

Frankie Jackson

Chief
Technology
Officer

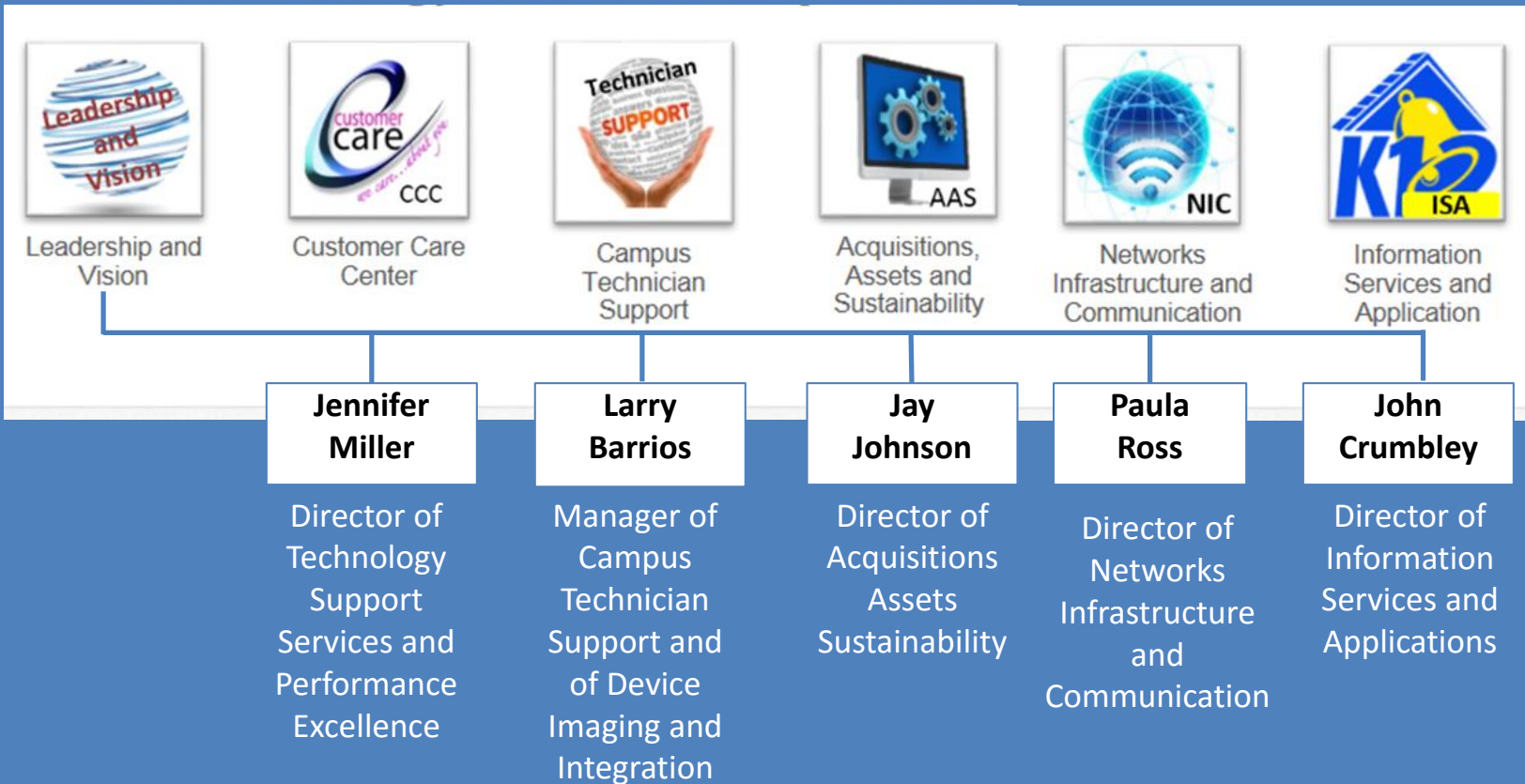


**FOR
ALL**



OPPORTUNITY IS HERE.

Technology Services Department Organization Team Chart





Customer Care Center (CCC) and Performance Excellence



Jennifer Miller
Director, Technology Support
Services - Performance
Excellence

Zuhura Gober
Secretary / Technical Assistant

Customer Advocacy

Performance Excellence

Customer Care Center

- Answer calls to Customer Care Center and assist walk up customers with technology trouble shooting
- Organize, distribute and manage hardware/software for individually allocated equipment
- Research to assist in management decision making

Scottie Stevens

- CCC Lead Analyst
- Provide specific technical support for all campus Service Technicians
- Provide onsite hardware support for support personnel offices

David LaPlante

- Security Specialist
- Develop Cyber Security Program

Trusted Learning Environment

- Identify the systems and data the district needs to protect
- Assess the laws, regulations, risks, threats and vulnerabilities that impact the systems and data
- Protect the systems and data through best-practice controls
- Monitor the environment for compliance to expected controls
- Respond to cyber security threats and incidents

OPEN

- Assist with calls and service requests received from customers
- Assist employees as they visit the CCC offices

Amanda Medau

- Assist with calls and requests received from customers

Arlicia Netto

- Assist with calls and service requests received from customers
- Second level support of Microsoft Office products
- Community support

Campus Technician Support and Training

Eric Piña

- Assist with calls and requests received from customers
- Provide second level support of middle school technicians

Richard Kurtz

- Assist with calls and requests received from customers
- Provide second level support of high school technicians

Campus Technician Support and Device Imaging and Integration



Zuhura Gober
Secretary / Technical Assistant

Larry Barrios
Manager, Personal Computer Support

Admin Software Support

Anthony Melton HW/SW Technical Analyst

- Build master images
- Drivers for all HW
- Security Dept. technology needs
- SRC and AG program
- Kaspersky infrastructure

Derly Buentello Food Service Technical Analyst

- Support Food Service software
- Run the tablet side of the house
- Support testing program for Security and Superintendent

Nancy Grella Asst. HW/SW Technical Analyst

- Update old images
- AV courses
- Support Mac fleet
- Test equipment and hardware

Dan Serwinek HW/SW Technical Analyst

- Applications with server
- Destiny program, scholastic programs
- Math Dept and content application support
- VDI program

Curriculum Software Support

Austen Chang HW/SW Technical Analyst

- Network applications
- Builds master images
- Supports Star Reader, Adobe, AutoCAD
- Journalism, Music, Ind. Tech, Vocational

Lillie Swearingen HW/SW Technical Analyst

- Build images, technical documentation
- Build software bundles
- Support Wireless infrastructure

Campus Technicians

Middle School Technicians

High School Technicians

Assets, Acquisitions, and Sustainability (AAS)



AAS

Zuhura Gober
Secretary / Technical Assistant

Jay Johnson
Director, Acquisitions, Assets and Sustainability



DII



Acquisitions
Kim Bowlin
Technology Project Specialist

- Purchase technology
- Write technology bids
- Prepare/Evaluate RFPs

Michelle Campos
Technology SW Specialist

- Purchase technology software
- Software Licensing and Device Management

Carla Kennedy
Secretary to Technology Project Specialist

Samara Rangel-Rivera
Secretary to Technology Project Specialist

Assets
Leonard Chance
HW/SW Planning Coordinator

- Inventory
- Summer workers

Ashley Katzenberger
Technology Service Technician

- Assist with inventory

TECHNOLOGY SERVICE TECHS (Inventory /Special Projects)

- Geoffrey Brown
- David Rodriguez
- Cassandra Slade

Mike Grimes
Technology Delivery Specialist

Device Imaging and Integration
Larry Barrios

- Derly Buentello
- Austen Chang
- Nancy Grella
- Anthony Melton
- Daniel Serwinek
- Lillie Swearingen

Middle School Technicians

High School Technicians

Sustainability
Frank Adian Manager, Service Center
Sonya Spiller Technology Service Center Assistant

TECHNOLOGY SERVICES TECHNICIANS - North

ZONE 3 Tim Crook Steven Rodriguez Brandon Splawn Jose Vargas	ZONE 4 Martin Donald Crystal Gilbert Demetria Hargrove Tara Maxwell James O'Reilly
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Doug Baker Service Center Supervisor

TECHNOLOGY SERVICES TECHNICIANS – South

ZONE 1 Robert Hernandez Samuel Jones Chris Preston Chris Roberts	ZONE 2 Dencio Cabitac Julia Gibson Jose Mendez Art Ramirez
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Network Management Operations (NMO)



Paula Ross

Director, Network,
Infrastructure, and
Communications



Greg Rhodes

Manager, Network
Operating Systems

Kimberly Osborn

Network Specialist IV (EMAIL) LAN

- Manage Office 365 E-mail, Lync, OneDrive infrastructure

Nelda Hanzi

Network Specialist (LAN)

- Manage Office 365 E-mail, Lync, OneDrive infrastructure
- Database administrator
- Departmental application support, e.g. transportation, SpEd

Josh Zhang HW/SW Technical Analyst

- Applications with server
- Destiny program, scholastic programs
- Math Dept and content application support
- Active Directory support

Mike Raspet

Network Analyst (LAN) / Project Manager - Facilities

- Server installation, maintenance, backup
- Manage email infrastructure, Office 365 and e-mail archive infrastructure
- Manage Google Applications for Education
- Manage Microsoft Active Directory

Lance Melancon

Network Specialist

- VMWare – virtual server support
- Virtual Desktop Infrastructure VDI
- Manage Online Testing
- Manage district library systems
- Process data interfaces
- Manage Active Network Directories

Ken Gibson

Network Analyst

- Manage Network identity and single sign on systems
- Network account provisioning
- Network printer support

Michael Diaz

Network Analyst

- Server installation, maintenance
- Manage SAN infrastructure
- Manage backup system
- VMWare – virtual server support

Enterprise Communication Networks (ECN)



Paula Ross
 Director, Infrastructure,
 Communications and
 Networks



Open
 Manager, Enterprise
 Communication
 Networks

Roland Padilla
 Telecommunications Analyst

David Glennon
 Telecommunications, VoIP,
 and Network Support

Bradley Mulligan
 • Voice and Data Cabling

MCA
 • Cabling

- Telephone infrastructure support
- Telephone Upgrade to Voice over IP (VoIP)
- Video related systems

Janette Martinez Analyze Service Requests to assist in decision making

- Assist in creation of reports to effectively note the Service Request status trend
- Generate processes and team documentation

<u>Open</u> Network Analyst (ZONE 1)	<u>Elizabeth Montes</u> Network Analyst (ZONE 3)
<u>Tony Rogers</u> Network Analyst (ZONE 2)	<u>Anna Senties</u> Network Analyst (ZONE 4)

- Enterprise Network Infrastructure support
- Voice, video, and data connectivity support
- Communications support
- Wireless infrastructure support

Oscar Villar
 Senior Network
 Specialist

Andrew Tran
 Senior Network
 Specialist

- Core Network Infrastructure
- Cabling and fiber connectivity
- Network electronics and Wireless

Ray Leung
 Network Analyst (WAN)/Wireless
 Network Engineer

Glen Carpenter
 Wireless and Network Support



Information Services and Applications (ISA)



Tammie Bartkowiak
 Technical Assistant/Secretary

- Access Security
- Locker Assignment Support
- DPM Test Key Admin

John Crumbley
 Director of Information Services and Applications

Eric May Asst. Director

- Business Services
- Program Development
- Tier 3 System Support

ADMINISTRATION

Norma Blenderman
 PEIMS Coordinator

- State Regulatory Data Reporting
- State Mandates
- Regulatory Compliance

CURRICULUM & INSTRUCTION

Rodney White
 Operations Manager

- Student Info System (SIS)
- Program Development
- Database Administrator

Son Nguyen Sr Programmer Analyst

- Sr Business System Analyst
- Business Services Reporting
- Application Development
- Database Administrator

Renee Peel PEIMS Asst. Coordinator

- Student Data Integrity
- Reporting IDs to TEA
- State Unique IDs
- Electronic Transcripts

Belinda Smith Technology Communications Facilitator

- Secondary Counselor Support
- Scheduling/Master Schedule
- Report Card Processing Support

Rich Crishock Sr Programmer Analyst

- Account Provisioning
- Mobile Application Development
- Application Development
- Business Services Reporting

Marta Bott PEIMS Specialist/Trainer

- Oversees Regulatory Requirements
- Registrars
- Attendance

Richard Hoffman Programmer Analyst

- Student Services Reporting
- Public Information Requests
- Database Administration

Neetha Chada Sr Programmer Analyst

- College Readiness Support
- Application Development
- Auditing Process Support
- Paraprofessional Time Accounting
- New Hire Online Testing

Pat Maldonado Support Specialist

- Elementary Master Schedule
- Elementary Report Cards
- Elementary Summer School
- Campus Medical Documentation Support
- Student Discipline Support

Ann Sempe Support Specialist SIS

- Secondary Counselor Support
- Student Transcripts
- High School Registrar support

Dava Clark Programmer / Analyst

- HR/Business Analyst
- Business Services Reporting
- Laserfiche Administrator
- Application Development
- Time and Attendance Administrator

Lee Honeycutt Technical Analyst

- Gradebook Support
- Secondary Report Card Processing
- Web portal Administrator
- Home Access Center Administrator

Donna VanHooser Sr Program Analyst

- Elem. Report Cards
- DPM Test Score Posting
- Student Services Reporting
- Application Development

Dorothy Tong Sr Program Analyst

- STAAR Score Posting
- Secondary Report Cards
- Application Development