WHO TO ASK IF I NEED HELP WITH TECHNOLOGY?

For Staff, Faculty, Students, and Parents

WRITE TO: helpdesk@awty.org

TICKETS WILL BE PROMPTLY ASSIGNED TO A TEAM MEMBER:

**CHRIS WOZNIAK**
Director of IT and Information Systems
Levant Foundation Building
First Floor
Office 1113 C

**CAROLIN ESCOBAR**
Director of Educational Technology
Levant Foundation Building
Second Floor
Office 1207

Help with Awty’s issued devices that are not working properly (troubleshooting)

- Laptops/Chromebooks
- iPads
- Interactive boards/panels
- Document cameras
- Telephones
- Audio Visual (A/V) setups
- Software installation
- Troubleshooting students’ devices in the BYOD program (Secondary School)
- No break or repair support

**Regina Reed** - App Support Specialist
**Steven Wilhelm** - Network Manager
**Chanel Mbala** - Helpdesk Specialist
**Sebastian Gonzalez** - Helpdesk Technician

ELC
Building A
IT Office

Integration of tech to enhance the teaching & learning process

- Digital textbooks
- Request for software or apps
- Advice on apps or tech tools to integrate into the curriculum
- Questions and/or training on new tech tools
- Modeling tech tools in the classroom
- Digital Citizenship curriculum

**Systems for the whole school**

- Senior Systems
- Videoconference platform
- Schoology
- My Backpack
- Pronote
- Google Suite for Education
- SchoolPass

**The Awty International School**
Houston