

## **2005-06 Technology Fee Project Report**

### **Technical Support for the Lupton Library/Arts & Sciences**

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**Project Manager:** Charity Trillet, Director of Technology Support, Information Technology Division

#### **Brief Description of the Project**

Provide a computer support analyst dedicated to the Lupton Library, Chancellor's office and other units as needed, providing essential trouble-shooting, consulting, and strategic planning for the use of technology.

#### **Project Status**

Troy Carroll was hired in this position in August 2002 and has become a secondary support person for the Library working with Stephen Leather and Jon Ritterbush. He has become the primary support for the Academic Administration offices for all the Vice Chancellor's and the Chancellor's offices and provides support for the two Colleges supported by Information Technology Division.

#### **Goals**

- Work closely with Library systems administrator to ensure that computers in the Lupton Library are fully functional through efficient and timely support efforts.
- Free library faculty from maintenance of computers so they may focus on using technology to enhance learning through the use of electronic information resources.
- Free the Chancellor and Vice Chancellors from maintenance of computers so they may focus on using technology to enhance learning through the use of electronic information resources.
- Coordinate support efforts with other professionals to make the best possible use of existing products, procedures, and resources.
- Provide faculty, staff, and students with a trusted individual to assist and advise them without surrendering the advantages of central management and integration.
- Supply decision-makers with consistent and complete documentation on current technology use and future challenges so that funds for new technology can be applied in the most effective manner possible.

#### **Methodology**

This position was modeled on other staff positions currently employed by the Help Desk. The computer analyst is housed and managed through the UTC Help Desk, but is assigned primarily to the Lupton Library, Administrative units and serves the two colleges. This arrangement promotes efficiency as well as enhanced coordination and communication with other support professionals and provide assistance on campus wide projects.

#### **Evaluation**

Troy Carroll completed 343 total faculty and staff calls for the year. In addition he served on two project teams for ITD. The first project was the move of users off of the SRV1 file server to the onenet servers and the ZENworks implementation. He worked with the departments to get their computers setup to be imported into the onenet tree.

**Expenditures (E04-0156-009)**

E04-0156-009 (Tech Fees – Help Desk) is the central cost center that funds separate Technology Fee projects for CHEPS support, former HHS support, Library support, ITD training, and campus software licenses. Expenses relating specifically to the technical support analyst are detailed below:

	<b>Allocated</b>	<b>Spent</b>
IT Admin Salary (Troy Carroll)	\$36,348	\$36,299
Estimated Benefits	\$11,631	\$11,615
Training	\$1,500	\$0
Operating	\$1,500	\$1307
Total	\$50,979	\$49,222