

<http://serrc.org/techops>
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A program of SERRC - Alaska's Educational Resource Center

Overview of Services

About The Team

SERRC TechOps is a team of educational technology professionals providing a full suite of hands-on and at-distance educational technology service across the state. Our collective skillset includes computer, mobile and software helpdesk support; networking and servers; professional development; website and media development; systems and project management; planning and integration.

Technology Review & Recommend

A comprehensive report assessing organizational, educational, and technology systems; and providing recommendations for improvement. This product serves as an objective step towards maximizing efficiency and harnessing district-wide technology initiatives as it leverages TechOps experience in comparable districts with the needs/intentions of your district stakeholders.

Technology Operations

TechOps becomes an active participant on your network, providing technology support, service, and custom solutions directly to staff through telephone, email, instant message, video chat, webinar, remote access, desktop sharing, and scheduled onsite. This service keys on the TechOps comprehensive approach of not only resolving issues, but increasing staff and systems capacity for more robust systems and meaningful classroom integration.

Custom Training and Professional Development

For teachers who need help crossing the digital divide, or groups that want to focus on learning a particular tool or its classroom/workplace application, we provide both onsite and ongoing at-distance professional development. Our program awards credit to teachers who, with the help of online colleagues and TechOps coach, complete an Individualized Technology Learning Plan (ITLP) designed to increase student engagement.

Technology Facilitation

Facilitation of technology committee or group meetings to help develop and implement a district's educational technology plan and initiatives. This may include research and preparation of proposals for purchase, professional development, E-Rate management, curriculum and lesson planning, and general technology coordination.

Network Services Management

Through onsite visits and remote access, this service provides maintenance, upgrades, and continuing configurations for both physical and virtual servers, network switches, backups, power protection, application/OS deployment, and other infrastructure technology. The TechOps team provides the continual stability and growth of network/server solutions to ensure teachers and students always have access to modern, world-class technology.

Custom / Onsite / General TechOps

Any services above or within the TechOps capacity can be mixed in part or in whole to design a custom technology service for your school, district, or organization with as comprehensive or specialized approach as required. Contracts start at \$550 for 7.5 hours of labor and are customized based on required outcomes.

For more information contact Technology Director Ryan Stanley at
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