

The Technology Department at Long Branch Public Schools has taken tremendous strides to leave the “You know tech – go do tech stuff” mentality deep in the rear-view mirror while building a highly trained and knowledgeable team. Our department has an incredible amount of demand and expectations so we have been diligent in creating roles, filling positions, and equipping ourselves for success.

A uniquely arranged, and not often duplicated, process we have in Long Branch is designating sub departments inside of our Technology Department. As such, bi-weekly meetings are held with the sub groups to assure adequate time is devoted to each area to address any and all issues while constantly assuring we are meeting all of our demands and deadlines. We currently have a Head of Technical Services Manager who oversees projects and daily activities while working closely with the Technology Director to accomplish all district tasks. The aforementioned position then leads the following sub groups...

- Network Operations Center - 2 staff members
- Technical Support Field Specialists – 3 staff members (soon to be 4)
- Technical Support Field Specialist / Inventory Technician – 1 staff member
- Audio / Visual Technicians – 2 staff members
- Telecommunication Technician – 1 staff member
- Technical Support Security Specialist (access control & cameras) – 1 staff member (new position being filled)

This segmentation inside the department has led to incredible success and efficiency resulting in the entire Technology Department to be recognized at a recent Board of Education Meeting as the “Employee of the Month.” A special portion of the meeting was devoted to honoring everyone individually while acknowledging the team as a whole – something that has not been done in district previously or since. No longer do we have 1 person that is forced to be the jack of all trades and running for every issue, we now have specialists who can focus on their strengths and fully diagnose/fix problems in their field. With their expertise, they can they teach others who can gleam useful tools to incorporate into their skillset. Cross training is ever present and always effective in our district! Having specialists though has made it easier for people that are not strong in some areas to be able to rely on someone who is, while learning in the process. This allows for a faster response time to an issue which is governed by our ticketing system that prompts a user to click on the type of issue they are having, supply some mandatory information, and then the issue is automatically assigned to the proper personnel. Our Head of Technical Services & Director can see all tickets and then assure the work is completed in a timely manner.

Our ticketing system also allows both the technician and end user the ability to communicate. Once a ticket is assigned, the user receives a ticket number via email which can be referenced at any time to see the status. The technician can update, close, or reassign the ticket with every change emailing the user the updated status and notes. Once closed, or at any time during the process, the user can then respond back to the ticket through an email if anything further is needed, allowing for the ticket to be reopened or just ending in a “thank you.”

We take our service extremely seriously and made it a top priority to fill our Head of Technical Service Manager role appropriately. Thinking outside the box a bit, we hired a professional who not only had a vast technical background, but worked in the Hospitality world as well. Being a manager of several different departments inside a very large hotel made him extremely well rounded and gave him a full understanding of what customer service really means. Implementing that mindset here, and guiding our technicians to propagate the same mindset, has allowed our department to shine even under tremendous pressure and demands from our over 5500 students and nearly 1000 staff! As such, we have carefully and thoughtfully created our Technology SLA that governs our responses...

Issue	Response Time
Connectivity	Immediately
Classroom / Office Desktop	< 1 hour
Student Laptop	< 24 hours
Classroom / Office Software	< 1 hour
Staff Accounts	< 1 hour
Student Accounts	< 24 hours
Building Access Control	< 24 hours
Security Systems	Immediately
Projectors / Speakers	< 24 hours
Phones (Unable to call out or in)	Immediately
Radios	< 24 hours
Websites	< 24 hours

In parallel to our Technology Department, building TDLAs and Educational Technology Specialists work at the school level to assist teachers with everyday Technology uses and implementations. Working as a liaison between the staff and the Technology Department, these instrumental staff enable our technicians to help with real technical issues without having to explain implementation or classroom use, something that many are not trained for having come from an exclusively technical background. The further segmentation and building level implementation has allowed huge growth for proper use of technology and has greatly benefited staff and students alike!

Report a Problem

Click on the type of problem you wish to report on.

You will be prompted to provide more information about your problem.



Network/Internet



Monitor



Software



Keyboard



Mouse



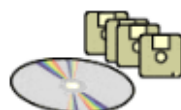
**AV - Clocks, Projectors, Screens,
Phonic Ear, Intercom**



Genesis / Grade Book



Telephone



CafeTerm



**Printers - Out of Ink, Needs Ink,
Blank Pages**



**Printers - Paper Jams, Non-
Functional, Broken**



**Security System - ID Cards,
Badges, Magnetic Doors, Door
Swipes**



Wireless Laptops, Chromebooks



Motorola



Printers - Paper Jams, Non-Functional, Broken



Security System - ID Cards, Badges, Magnetic Doors, Door Swipes



Wireless Laptops, Chromebooks



Motorola



Google Account Issues



Computer Logons - Email, New Users, Reset Passwords, Name Changes (Not for Google Issues)



SNAP



Samsung Tablet



Desktop Computer



ASUS Tablets



Websites and Applications - Request to Block or Unblock a Website or Request to Add an Application



Smart Slates / Bluetooth



iPad - MAC - iTouch

Report a problem

Please complete the form below.

⊕ Indicates required field.

Reported by:	<input type="text" value="- select a user -"/>
Problem Type:	Network/Internet
Priority:	<input type="text" value="Normal"/>
Building:	<input type="text" value="-- Select A Building --"/>
Room #:	<input type="text"/>
Phone Extension:	<input type="text"/>

Please provide any additional details here. ⊕

To attach a file to this ticket,
click **Browse** and select a file, then click **Attach File**.

<input type="button" value="Browse..."/>	<input type="button" value="Attach File"/>
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Click the trash can icon to delete attached files.

Attached files	Size	
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No files attached

Request Age: 0 (in days)

Status: **Solved**

84029

Request Information[Create Scheduled Task](#)[Edit Problem Report](#)[View work order](#)[Reopen](#)**Submit Date:** Thursday, January 06, 2022 8:50 AM**Tech Priority:** High**Building:** Middle School (MIDS)**Asset Item:** None**Room:****Room #:** [REDACTED]**Problem Description:**

Chromebook will not charge . It is sitting on top of cart.

User Priority: Normal**Reported By:** [REDACTED]**Problem Type:** Wireless Laptops, Chromebooks**Assigned To:** [REDACTED]**Phone Extension:** [REDACTED]**Work History****Work Time:** 1:32PM - 1:32PM**Work Date:** Thursday, January 06, 2022**Mileage:** 0**Work Description:**

Replaced with spare Chromebook.

Work Status: Problem solved**Technician:** [REDACTED]**Work Time:** 12:01PM - 12:01PM**Work Date:** Thursday, January 06, 2022**Mileage:** 0**Work Description:**

Problem report reassigned to [REDACTED]

Work Status: Problem not solved - still working**Technician:** [REDACTED]**Work Time:** 8:51AM - 8:51AM**Work Date:** Thursday, January 06, 2022**Mileage:** 0**Work Description:**

Problem report assigned to [REDACTED]

Work Status: Problem not solved - still working**Technician:** [REDACTED]

WRITTEN NARRATIVES

Principal

Within the increased use of technology in school, it is only normal to have issues arise. The Long Branch technology staff have been instrumental in helping every time these problems arise. The staff are always friendly and willing to take the time to ensure the issue is fixed. The turnaround time is short from the moment a trouble-trakker ticket is put in to the time they respond and resolve the issue. The staff are also always willing to sit and make sure you understand what went wrong and often help you learn to solve some of the problems on your own should they occur again. On numerous occasions, the staff have even assist in addressing other issues that staff bring to their attention while they are in the building. It is always a pleasure to see the staff come into the school. They continuously conduct themselves professionally and with pride in their work.

Technology and Distance Learning Advisor (TDLA)

While serving as an Elementary School Tech Advisor, the Long Branch Public Schools Technology department has been vital in the support of instructional practices within our school community. The technology department proactively assess the technological infrastructure of the building ensuring each facet is conducive to high quality instructional practices and safety and security. Regular updates to software and programs, computers and building security systems are managed by the technology departments' allocation of budgeting and resources, thus providing high end equipment and programs to all students and staff. Reactively, the technology department responds to requests for assistance through our TroubleTrakker platform in a prompt and efficient manner. Staff is able to leave a detailed request for services, repair or general inquiries which are then assigned to the appropriate technician. The staff is courteous, discreet and highly knowledgeable in their field. They are readily able to provide all staff with ideas and solutions to any inquiry.

Teacher

The LBPS tech team is supportive and responsive. They address trouble tracker tickets quickly and are polite and helpful with my questions. There have been times when there is a pressing technology problem and not only was a phone call returned quickly, but one of the team members showed up at the school within minutes to troubleshoot and solve the problem. The tech team members are kind to my curious students who love to ask them questions and we appreciate all the hard work they do. They go above and beyond to help support our classroom and school-wide technology needs.