repairs for broken/damaged screens on computers, laptops, iPads that fall outside of warranty
- Batteries for student devices outside of warranty
- Projector Bulbs – recommend having 3-5 bulbs on hand.

### Instructional Technology Links

- [iGuide](https://sites.google.com/pfisd.net/iguide) – <https://sites.google.com/pfisd.net/iguide>
- **Clever Portal** - click the "Butterfly" icon on the laptop desktop (<https://tinyurl.com/pfisdclever>)
- [Curriculum Integrations for K-8](#)
- [Integration Services Website](#)

### Skyward

- Portal home page navigation
- SIS/ERP
- District Reports