



Technician Meeting on December 14, 2016 and Holiday Luncheon

Frankie Jackson participated in both technician meetings on Wednesday, **December 14, 2016**, the first meeting at 9:30 and the second at 12:30 – with a holiday lunch in between. She spoke at both technician meetings about Customer Engagement and Support.

Customer Engagement and Support: Is this you?

- Contagious smile
- Can do attitude
- Kind
- Knowledgeable
- Supportive
- Jump in and help at any time
- Do for so many in short amount of time
- Pays attention to detail
- Resolve each and every technology service need
- Is a true LEADER



Greg Rhodes Sharing Information
About Network Upgrades

Larry Barrios and Josh Zhang
Discussing LANDesk Certifications

Doug Baker Sharing Information
about Proactive Service



Technicians Passing the LANDesk Certification

In addition, during the technician meetings, technicians passing the LANDesk certification training were recognized by the Device Imaging and Integration (DII) team. Each technician that passed was given a certificate and praise for a job well done! Congratulations!



Campus Technicians Recognized for Passing the LANDesk Certification Zones 3 and 4 (Campuses North of 290)



Campus Technicians Recognized for Passing the LANDesk Certification Zones 1 and 2 (Campuses South of 290)

The LANDesk certification was internally designed by DII staff. It was a cost effective way of providing needed skills and recognition when technicians pass the exam.

The course covers the basics of LANDESK Workspaces, differences between Novell ZENWorks and LANDESK imaging process, and how to troubleshoot software installations. It also covered some of the ways the district is using LANDESK to improve processes and patching.