



# SOUTHWESTERN

INTEGRATED TECHNOLOGY SERVICES

## Tech Support, Decoded – Your ITS Help Menu

*Who to Contact, What to Expect, and When to Press ctrl+alt+del*

### **Not sure who to call?**

Use this quick guide to connect with the right person in Integrated Technology Services (ITS) based on your day-to-day tech needs. Whether you're faculty, staff, or a student, your friendly neighborhood ITS Department is here to help you get the support you need.

### **Start with a Help Desk ticket!**

Submitting a request through **myLakerLink** is the best way to ensure timely and trackable support. But if you're unsure where to begin, just reach out—we're happy to point you in the right direction. Submit a ticket here → [ITS Service Ticket](#)

### **Need a walkthrough or troubleshooting tip?**

Visit the **ITS Help tab** on myLakerLink for step-by-step guides and answers to frequently asked questions:

[ITS Help on myLakerLink](#)

### **Hours of Operation:**

ITS Help Desk and Office Hours:

**Monday–Friday | 8:00 AM – 5:00 PM**

*(Closed Fridays during summer term.)*

If **campus is closed**, so are we. ITS follows all official college recognized holidays and emergency closures.

### **Help Desk Technicians – Contact the ITS Help Desk (x7999)**

**Ryan Shreckengost, Alison Erickson, & Josh Dresser**

Contact the Help Desk if you need:

- Initial triage for technology problems and routing to the right team member if appropriate
- Help setting up or using classroom technology like projectors, document cameras, or podium systems
- Assistance logging in, resetting passwords, or accessing your accounts
- Installation or troubleshooting for Microsoft Office, Zoom, or other approved campus software
- Help connecting to campus Wi-Fi, network drives, or shared folders
- Support with printers, scanners, and other peripheral devices
- Setup and troubleshooting for computers, docking stations, monitors, or keyboards
- Remote support to walk through tech issues
- Reimaging or preparing campus computers for labs, staff, or students

If you need:

- Support preparing pre-approved specialized software installs like AutoCAD, SPSS, or Adobe Creative Cloud. **Contact Ryan at directly at ext. (7235)**

### **Don Tiller – ITS Support Manager (x1519)**

Contact Don Tiller if you need:

- Help resolving a tech issue not fixed through the Help Desk
- ITS support for after-hours events or emergency coverage
- Media services like projection, recording, or livestreaming (PAC events, etc.)
- Classroom tech upgrade planning or equipment requests
- Support identifying recurring tech issues or system improvements
- Oversight or coordination of Help Desk services to ensure timely and efficient support

### **Zach Willms – Server Technician (x7266)**

Contact Zach if you need:

- A new Team group or SharePoint site for your department or project
- Help accessing shared mailboxes, calendars, or distribution lists
- Issues with email delivery, OneDrive access, or Microsoft 365 tools
- Support restoring files or emails from backups
- Help managing permissions for network folders or collaborative spaces

### **Shannon Burruss – ITS Administrative Assistant (x7707)**

Contact Shannon if you need:

- Help figuring out who to contact for a technology-related question
- Assistance scheduling meetings or connecting with the right ITS team member
- Guidance on choosing the right tool for tasks like forms, file management or document management applications, surveys, or presentations—and help building them out if needed
- General guidance on technology projects or ITS department processes
- Help with purchasing technology equipment or software for your department, grant, or project—including quotes, requisitions, and ordering
- To make a suggestion to add the next ITS Newsletter
- End-user trainings and “how-to” guidance for Microsoft Office programs (Word, Excel, Outlook, Forms), as well as commonly used tools like Zoom, Adobe Creative Cloud, and more

***Note:** The following contacts are typically for supervisors, department heads, or escalation-level needs. If you're unsure who to contact, start with the Help Desk or reach out to the ITS Administrative Assistant.*

### **James Chilson – Senior Systems and Data Integration Analyst (x7631)**

Contact James if you need:

- Help integrating software systems or streamlining data flow between applications
- Assistance accessing institutional data used for reporting, decision-making, or planning
- Support interpreting or developing reports tied to Jenzabar or related administrative systems
- Guidance on data integrity, imports/exports, or database accuracy across campus tools

## **David Warrick – Network Administrator (x7425)**

Contact David if you need:

- Support with secure remote access or VPN connections for departmental systems
- Assistance with network outages or unusual connectivity issues affecting multiple users
- Changes to wired or wireless network infrastructure in coordination with facilities or security planning
- Consultation on system access controls, firewalls, or cybersecurity-related concerns
- Escalation of persistent network instability or outages not resolved by Help Desk support

## **John Taylor – Executive Director of Integrated Technology Services (x7428)**

Contact John if you need:

- To report a critical or unresolved IT issue affecting multiple departments or campus-wide systems
- Strategic planning or consultation on large-scale technology projects or purchases
- ITS involvement in a grant proposal, capital project, or long-term planning effort
- Escalation of a technology concern that requires administrative decision-making
- Discussion of policy, compliance, or technology governance related to institutional operations