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## Tech Tip Thursday (April 11)

2 messages

WWPS Tech Helpdesk <helpdesk@wwps.org>

Thu, Apr 11, 2019 at 5:31 PM

Reply-To: helpdesk@wwps.org

Bcc: wwpsalldistrictstaff@wwps.org

Good evening all,

Just a couple of timely spring tech tips as well as a tech staff update and appreciation.

**Steve Olsen** has retired after 34 years of service with Walla Walla Public Schools as a telecommunications technician and electrician. He is excited to enjoy his new found free-time and plans to move to the Oregon coast later this year. The district telephone, audio, and video services are still supported by the Technology Dept though and you can always reach us with questions or problems by an online [Tech Service Request](#), email to [helpdesk@wwps.org](mailto:helpdesk@wwps.org), or **calling Ext. 4357 (HELP)**.

Tech Tips....

1. **Chromebook Repairs.** As we approach our spring assessments, please be sure to report any student chromebook problems to the Helpdesk or your Tech Coordinator as soon as you learn about them so we can resolve the issue before assessments begin. This could be as simple as a keyboard problem or headphone jack, but as soon as we know about it we will repair it or provide a temporary replacement unit as a work around.

2. **Tech Loaner Equipment.** We have a small inventory of short-term loaner equipment in the District Office that can be checked out by staff. This includes several [Swivl](#) video robots that are great devices for recording your teaching & learning for National Boards or self-evaluations. Just call it in and we'll reserve a unit for you and provide a little training when you pick it up.

Thank you and please let me know if you have any questions,  
Forrest

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### Technology Helpdesk

Walla Walla Public Schools

Emergency Helpline: Ext. 4357 (HELP)

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Forrest Baker <fbaker@wwps.org>

Fri, Apr 12, 2019 at 2:54 PM

To: BJ Colvin <bjcolvin@wwps.org>, Carlos Caicedo <ccaicedo@wwps.org>, Cory Fish <cjfish@wwps.org>, Jorge Gallaga <jgallaga@wwps.org>, Rick Pummel <rpummel@wwps.org>, Sarah Zipf <szipf@wwps.org>, Shane Jacobson <sjacobson@wwps.org>

Good morning,

I want to update and/or refresh some of our roles in the department now that Steve has retired.

This is a simple who has primary responsibility or who is the go to person for some of our tech services that we provide - certainly not everything and we all know in our small shop that there is plenty of overlap and support we all provide in all areas.

That said...

- Shane - Google, chrome devices, Clever, etc.
- Jorge - chromebook repair, security camera system, 2-way radios, etc.
- BJ - low voltage wiring (phone, network, speaker, etc.), phone system, AV, etc.
- Rick - network infrastructure, battery backup, printers, etc.
- Cory - servers, storage, backups, all things Internet, etc.
- Carlos - computers, windows imaging, software licensing, etc.
- Sarah - Schooldude/Helpdesk, Purchasing, Inventory support, etc.
- Forrest - Supreme Technically Acclaimed Ruler, but you can just call me STAR Lord. ;-)

We can talk about this more in our staff meeting next Tuesday if there are questions, but we will be focused primarily on our upcoming tech projects.

[https://docs.google.com/spreadsheets/d/1HssYn7v5Zd4vu776AbqM0iUXYsNsJSF7h1iWS\\_iUD\\_k/edit#gid=526170706](https://docs.google.com/spreadsheets/d/1HssYn7v5Zd4vu776AbqM0iUXYsNsJSF7h1iWS_iUD_k/edit#gid=526170706)

Also, BJ took over Steve's old van with tools, cable, parts, etc. and I spoke with Jorge and Carlos today about the other utility van and its use. There are times when the van will be handy for having tools, ladder, parts, and some space for stuff needed on the job/project - but not all the time. Jorge is cleaning it out and organizing and a key is up front in Sarah's desk when needed, as well as a spare in the data center lock box.

We still have the Exploder too for quick use when needed.

Thanks, Forrest

[Quoted text hidden]

***Forrest Baker***

Director of Technology & Library Services

Walla Walla Public Schools

509.526.6744 (office) / 240.548.3241 (cell)

 @BakerForrest

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