

Technology Support 2025-2026

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Staff Communication:

Hello Concord!

We're making some adjustments to how building tech support works starting next school year. With a slightly smaller technology department, we're changing our model to focus on faster response times and clearer communication, while still making sure your classroom tech needs are met.

Here's what you need to know:

How It Will Work:

- Each building will have an assigned district Tech who oversees GetHelp tickets for your building. While they will support more than one building, their goal is to respond quickly and efficiently based on need.
- You may not see a Tech in the building at the same time everyday. They'll check their GetHelp queue and visit buildings based on ticket volume and urgency.
- Each Tech will have a backup (Tier 2 support) to assist with busy times or more complex issues.

Device Repair Process:

- Elementary (K–6): Since students will no longer take iPads home, we are ending daily repair cart times. If a student's device is broken or malfunctioning:
 1. Submit a GetHelp ticket.
 2. The Tech will come directly to your classroom to assess the issue.
 3. The goal is for students to start each day with a working device.
- CJHS & CHS: Repair carts will continue, but times may shift. We'll update you before school starts.

Important Reminders:

- Submitting a GetHelp ticket should ALWAYS be the first step. Please avoid emailing, texting, or calling specific techs. This slows down response times, creates confusion, and creates situations for issues to get missed.
- Lindsey Stafford will be monitoring all tickets to ensure timely responses. If something is urgent call her at ext. 8006.

Digital How-To Resources:

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We're updating the Digital Learning site with clearer step-by-step guides for common tech issues. With fewer staff available, these guides will be your best first step for solving small problems independently.

Thanks for being flexible and helping us make this new system work well for everyone. We're confident this model will support your classrooms and keep learning moving forward.

Let me know if you have questions!