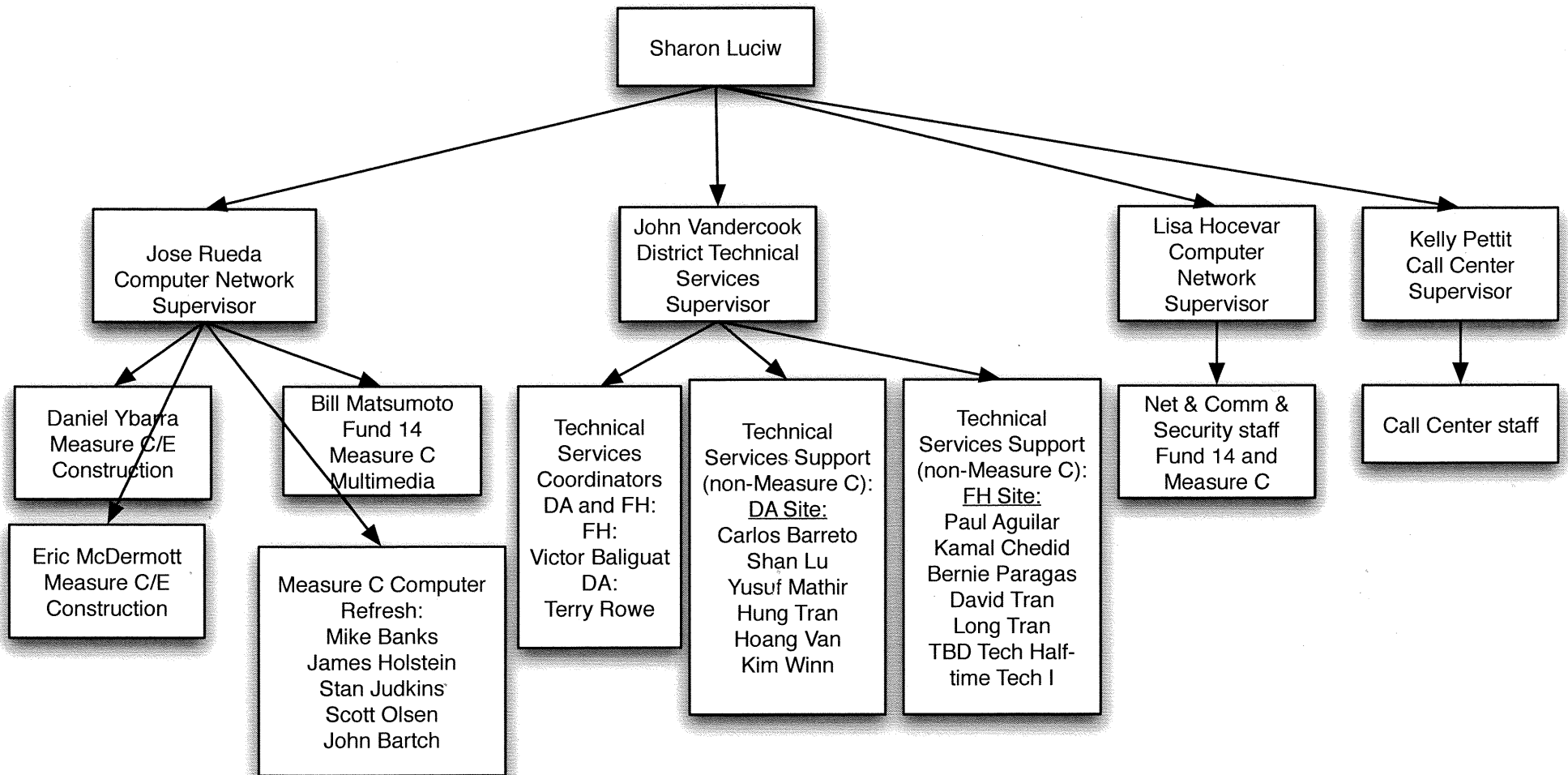


# ETS Networks & Client Services Organization July 1, 2010



**July 1, 2010**

## **ETS Networks and Client Services Organizational Change July 1, 2010**

In order to meet the expected level of effort for Measure C construction projects and with redirecting staff to Measure C Computer Refresh funding to meet budget reduction goals, the ETS Networks and Client Services team is being reorganized.

The two campus Technical Services teams are being reorganized. Jose Rueda will move into the position of Computer Network Supervisor. Jose will supervise staff whose main focus is Measure C funded projects. Staff with most of their labor re-directed to Measure C funding include Mike Banks, James Holstein, Stan Judkins, Scott Olsen, and John Barch, will report to Jose Rueda. The two staff supporting Measure C construction projects, Daniel Ybarra and Eric McDermott who currently report to Sharon Luciw, will now report to Jose Rueda. Bill Matsumoto, currently reporting to Sharon Luciw and responsible for multimedia equipment installations and support, will now report to Jose Rueda.

John Vandercook will move into the position of District Technical Services Supervisor. John will supervise mainly non-Measure C funded projects across the District and the remaining Technical Services staff located on both campuses will report to him. A Workstation and Systems Support Technician Team Coordinator job description has been created and one Technical Services team member from each campus will move into this role. The coordinators will be assigning help tickets from the Call Center for triage and then assign tickets to teammates among his or her other duties. These coordinators will also report to John Vandercook. The staff reporting to John Vandercook are: Carlos Barreto, Shan Lu, Yusuf Mathir, Terry Rowe, Hung Tran, Hoang Van, Kim Winn, Paul Aguilar, Victor Baliguat, Kamal Chedid, Bernie Paragas, David Tran, Long Tran, TBD half-time Tech I.

## **Networks & Client Services Team Responsibilities** **Summary**

Jose's Team:

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Supervise Measure C Construction Projects (take over for Sharon)

- Pre-Programming through Move-In

- Swing Space

  - Move Out/Move In

  - Voice/Data Cabling

- Installation of technology prior to move-in

  - Computers

  - Multimedia

  - Telephone Equipment (working w/ Lisa)

  - Network (wired and wireless/ working w/ Lisa)

Supervise Measure C Computer Refresh program

- Inventory management

- Prioritization (working w/ John V.)

- Surplus processing

- Desktop Virtualization project

- Quarter Prep - Computer Refresh

Supervise Non-Measure C work

- Multimedia installations, escalated maintenance and repair

- Misc. work by Technical Services staff

John's Team:

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Supervise daily Technical Services Support District wide (Both DA and FH)

- Quarter Prep - Non-computer Refresh

- DK Help Tickets

- Classroom emergencies

- Multimedia first response maintenance and repair

- General computer repairs

- Software Installations and upgrades

Supervise new computer installations funded by non-Measure C accounts  
and the Furniture & Equipment Measure C fund