**IHS Technology Student Aid Guide**

**Overview**

Under the Supervision of Mr. Xavier Sacta, Technology Coordinator, RM250

This guide is intended for all high school and college student interns and student aids that have been chosen to join our Technology team at International High School. Welcome to our team!

The Information Technology Department in RM248/250 is your home base. You may also work in the computer labs on the second floor, Room 252.

We (which now means YOU, too) are responsible for all things related to technology – especially computers. This includes computers and other technology (i.e. VCRs and Cameras) used as part of classroom activities, administrative functions, and in our labs for fun and students free time as well as school work. Your general duties include:

Maintaining and repairing all technology resources;

Providing technical support and training for students and staff who ask for help;

Insuring for the proper use and preventing the misuse of technology and computer; resources in the school by any and all community members;

Providing support to Computer Resource Center Staff whenever and however needed;

Imagining new ways to use computers to improve our school community.

It is most important for you to understand and agree that, by joining our team, you are accepting a higher level of responsibility than you are used to as either a college or high school student. You are now considered to be an employee of our school and you are held to the same standards for conduct and behavior to which any adult must adhere. To work here you must be willing to:

Be mature in attitude and respectful towards all students and staff;

Uphold and reinforce all rules for conduct, specifically those governing computer and use of the internet;

Report if any person breaks these rules to the Computer Information Technology Department/RM 248/250 staff or Mr. Harold immediately.

Failure to follow these standards is grounds for immediate dismissal from the Technology Department and possible further disciplinary action by the school.

SPECIAL NOTE FOR INTERNATIONAL HIGH SCHOOL STUDENTS

Although you are an employee of the Information Technology Department, your first priority is to be the best student you can be. We do not hire students who are doing poorly in school because they cannot afford to take any of their energy away from their schoolwork. If your grades begin to slip while you are working here we may have to let you go so you can concentrate more on your schoolwork. If you cut class or are often late to class you will be given one warning and if you continue to act irresponsibly, you will be fired.

**Part 1 General Orientation**

You are responsible for knowing your schedule and showing up on time. If you are unsure about your schedule you should ask Mr. Xavier. If you are not going to be able to come to work you need to let us know. Before your shift begins you should call the IT Department at (718) 392-3433 ext. # 2500 or 2480 and leave a message; or email us at xsacta@ihsnyc.org

You are responsible for you to familiarize yourself with your surroundings. You are now an official employee of the International High School Computer Resource Center and people will be looking to you for answers and guidance.

It is your responsibility to know:

The names and office locations of all staff and faculty,

the locations of all our classrooms, labs, offices and storerooms and

our entire inventory of technology resources.

You should know what is installed in each location, and what is in storage.

You should be aware of the location and amount of supplies, i.e. printer cartridges, blank disks, paper.

Remember also that you will be working with other students who are your peers. It is up to you to work together in an appropriate way. You are not in competition with them and you are not their boss, either. The more you help each other, the better you are doing your job.

**Part 2 Job responsibilities**

Daily General Tasks:

In the LAB

Straighten chairs, monitors.

Clean the Workstation area: Pick up trash, wipe down if needed.

Untangle mouse, keyboard cables; Straighten mouse pads.

Remove any stray floppy disks, place in lost disk holder.

Visually check that all cable connections, power connection and surge protectors are properly connected.

Restock paper in all printers.

Assist students with minor software/hardware problems

Troubleshoot printers.

**In the Computer Resource Center (RM 248/250)**

Answer Phone calls. Use a professional manner, i.e. “Good Morning, Technology Department. This is “your Name” speaking.” Take detailed messages on message pads.

Check daily activities log for things to do.

Check sudden troubleshooting log for things to do.

Clean the Center Table: Put away magazines, throw out old cups and papers, and put away software.

Sweep the floor.

Put stereos on rack neatly.

Restock paper in all printers.

Check online reservation schedules for equipment. Prepare and deliver these when requested.

Put laptops back in cabinet.

Clean up and organize locked cabinet. Be sure that all laptops are properly stores with power adapters and network connections.

Make sure you write check in/out equipment.

**Daily Management Tasks**

In the Lab

Be aware of which classes have the lab reserved.

Be aware of which students are in a class and which are there on free time – remember the priorities: SCHOOLWORK COMES FIRST! Let the lab manager know if you see people are waiting to get a computer for school work.

If people are waiting for a computer, begin a waiting list.

Learn to use Norton Utilities floppy disk utilities, including virus scan, repair and file management to help students.

Be able to help students with password and account problems (See User name, Domain; User Administration).

Keep track of problems.

Familiarize yourself with common windows error messages (see troubleshooting section).

Develop and use basic troubleshooting techniques and protocol.

Field all phone calls in a professional manner. You are a representative of the school and people should know that when you answer the phone, i.e. “Hello. Compute Lab. This is “your name” Speaking. How may I help you? ”

**In RM 248/250**

Check the Online reservation Schedules – prepare what is needed.

Checks with others for new repair/troubleshooting requests from staff or faculty.

Check daily activities list for things to do

**Weekly Computer Maintenance Tasks (lab and office workstations)**

Basic Maintenance

Run Norton Antivirus on each workstation.

Run system and disk utilities.

Try the following but check with your supervisor before trying manual system maintenance:

Delete cookies and Prefetch

Event Viewer

Empty recycle bin

Monthly Computer Maintenance Tasks

Virus Protection

Run Norton Antivirus, Live Update

Run Virus Scan on C:

Make note of any serious virus: type of virus, workstation

Disk, System Maintenance

Run Disk cleanup on a weekly basis

Run Disk Defragmenter if necessary or time permits

Reimage workstations with GHOST if needed

Make note of any errors or unrepairable files

See Tasks Above

**Part 3 Troubleshooting**

Troubleshooting and Preventative Maintenance with our Office Computers

Weekly or Semi-weekly “Rounds”

Make visits to Team and administrative offices. These are informal visits, so you do not need to interrupt any meetings or conferences. Explain to the teacher of faculty member that you are visiting them to help prevent any problems and to note and possibly fix technical problems that are occurring. Bring a notebook and your diagnostic tools with you, i.e. boot disk, Norton Utilities. Familiarize yourself with the computers that are located in these rooms. Take notes about what is installed. Ask the teachers and staff if they are having any problems with their computer. Decide if any technical problems that you can fix it right away try to find someone like Mr. Xavier or Ms. Vivian who can help you fix it immediately.

**Part 4 Basic Troubleshooting Guide**

Always Start Here! Don’t touch anything until you read this! The following is a basic outline for helping people solve problems with their computers that may not solve the problem that will help you avoid creating more problems and maintain your good relationship with the people you are helping. The more specific and advanced techniques are in other documents and books or maybe something you know already.

Listen: If someone has a problem they are probably upset. They will feel better if you just listen for a while. Do not respond. Nod your head and let them know that you are listening. Take notes if you need to remember specific things. Do not act frustrated or angry even if you are. It will only create further problems. Humor is best if used in small amounts. A mutual smile or making light of a situation helps some people relax, but only if they are willing to go along with you. No matter how absurd you feel the situation might be, never laugh at someone’s problem. You will not enjoy their response.

Understand: Ask questions about how the problem started. Listen very carefully to their description and try to imagine it in your mind. Try to get them to recreate what they were doing when the problem started. There may be verbal and visual “cues” that they are using the more common “left click”… if you don’t watch carefully and listen you might not realize what has gone wrong. Here are some questions that will add to your observational skills.

What were you doing when the problem occurred?

Where there any “error” messages that the computer gave when your problem started?

What did you do to try and solve the problem?

Observe: You may politely ask the person to move over so you can check some things. Sometimes it helps if you let them fix the problem by telling them how, but usually you should check some things yourself first. Do not offer any solutions before you have quietly checked some basic things.

Are all the computers connections (i.e. power, monitor, and printer) properly connected?

Is everything turned on?

Is the computer frozen or just processing?

Test: Try to fix the problem, and if you can tell them what you are doing. This can help teach people how to avoid problems in the future. Restarting the computer is always a good start. Here are a few basic steps to follow for testing:

Use the task manager (ctrl-alt-del) to see what programs are actually running and which are not responding.

Check to see what programs are running in the task bar and stop any that you feel might be interfering.

Check all physical network connections. Is the network card lit? Is the connection on the switch lit? Is there a cable connection between the patch panel and the switch?

If the person is having trouble connecting to our network, be sure they are logged in. Try logging them out and logging in again. Try mapping a network drive.

Check the device manager in (Computer Properties) to see if any device drivers are giving warning flags (Yellow exclamation point).

When you hit a “dead end”…

When you run into problems you cannot resolve there are several options that are available to you. You will proceed with these only after consulting with technology staff.

For further information on the potential problem, go www.dell.com and enter their support site. Create a premier account for yourself. Use the Dell Service Tag located on the back or side of the computer to get information about driver updates and warrantee information on the specific machine you are troubleshooting.

If you have determined that the problem has to do with software or operating system corruption or damage that cannot be fixed, do not attempt to reinstall the system by hand. You must familiarize yourself with the Norton GHOST program with which you will send and “image” the specific computer’s initial operating system installation, including drivers and network setting and basic applications. This image will overwrite all current information on the hard drive of the computer, so if there are documents that are saved on the hard drive, they will be destroyed. If you can, interview the user to see if they have anything that can be backed up – it may not be possible, but warn them that they may lose their work if it is not already back up on the network server.

**Part 6 Short Review**

– How importance you are

– Importance of information at RM 248/250

– Leaking/sharing of information

– Importance of inputting information

– Importance of class assignment (Equipment Provider)

– Importance of assisting other

– Importance of respect other

– Importance of security of our tech equipment

– Importance of taking/message delivery

– Importance of borrow/ returning school stuff

– Importance of school educational standard

– Importance of keeping clean the office and tech stuff

– Do not take any things away without our knowledge

– Do not bring friend/ BF/GF in the office

– Do not break or damage any of our stuff

– Do not get fired

– Keep it as quieter as you can inside the office

– Prepare Award Ceremony

– Do your homework

– Do extra hour work whenever you have time

– Call us if you don’t make/late to work any day

**Part 7 Conclusion**

If you ever have any questions about what you are doing or you are not sure how to fix something or you just do not understand something in this guide – ask us. We like specific questions about how, why or what we are doing. But if you ever find yourself thinking “There is nothing to do… what I should do next??” Just reread this guide. You will surely find something to do. We like people who think for themselves. Our hope is that interns find themselves steadily moving upward through the stages of achievement below.

Stage 1: A person who waits passively until told what to do.

Stage 2: A person who asks “What should I do today?” and if there is no response, they will wait until a job comes up.

Stage 3: A person who asks “What should I do today” and if there is no response, they will find something useful to do.

Stage 4: A person who thinks about what they can do before their shift, and then asks “I was planning on working on a specific project today, but is there anything urgent you need me to do?”

Stage 5: A person who sits down with their supervisor or colleague and helps plan and prioritize work projects for several weeks in advance. Each day this person is prepared to work on multiple projects. If one project stalls, they move onto the next. They are capable of stopping to take care of immediate or emergency tasks as well.

You may be at different stages on different days, depending on your mood and energy level and that is okay, just as long as you are striving to move forward. You should ask for our evaluation of which stage you have attained at any time. We will be happy to let you know our opinion.

Good luck and work hard!

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