



Technology Services

Technology and Information Services Department



Technology Handbook

Technology Services



Core Values and Beliefs

Forsyth County Schools' Technology Department is committed to providing teachers, students, and staff with the most effective technology possible. To achieve that, **WE BELIEVE:**

- Technology is integral to the instructional process, and the Technology Department exists to facilitate that process.
- Technology in schools increases student productivity in and outside the classroom, encourages individual leadership in learning, expands access to learning resources, and helps develop digital citizenship within a structured environment.
- Forsyth County Schools has earned a reputation for being a leader in technology, which can only continue through **exceptional service**, forward thinking, and by building a strong relationship with stakeholders.
- Technology should enrich the instructional environment to the benefit of all involved.
- **Innovation** and collaboration are more important to success than regulation.
- Having passionate, well-informed employees, who understand the challenges and goals of providing a superior technology experience to our staff, students, and parents, is crucial.
- **Excellence** is the standard by which we measure our work and ourselves.
- Our Core Values and Beliefs provide a solid foundation for everything we do.
- Clarity of purpose comes from the emphasis placed on these values, and our customers – the staff and students of the district – employees, parents, and business partners always know where we stand and what we stand for.
- Meeting the needs of our stakeholders is our guiding principle.

FCS Technology...Exceptional Service, Innovation, and Excellence



Vision

Quality Learning and Superior Performance for All

Mission

Forsyth County Schools prepares and inspires all students to contribute and excel.

Beliefs

- Trust among all stakeholders is vital.
- Expectations influence accomplishments because everyone has the capacity to learn.
- A school-community partnership is essential.
- Change creates opportunity.
- High-performing leadership makes visions reality.

Integrity

Integrity should never be compromised. Honesty and trust are essential for successful long-term partnerships. We deal fairly in all our professional relations.

Customers

Service is the essence of our business. Our customers are all parties with whom we deal, specifically students, teachers, service and support personnel. To succeed, we must exceed our customers' expectations.



Employees

People are our most valuable resource. Employees possess immense powers of innovation, imagination, skill and a desire to accomplish something of significance. Working as a team enables all of us to realize our full potential. We respect the individual, and believe that individuals who are treated with respect and given responsibility respond by giving their best. Work is an important part of life, and it should be meaningful.

Efficiency

Efficiency means fully utilizing our time, personnel and resources to the best of our ability and it means doing things right the first time. We relentlessly pursue a more efficient way to do everything we undertake.

Work Ethic

- We insist on giving our best effort in everything we undertake.
- We recognize the difference between "good mistakes" (best effort, unsatisfactory result) and "bad mistakes" (little effort, poor results) and will work toward eliminating the "bad mistakes".
- We make commitments with care, and then live up to them. In all things, we do what we say we are going to do.
- We guard and conserve the system's resources with at least the same vigilance that we would use to guard and conserve our own personal resources.
- In all our dealings, we will strive to be friendly, courteous, and fair.
- We feel a sense of urgency on all matters related to our customers. We own our problems and we are always responsive.



Technology Services Career Path and Organization

Philosophy

Our sole purpose is for the service and support of the teachers, students and staff of Forsyth County Schools. We strive to complete all tasks in the most effective and efficient manner possible.

Expectations

The following are expected traits of all Technology Services personnel:

- Dependable and on-time
- Organized
- Service oriented
- Detail oriented
- Self-motivated - looks for things that need to be done
- Manages time well and completes tasks in a timely manner
- Follows through on assigned tasks, doesn't require prompting or reminding
- Able to prioritize tasks as to degree of importance
- Assumes ownership and responsibility of job related issues
- Considers consequences of actions
- Thinks "long term"
- Notes and addresses things that need to be done, beyond the task at hand
- Helps others in the Technical Services Department and doesn't view issues as "Not my job"
- Completes the job before quitting for the day and understands that critical issues may require skipping/postponing lunch or working extra hours on occasion



Department Guidelines and Work Ethic

Casual business attire is expected for the technology department. No jeans, shorts, or t-shirts except during the Summer or during times you are setting-up and moving equipment for a new school/addition.

Please be on time to work so that we can begin serving our customers promptly. If there are work orders open then you should begin immediately. Please do not wrap up your work 45 minutes early just to give yourself time to come back to the office. You are needed to be available until at least 5:00 and skipping lunch or taking an abbreviated lunch so you can leave early is not an option. Please help others with their work orders. It is vital that all work orders are complete each day before you leave.

Vacation days and personal leave days must be approved at least two weeks in advance. Sick days should be used in accordance with district policy and should not be taken lightly. You create a hardship when you are absent.

You must report to the Director of Technology, Technical Services Coordinator, or Lead Technician as soon as you know you will be out due to illness or emergency so we can make arrangements to cover your absence.

It is your responsibility to make sure jobs are completed prior to your leaving for days off. If you are out due to illness or emergency, you are responsible for reporting anything critical that needs to be completed prior to your returning. You are responsible for making sure any regular tasks/responsibilities that you **handle are covered during your absence.**

Travel miles can only be accumulated when traveling between schools. You may not count mileage to lunch or to/from home. Travel for lunch should be documented as personal mileage.

When traveling to district sites, you must go directly there. Side trips and personal errands are not permitted. It does not look good for you, the department, or the system if you are seen during work hours anywhere but at work.

“Fire and Forget.” Once an issue is turned over to you, we assume that you will complete it in a *timely* manner or keep the Technical Services Coordinator informed of the situation. We use your response or updates as a reminder for items that need to be completed.



Follow through on items to ensure they are complete.

Get help when necessary but don't give up.

Consider yourselves the last alternative for resolution.

Notify the Technical Services Coordinator when you find emergencies or critical issues that need immediate attention as you work on a job assignment.

Accepting Gifts or other Benefits from Suppliers

Any purchasing agent must not, at any time or under any circumstances, accept directly or indirectly, gifts of material value, gratuities, loans, future employment, trips or other things of value from suppliers which might influence or appear to influence purchasing decisions. The limit for gifts of material value is 25 dollars as consistent with rules governing the State of Georgia. This does not include group conventions, meals, or entertainment where all participants have access to the same offering and is in no way reflective of individual solicitation or benefit.

Time and Worksite Management

- Do it right the first time. Check your work. If for some reason a job cannot be done completely or correctly while you are at the site, you should document what attempts were made to rectify the situation and inform the Director of Technology or Technical Services Coordinator of the problem. Bringing an issue back up to standards must be a priority item on your next day's agenda.
- Adhere to all copyright and licensing regulations
- There is no reason to return to the office just to check e-mail. Carry your notebook and check it from the school. Check your E-mail when you are at your desk.
- Handle your personal phone calls, e-mail and web browsing from home.
- Leave directly from the school at quitting time if you still have work to complete at that site. Everyone shouldn't be gathering back at the office prior to 5:00 unless *all* field work is complete.
- When possible, plan to report to your worksite to begin your day. It is a waste of time to come into the office if you pass by your worksite along the way. Be sure to inform the Technical Services Coordinator as soon as you get to your worksite if you are reporting there first.



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- System ID badges should be worn at all times.
- Leave the office prepared with what you might need. Keep your bag of tricks with you. You shouldn't have to contact co-workers for machine names, domain names, IPs, passwords, etc.
- Troubleshoot to narrow the problem down to the specific device when possible. Don't replace whole CPUs without determining whether the HD, RAM, Video, or other component is bad.

- Computers and equipment under repair or in storage should be organized and labeled for easy identification of problems or missing parts.
- Document supplies and equipment that you remove from inventory. Please see the Warehouse Manager before removing any inventory. If you are using or repairing a piece of equipment be sure to return it as soon as you are through with it. Don't remove a bad Wireless PC Card for instance and leave it on your desk for weeks. Don't retrieve a notebook for testing/imaging and forget where it came from.
- Follow existing naming conventions and standards of doing things. (i.e. Print Server names, program locations, security permissions, etc.)
- Keep your office workspace clean and organized.
- Leave servers configured the way you found them. We try to keep things standardized. If you create a backup directory or copy of data, be sure to remove it later. If you add anything or change anything, notify the Director of Technology so we can keep up with what is out there.
- Don't copy entire CDs out to the network or duplicate what is already out there.
- Clean up the desktop, directory, hard drive, etc. after installing drivers or software. Don't leave items on the desktop, files that are no longer needed, etc.
- Neatly apply patch cables at the worksites and in the wiring closets.
- Work independently. While it may be more enjoyable to work on a problem with a co-worker, it may not necessarily be more efficient. It doesn't take two people to change a hard drive
- Don't change the passwords for the test users. Change them back to the original if you are prompted to change.
- Don't give passwords to anyone, including the ITS. Carefully guard these so that no one is able to see or get network passwords.
- Time sheets need to be submitted every Monday morning.



Tech Levels with Certification Requirements

Level I Tech

A+ and HP Certifications.

Level II Tech

2 years as a full-time employee

Great Attitude-Always seeking opportunities to serve the department and Forsyth County schools.

Always willing to help other technicians outside of your normal assigned duties.

A+ and HP certifications for Desktops, Workstations, Notebooks, and Chromebooks.

Apple Certified Associate-Mac Integration basics

Network+

Certified Wireless Technician Certification (Basic)

Above Average Annual review

Recommendation from the Lead Tech and Director of Technology services.

Advanced Certification approved by the Lead tech. CCNA, CWNA, CWSP, Security Plus, or Advanced Apple Certification. (Optional but preferred)

On time and appropriately dressed for work daily.

Consistently contacts the Lead Tech when your tickets are complete to assist other techs.

Looks for opportunities to teach, inspire, and motivate other team members. Be a Leader.

Level III tech

Level III Tech is granted by position only.