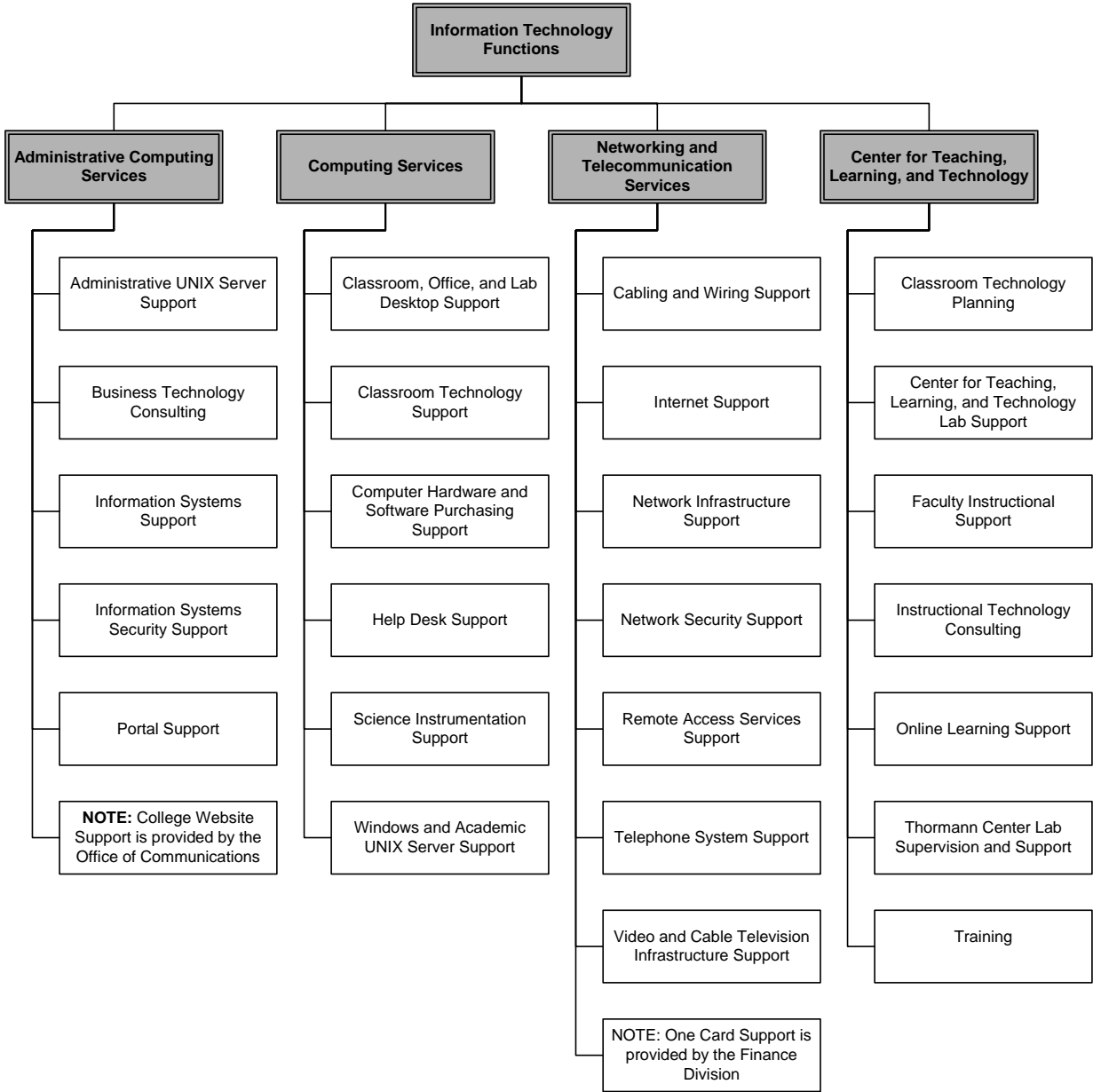


Goucher College Information Technology



The Information Technology division consists of the following units:

- Administrative Computing
- Computing Services
- Center for Teaching, Learning, and Technology (CTLT)
- Networking and Telecommunication Services

1. Administrative Computing

The Administrative Computing unit provides the following technology support to the campus community:

a. Administrative UNIX Server Support

- Operate, maintain, and back up all Administrative UNIX computer servers and systems

b. Business Technology Consulting

- Provide consulting support for new and existing campus software applications and information systems
- Responsible for leveraging the use of software to improve departmental and college operations

c. Information Systems Support

- Operate and maintain the AIMS Human Resources, Financial, Student, and Alumni/Development Information systems
- Perform file loads to AIMS information systems
- Develop and maintain interfaces to the AIMS information systems from other systems
- Manage, maintain, and enhance the AIMS interface to the Blackboard Course Management System
- Develop, maintain, and run AIMS reports
- Provide assistance in the extraction of data from AIMS information systems to Microsoft Office documents
- Perform nightly, monthly, and annual AIMS functions
- Provide support for Scheduler Plus (the campus event scheduling system)
- Implement, operate, and maintain the SCT PowerCAMPUS Student Information System, IQ.Web, and the Microsoft Great Plains Finance and Human Resources software suite. This software will be integrated with Goucher's existing PowerFAIDS Financial Aid system.

d. Information Systems Security Support

- Insure the security of college information systems and servers

e. Portal Support

- Manage, maintain, and enhance the college's CampusWEB web port

2. Computing Services

The Computing Services unit provides the following technology support to the campus community:

a. Classroom, Office, and Lab Desktop Support

- Install, configure, and upgrade microcomputer hardware and software for campus offices, classrooms, and labs
- Provide field service support for the resolution of computer hardware, computer software, and network connectivity problems and questions in campus offices, classrooms, and labs
- Provide field service support for residential students in the setup and configuration of e-mail software, network connectivity, and Internet problems

b. Classroom Technology Support

- Provide assistance to faculty and students in using Classroom Technology

c. Computer Hardware and Software Purchasing Support

- Provide computer hardware, software, and peripheral purchasing support for the college
- Provide campus with loaner laptops, projector, and desktops
- Responsible for tracking all software licensing for the college

d. Help Desk Support

- Provide a single point of contact for all computer, telephone, voice mail, and cable television questions, problems, information, or service requests for faculty, staff, and students
- Provide support for the Help Desk hours of operation (Monday through Friday from 8am to 5pm)
- Provide 24 hour, 7 day a week support for the campus through an emergency line. A member of the campus community leaves a message on the emergency line and the on call person is notified of the problem.
- Answer the questions of “How do I?” through handouts and the Information Technology web site
- Maintain the Information Technology web site

e. Science Instrumentation Support

- Support the technology needs of all science departments
- Provide technology support for science lab-based courses

f. Windows and Academic UNIX Server Support

- Responsible for the design, development, installation, performance, administration, and deployment of centralized Local Area Networks and network services for labs, classrooms, offices, and the campus

- Responsible for the installation, development, security, and performance of centralized college computing systems for instructional services, student computing services, college information systems, and business services
- Maintain computer servers and systems that support science courses and research
- Operate, maintain, and back up all Windows and Academic UNIX computer servers, systems, and services

3. Center for Teaching, Learning, and Technology (CTLT)

The Center for Teaching, Learning, and Technology unit provides the following technology support to the campus community:

a. Classroom Technology Planning

- Plan, purchase, maintain, and support classroom instructional technologies
- Promote the use of classroom instructional technologies

b. Center for Teaching, Learning, and Technology Lab Support

- Manage the Center for Teaching, Learning, and Technology Lab
- Develop highly skilled student apprentices
- Provide multimedia equipment, services, and support for the campus community
- Distribute and support audio/visual equipment requests

c. Faculty Instructional Support

- Provide one-on-one technology support for faculty
- Provide opportunities for individual faculty consultation on teaching and learning ideas
- Develop instructional technology services and resources for faculty

d. Instructional Technology Consulting

- Provide leadership in the use of technology in the curriculum
- Provide technology consulting and support to faculty and students
- Promote collaborations among faculty focusing on issues of teaching and learning
- Create and promote models of innovative learning ideas
- Create opportunities for professional development
- Encourage collaborations with other units that support teaching and learning
- Develop learning resources that support creative teaching and critical learning
- Provide support for instructional technology projects
- Consult on software applications for teaching and learning
- Provide research and evaluation of new products and resources
- Explore grant and funding opportunities to enhance teaching and learning
- Facilitate the adoption of e-portfolio software
- Support Curriculum Transformation initiatives
- Assist academic departments in the review and revision of computer proficiency requirements

e. Classroom and Lab Coordination and Scheduling Support

- Schedule and coordinate computer classroom and computer lab requests
- Schedule, maintain, and assist with the Multimedia Presentation Studio

f. Online Learning Support

- Manage and support Blackboard Course Management software
- Promote online learning
- Promote usage of course management tools

g. Thormann Center Supervision and Support

- Manage Thormann Digital Language Lab
- Manage Thormann Center Computer Labs
- Develop highly skilled student assistants
- Maintain and catalog Thormann video collection
- Promote the Thormann Center as an intellectually stimulating location which will foster the idea of internationalization within the student body
- Develop and implement a Thormann Center development plan

g. Training Coordination

- Develop and present training courses and resources for Microsoft software, the AIMS Information Systems, CampusWEB web portal, Blackboard Course Management System, and other campus technology services
- Create a teaching curriculum, instructor guides, and handbooks for each technology course offered through the Information Technology division
- Coordinate a single technology training schedule and strategy for the campus
- Produce and maintain training and “How do I?” resources for the Information Technology website
- Work to help the institution understand the value of training and the importance of allocating time to attend training classes
- Perform needs analysis activities by surveying the campus community and approaching departments and supervisors to determine technology training needs

4. Networking and Telecommunication Services

The Networking and Telecommunication Services unit provides the following technology support to the campus community:

a. Cabling and Wiring Support

- Manage the campus cabling infrastructure
- Create designs and plans for new cabling installations
- Add Network / Data / Telephone / Video / Cable Television outlets and drops as required
- Troubleshoot and correct wiring related problems (e.g., a normal loose connection, broken connector / faceplate, cable failure, cable cuts, cable splicing, etc.)

b. Internet Support

- Monitor and manage the college network connection to the Internet

c. Network Infrastructure Support

- Develop and maintain the topology of the campus network / data infrastructure
- Purchase, install, configure, monitor, manage and maintain campus network equipment (routers, switches, and hubs)
- Plan and implement hardware upgrades, software upgrades, and configuration backups for campus network equipment
- Monitor and manage campus network bandwidth
- Monitor and manage campus network security
- Monitor and manage campus wireless networking
- Troubleshoot and resolve campus workstation network access problems and issues
- Perform beginning and end of semester maintenance on all residential housing network equipment

d. Network Security Support

- Insure the security of the campus network

e. Remote Access Services Support

- Monitor and manage the college's remote access modem / dial-in services
- Monitor and manage the college's Virtual Private Network (VPN) services

f. Telephone System Support

- Manage and maintain telephone services for the campus
- Support requests for adds, moves, changes, connections, and disconnections for campus telephones
- Troubleshoot and resolve phone problems
- Make telephone repairs
- Assist and train the campus community on telephone features
- Maintain campus courtesy phones
- Maintain campus blue light emergency phones
- Maintain emergency, security, and fire alarm phone lines
- Manage and maintain voice mail services for the campus
- Support requests for additions and changes for voice mail
- Manage and maintain local and long distance telephone trunks and circuits
- Work with local and long distance telephone provider to diagnose and resolve problems, negotiate services, negotiate rates, review invoices, and make payments
- Review and manage the payment of local and long distance campus phone bills
- Issue long distance phone bills to faculty and staff to seek reimbursement for personal calls
- Plan for campus telephone upgrades
- Manage the student long distance program for the college

g. Video and Cable Television Infrastructure Support

- Manage video and Cable Television services for the campus
- Work with the vendor to resolve system wide video / cable television problems and outages
- Troubleshoot and resolve campus video / Cable Television service problems and issues
- Perform beginning and end of semester maintenance on all residential housing video / Cable Television equipment

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