# AVC Information Technology Services
# Technical Assistance Information

**For Assistance with Computer, Instructional A/V or Telephone Problems**:
help@avc.edu or (661) 722-6300, ext. 6535

**Priorities:**
  a. **High**:
   i. Immediate need for support to instructional services, A/V issues, classroom down, etc.
   ii. Student Services Customer facing services, blocks of open access stations, Blackboard, etc.
   iii. Enterprise Services down – campus wide outages, Campus Credit Card services etc.
  b. **Medium**
   i. Individual desktop outages, individual phone issues, etc.
   ii. Secondary operational applications outage, eg. DegreeWorks, Document Imaging, etc. Administrative shared services; Print Spoolers, File Services, etc.
   iii. Open tickets in order assigned, based upon priority and aging
  c. **Low**
   i. Prepare and address any lab/classroom requirements in support of the current semester
   ii. Project management, consultation to establish needs and prepare for future lab provisioning
   iii. Deploy new and/or upgrade equipment for faculty and staff offices

# SUPPORT ASSIGNMENTS

| | |
|---|---|
| Ann Hinley | Phones, ShoreTel |
| Bill Carlson: | Ag Lab, APL (except 204's), CDC, Fox Field, HS 2$^{nd}$ Floor Offices, TE7 |
| Geary Cook: | Auto (all), OF1-3, Facilities, GYM & PE, SSV (except labs), |
| Chris Clement: | Evening support, APL 104/111/204a/204b, BE Labs/Classrooms/132, LH, ME, SSV 236 |
| Bryan Spidell: | ADMIN, BE Mailroom & Faculty Offices, Bookstore, Lib, LS1-2, SCT, T100, TE1- 2, Theater |
| Burton Arceneaux: | Palmdale |
| Ed Aguilar: | Facilities/Warehouse, HS 1$^{st}$ Floor, LC, ShoreTel backup |
| Katia Martinez | BE Classrooms & Labs, BE 132, Manages Student Help in Open Labs |
| Kyle Faber | HS Classrooms and Labs, SSV 236, Palmdale 1b Laptops |
| Tyson Smolenski | APL 201/203/205/210, VAPA Faculty Offices |
| | |
| IMC | Joseph West & Jayme Star – Classroom A/V Campus-wide |

TECHNICAL SUPPORT  (Extension 6535) 8:00am-4:30pm (Messages only 2:00-4:30 Tuesdays for Staff and Tech meetings)

NIGHT SUPPORT (Extension 6535) –4:30pm – 10:00pm (No Summer evening support)

All Computer Services Technicians receive specific assignments through Technical Assistance contact. They are cross-trained and provide back-up support for one another during absences when possible.

Revised: 4/17/2013