

The IT department at Wylie ISD

The IT department is divided into three sets of grouped responsibilities, Network Administration, Technology Services, and management of Student Information Services. Although all IT personnel will assist when needed, the following represent the breakdown of responsibilities.

Network Administration: Tony Spradlin and Jon McKnight

Involves the installation, maintenance and care of:

1. Servers and server software.
 1. AD Administration including managing DHCP & DNS with eventual migration to Azure, authentication policies & network security, monitor Directory Service logs, etc
 2. Monitor SQL and SCCM logs and performance
 3. Maintain and monitor VM host and services
 4. Create and maintain district wide Group Policies
 5. WiFi – maintain WiFi system, monitor bandwidth and stability
2. Install and maintain Wide and Local Area Network.
3. Internet Filtering
4. Google Suite Administration – including Mail, Drive, Chrome, and other services. Point of contact for Google Support
5. Tools-4-Ever/HelloID– work with Brad on connection to Skyward and how it works within the district
6. Antivirus/Antimalware - Bitdefender, monitor and maintain system wide
7. Printers/Copiers
8. Telephone and intercom systems
9. Building access (Salto) and other security systems
10. Security cameras
11. Liaison with Region 14

Technology Services: Michael Dixon (Dixon) along with 2 technicians, Mandy McKnight and Kori Huskey. Responsibilities of this department include the installation, maintenance and care of:

1. Hardware on the campuses including teacher and student computers (Approx. 1300)
2. Roll out and maintenance of iPads, JAMF software, and Apple Server (Approx. 1600)
3. Roll out and maintenance of laptops, managed through Microsoft SCCM (Approx. 300)
4. Roll out and maintenance of Chromebooks, manage apps through Google (Approx. 1150)
5. Install and maintain interactive boards, projectors and interactive displays. (390)
6. Take care of miscellaneous peripherals that go along with technology.
7. Installation and support of student software and apps.
8. Maintain Clever and other SSO services
9. Maintain the Help Desk system and respond to submissions
10. Assist with minor network issues

Web Page and District Communications: Managed and supported by Communications Dir – Jackie Powell

Management of Student Information Services: Brad McVay

1. Support all areas of the Student Information System - Skyward
2. Maintain and support the back end of Frontline
3. Maintain and support the back end of Raptor
4. Maintain and oversee the Fire Alarm System

- **Technology Help**

There is an orange icon on everyone's desktop for technology help. We try to take care of every ticket every day but occasionally things happen, especially the first few weeks of the school year.

- **Google File Stream**

In your Start menu (the four squares in the bottom left), scroll down to "Google Drive" and click on it. You will then have a **G Drive** in Windows Explorer (the manila folder in your Task Bar) that will act just like a regular folder on your computer. *You can right-click on it, click on "Send to", and choose "Desktop" to have a shortcut placed on your desktop.* Save all your school data in your Google Drive. If your hard drive fails or we need to replace it, we will not back your data up, you are responsible for saving your data.

- **Printers**

To install a printer open "File Explorer" (manila folder in your taskbar), click on "Quick Access" and type in \\ad-print. Choose the printer you want to install, right click on it, and click "Connect".