

# AVC Information Technology Services

## Technical Assistance Information

### For Assistance with Computer or Telephone Problems:

help@avc.edu or  
(661) 722-6300, ext. 6535

#### Priorities:

1. Repair any “classroom down” situation.
2. Address open calls to ITS Technical Assistance that support instruction.
3. Prepare and address any lab/classroom requirements in support of the current semester.
4. Deploy IT equipment for any faculty or staff member who does not currently have access to adequate resources.
5. Prepare and address any new lab/classroom requirements in support of the upcoming semester.
6. Deploy new or upgraded IT equipment for faculty who are not teaching during the upcoming/current semester and for staff who are receiving upgraded equipment.

Computer Services Technicians are assigned as follows to the buildings indicated:

### COMPUTER SUPPORT ASSIGNMENTS

(July 2010)

Bill Carlson:	CDC, Fox Field, TE7, Ag Lab, APL (except 204's), T300's, T500's T300's, PC Blades
Gearly Cook:	SSV (except labs), Auto (all), OF1-3, Facilities, GYM & PE (T700)
Chris Clement:	Evening support, BE labs and IMC, APL 204a & 204b, SSV (236), LH, SC1-3, ME
Bryan Spidell:	ADMIN, LS1-2, Bookstore, FA1-4, Lib, LC, T100, BE (except labs), TE1- 2,
Burton Arceneaux:	Palmdale
Ed Aguilar:	Half-time, ShoreTel admin support

TECHNICAL SUPPORT (Extension 6535) 8:00am-4:30pm (Messages only 2:00-4:30 Tuesdays for Staff and Tech meetings)

NIGHT SUPPORT (Extension 6535) –4:30pm – 10:00pm (No Summer evening support)

All Computer Services Technicians receive specific assignments through Technical Assistance contact. They are cross-trained and provide back-up support for one another during absences when possible.

Revised: 1/4/2012