

Dover School District Technology Department

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Technology Director

Current Department Structure

5 Full Time Personnel (Assignments)

- 1 – Technology Director
- 1 – Lead Systems Administrator
- 1 – Career Technical Center Support
- 1 – Dover High School
- 1 – Dover Middle School

2 Part Time Technicians

- 1 – Supports Tickets at Elementary Schools
- 1 – Supports Data Entry for Infinite Campus / User Accounts

Departmental Demands

Supporting the New High School Infrastructure redesign, build out, migration and network support.

Supporting the Smart Technology of the New High School (Security Camera Access, Door Access, HVAC controls, Lighting, etc.)

Analog and Digital VOIP / Fax telecom needs district-wide support

Server development, migrations and management

User Accounts for 600+ Employees and nearly 4000 student accounts for computer logins, google email and Microsoft O365 (annual support, new students / employee accounts, Organizational units)

Technology Support for District-wide Testing

Departmental Demands, cont.

Supporting Printers both stand-alone and Network based – over 150 models and brands in the school district

Support of aging equipment (for Staff, Teachers, Labs) Grade K-8

Support of New Technology at Dover High School to include Interactive Panels, Interactive projectors, staff computers, 90 student accessible laptops, Chromebook, multiple computer labs.

Support and management of over 800+ varied aged student Chromebook

Support of Assistive Technology (individual devices and software by student)

Support of IOS Apple devices (iPad, MacBook, desktops) requires a separate management system for district management, update and app deployment.

Departmental Demands, cont.

Infinite Campus User Accounts (Staff, Parent, Student)

Infinite Campus Gradebook Support

Infinite Campus Back End Management, Updates and Configurations

Network Backup / Fail Safe Mitigation

Compliance of 1612 for development of policy, process, procedure

Cybersecurity Measures and Response

Reality to Vision

- The department currently has 45 identified projects for the enhancement and development of the technology department. The majority of the projects are in the infancy stages for further development. Our reality is the current staffing capacity is exhausted to just maintain the current helpdesk ticket demand for support of a wide spectrum of technology needs from basic support, accounts, software loads, testing support, peripheral device support, VOIP, and managing the network and is currently unable to support all schools daily.
- Dover is fortunate to have a state of the art network infrastructure with endless possibilities for staff and students. We have carefully taken the last 18 months to develop an infrastructure to support a multitude of smart devices and computers. Centralized resource management and development of a core environment that allows Dover to grow exponentially in the areas of technology and to support teachers and students innovations, ideas and countless web ready resources. We have the infrastructure, we have a plan in place to continue to strengthen and upgrade the k-8 technology devices and have the capacity from an infrastructure to support more than a 1:1 initiative. But without full time, qualified staffing to support helpdesk needs, testing requirements, assistive technology and the day to day operations that require working technology, without the staffing, a robust network or new devices become irrelevant.

Additional Staff Requests

4 Full Time Technology Specialist

- Provides each school a full time dedicated technology specialist / helpdesk support on site.
- Provides a dedicated technology specialist for Assistive Technology software, devices and support.

Fully Staffed Technology Department Structure

- 1 – Technology Director
- 1 – Lead Systems Administrator
- 1 – Technology Specialist – Career Technical Center
- 1 – Technology Specialist – Dover High School / Bellamy
- 1 – Technology Specialist – Dover Middle School
- 1 – Technology Specialist – Garrison Elementary *(Proposed)*
- 1 – Technology Specialist – Horne Street School Elementary *(Proposed)*
- 1 – Technology Specialist – Woodman Park Elementary School *(Proposed)*
- 1 – Technology Specialist – Assistive Technology / District –Wide Support *(Proposed)*
- 2 - Part Time Technicians – Infinite Campus Data Support, Basic Technical Repair, Helpdesk