

ETL Service to College of Education

Technical Support (9:30am -7:00pm). Support to COE students, faculty and staff in person, email, phone, remote desktop or in the classroom.

IT Equipment. Provide support and troubleshoot equipment for classes and meetings in EPASW building.

Hardware, software, printers, presentation technology, and provide support to students, teachers, and faculty members for instructional laptops and software on carts that can be used as mobile labs in classrooms. This requires almost daily up keeping for both the Mac

Repair and Support. Provide support to students, teachers (students) and faculty members regarding their laptops, desktop, iPads with problems, and make necessary repairs for all technology. [Also, e.g., remove/replace faulty parts; upgrade hardware (RAM, hard drive), staff provide on-site (home) support to faculty members.

Provide support for projector, computer, double robots, smartboard and other required equipment in conference rooms and for special meetings, Open Bag meetings, Orientations, Information Sessions, and so forth.

IT, Clinics, Commons, and Student Services. Maintain hardware and software in Dissertation room, Commons, Assessment and other shared spaces. Support all technology needs, including billboard TV and other special equipment and provide one-on-one training.

Undergraduate and Graduate Student Needs. Teach students to use computers, programs, publishing software, video editing such as for edTPA training, and other technical skills required for success in their teaching professions and for course work.

Maintain and troubleshoot plotter machines. Fulfill weekly requests from students and faculty for poster printing. Higher volume during

Equipment Reservation System. ETL loans, on a temporary basis, computers, projectors, video equipment, cords, and so forth, to faculty and staff waiting on a new purchase, or for class presentations. This includes technical maintenance of the units, one-on-one supports for user training, and the Reservation System.

Equipment Acquisition. ETL provides guidance and assistance for purchasing new hardware. We place the order, prepare the machine for use, and install printers, scanners, PC projectors, monitors, video equipment, and so forth.

Software and License Management. ETL installs all the software necessary in all computers in the COE, for faculty, staff, students, as well as for the COE. ETL also manages the licenses.

IT Service Call Management. The web page serves as a location to place requests for support. ETL maintains a Ticket system to document and track all assistances with network issues, email, webpages, and cloud storage troubleshooting.

Network and Antivirus. Provide support and tools to ensure that COE users can safely connect to the internet. ETL also helps users with configuration and is responsible for the administration, implementation and completion of the UIC Information Technology Security Program that involves a

Computing Resource. ETL provides initial setup for shared folders on ETL Servers and instruction and assistance on accessing them. ETL provides computing resources for running statistical analysis, including when students do not have their computer available. ETL provides support for students who are enrolled from out-of-state or even foreign countries. For instance, MESA program.

System Administration. Maintain Servers to update software, monitor security and integrity of firewall, report performance, complete ongoing backup

Equipment Moving and Disposal. Prior to discarding an unwanted or outdated pieces of equipment, the ETL erases the contents of storage devices and then moves the equipment to a secure location where UIC movers can pick it up. Also assist in all moving of technology equipment from one location to another, or in the case of new installations.

IT Aid and Multimedia Use. Provide basic services and instruction with online learning platforms such as Blackboard, Piazza, Slack