Technology Support

- First point of contact for all technology-related questions, issues, and requests such as accounts, computer software, MyUTEP online resources, MyApps, Printing, Learning Management System, PeopleSoft, etc.
- Opens every day for most hours of the day with 24/7 assistance for emergency requests.
- Incident Management System for IT and local tech support groups.
- Administration of Collaborative Learning Center (260 seats computer lab for students).
- Administration of technology in CyberCafe (student union lab).
- Video conferencing suite and collaborative hubs at the TSC.
- Tech support for special events in the Library building.

- Provides guidelines and support for computers and software in student computer labs and computer classrooms (15+ computers per location) across campus.
- Administration of campus-wide software license servers (e.g., Mathematica, Minitab, …).
- UTep academic software in the cloud.
- Virtual desktops in the cloud (general student lab, engineering, and classroom VDIs).
- Asset Management software (administration of hard drive encryption, power management, inventory, …) for all university-owned computers.
- Mobile printing.
- Student lab print management solution.
- Management of backup infrastructure for university-owned desktops and laptops.
- Thin client management and support.
- Administration of all servers for Library services.
- Poster printing.
- TSC High-end workstations with access to specialized software at the TSC.

- Technical support for all university computers and associated peripherals.
- Hard Drive encrypting, Windows upgrades, UTEP standard image deployment, printer/scanner set-up, and software troubleshooting/installation.
- Maintenance and on-site support for AV/Computer equipment in university classrooms assigned for instruction.
- Software and hardware repairs for university students and faculty personally owned devices through the Technology Support Center (TSC).
- Supports imaging infrastructure for over the network deployments of UTEP-ready Windows images. This used by central IT and other local (department) tech support groups.

- Assistive Technology Lab assists students with disabilities to use assistive technology.
- Student-centric software workshops.
- Equipment checkout for students.
- University operators.
- Office PC Replacement program.
- New faculty laptop program.

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