



Information Technology Services

Roger Clague

Vice Chancellor Information Technology

Crista Noakes

Executive Assistant

x7987

HelpDesk

x7800



District Research and Planning

Shawna Dean

Director of District Research and Planning

x6518

- MIS** Management Information Systems, California Community College State reporting of student/staff term and annual data
- NSC** National Student Clearinghouse
- IPEDS** Integrated Postsecondary Education Data System
- FON** Faculty Obligation Number

Liaison between college research offices and Information Technology for research requests

Resource for the Chancellor's Office, Central Services requests and college research offices



Enterprise Services - Applications

Joseph Macklin

Director of Enterprise Services

x6982

APPLICATION DEVELOPMENT AND SUPPORT

The Applications Development and Support Team provides support maintenance and custom development for the Ellucian Colleague (Datatel) system. Colleague maintenance includes system patching, user creation, access security and troubleshooting and identification of reported usability issues. The Application Development Team maintains the districts Oracle and Microsoft SQL server databases, 3rd party software products and District and college websites and servers.

The Enterprise Applications and Support Services department is responsible for software development, maintenance and user support of all in-district IT developed software as well as 3rd party purchased software.



Enterprise Services - Operations

Josh Hash

Director of Enterprise Services

Helpdesk, x7800

Provides voice, internet and server services District-wide, which includes:

- Wired/wireless networking connectivity
- Internet access
- VPN services
- Phone, FAX, voicemail and alarm connectivity
- Data cabling
- Server administration
- Systems and infrastructure monitoring
- Centralized software, file sharing and storage
- Staff and student Email
- SharePoint
- Active Directory
- Server backup
- Centralized file sharing and storage
- Matrix OnBase
- Payroll printing/folding
- Information security services
- Server virtualization management



IT HelpDesk

Margo Guzman

Director of Technology Services

x7804 or x5222

CONTACT:

Student IT HelpDesk, 575-7900, studenthelpdesk@yosemite.edu

Employee IT HelpDesk, x7800, helpdesk@yosemite.edu

HelpDesk

The YCCD Helpdesk provides technical support for all Yosemite Community College District (YCCD) employees and MJC and Columbia College students, offering support for password resets, student email, connectColumbia, PiratesNet, Canvas as well as many other products and services. We are a Tier 1 support for all IT services and computing issues at YCCD. The Helpdesk periodically offers training classes for District employees covering products such as Microsoft products Office365, SharePoint, and Omini.

Media Services

Jeff Swank
Director of Media Services

CONTACT:
Julie Berg, x6100
Tech Room, x6098 after 3:30 p.m.

INSTRUCTIONAL SUPPORT

Video displays, document cameras, projectors (all formats), sound reinforcement systems

DESIGN SERVICES

Instructional multimedia systems; athletic venue and performance space multimedia and recording systems; special event multimedia, support and distribution systems

VIDEO RECORDING SERVICES

Athletic events, performing arts performances, student proficiency demonstrations, lectures, community events, live streaming events

EQUIPMENT & SERVICES AVAILABLE UPON REQUEST

Video projectors, flat panel displays, document cameras, laptop computers, portable sound systems, wireless microphone systems, conferencing systems, audio and video duplicating services





Technology Services

Patrick Pimentel, Sr.
Director of Technology Services
x6956

WE SUPPORT

- Workstations – Laptops – Tablets (faculty, staff, labs)
- Printers – Scanners – Copiers
- Software installation, upgrade and limited support
- Instructional classrooms
- Instructional labs
- Learning and educational technologies
- Support for malware (virus) identification and removal
- Technology design support for college building projects

Technology Services assists in integrating technology with learning by providing the technical support needs for MJC, CC, and Central Services. We provide the technology tools and support for faculty, staff and students in their work as teachers, learners, researchers and collaborators.