Technology Support Services (Information & Media Services) coordinates, develops, designs, installs, maintains and supports the technological environment that allows students, faculty and staff to carry out the mission of the college and community needs with efficiency and flexibility. Our goals are aligned with the strategic directions of the college reflecting the commitment to empowering learners with the appropriate technology to meet their goals.

**Strategic Direction #1: STUDENT LEARNING:** A commitment to provide holistic education that develops curiosity, inquiry, and empowered learners.

**Strategic Direction #2: STUDENT PROGRESSION & COMPLETION:** A commitment to eliminate barriers that cause students difficulties in completing their educational goals.

**Strategic Direction #3: INFRASTRUCTURE & RESOURCE DEVELOPMENT:** A commitment to cultivating resources to provide a quality educational infrastructure and continuously improve the student learning environment.

**Strategic Direction #4: LEADERSHIP & ENGAGEMENT:** A commitment to build leadership within the college and engagement with the community.
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<th>STRATEGIC DIRECTION</th>
<th>WORK PLAN:</th>
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| **Strategic Direction #3**  
*Infrastructure and Resource Development*  
*A commitment to improve the maintenance of all facilities, technology, and infrastructure.*  
**Strategic Direction 3.4** |  
Oversee information technology help desk, ensure that tickets are completed appropriately and timely, enforce a fair distribution of work, and ensure that work is done by the proper classifications.  
Oversee the development of new hybrid-flexible learning environments, such as the Hyflex Classrooms with Academic Technology  
Oversee maintenance of existing computer/electronic systems, and placement/implementation of new computers and electronic devices and classroom equipment.  
Project manage multiple Measure J building/construction projects, renovations and implementations with appropriate college staff  
Improve the reliability of the existing WI-FI infrastructure in all of our external spaces.  
Manage and direct operations that support faculty and students in the remote learning environment. This includes the Chromebook loaner and calculator rental programs for students as well as distribution, maintenance, and recovery of equipment faculty and staff are using to work on campus and remotely. |
| **Strategic Direction #4**  
*Leadership & Engagement*  
*A commitment to build leadership within the College and engagement with the community.*  
**Strategic Direction 4.9** |  
Program Review and AIQ committee work which represents all areas on campus. Instructional, non-instructional, student affairs and services. Work with all areas to develop strong, accurate and comprehensive program reviews on an annual basis.  
Facilities & Sustainability, ISIT and Accessibility Task Force representation for technology services.  
Professional Development: Direct and support system support specialists, provide training, development and mentorship. Lead through example by attending and engaging in professional development activities. |