SCHOOL OF ENGINEERING, TECHNOLOGY, AND COMPUTER SCIENCE
Dean’s Memorandum 02-1
August 19, 2002
(Replaces Dean’s Memoranda 96-1 and 93-1)

Technical Support Services

In order to use more effectively the technical support staff assigned to the School of Engineering, Technology, and Computer Science, the following changes in the organization and delivery of technical support services will become effective immediately.

ORGANIZATION

All technical support services for the school will be provided by the ETCS Technical Support Services, a unit which reports to the Dean of the School of Engineering, Technology, and Computer Science. Management of technical services is vested in the Manager, Electronic and Computer Support Services, and the Manager, Mechanical Support Services. All ETCS full-time and part-time technical personnel, including student technical assistants will report to one of these managers. This will not preclude the assignment, through the managers, of a technical assistant to a faculty member or a project for an extended period of time.

Student assistants whose duties consist of paper grading or other nonlaboratory instructional activities will continue to be employed by the academic departments of the school.

OPERATION

This reorganization is intended to provide technical support services for all faculty and staff members of the School of Engineering, Technology, and Computer Science.

Faculty and staff members may make their needs known to the appropriate manager in an informal manner. In many instances a telephone call, an e-mail message, or a personal conversation will suffice. Please bear in mind, however, that it may not be possible to respond instantaneously to a request; allow as much lead time as possible, and be prepared to supply enough detail to ensure that your requirements will be met.

Requests for service will be prioritized and assigned to technical staff members by the technical services managers.
Mission Statement for Technical Support Services  
School of Engineering, Technology, and Computer Science

Technical Support Services (TSS) is committed to providing specialized technical support to faculty and staff members of the School of Engineering, Technology, and Computer Science.

Technical Support Services seeks to encourage ETCS faculty and staff to use effectively the unit’s human and other resources.

Vision

TSS will serve as a resource for individuals and organizations committed to advancing excellence in all aspects of engineering, engineering technology, and computer science.

To realize its Vision, TSS will:
- Enhance services to faculty and staff.
- Bring faculty and staff members attention to emerging industrial standards.
- Incorporate emerging industrial standards in the academic environment.
Faculty Guide to Utilizing Technical Support Services Effectively

A faculty member needs to supply technical support services with a laboratory assignment outline with appropriate dates before the beginning of each semester in order to coordinate equipment usage and availability. If laboratory schedules change, TSS must be informed as soon as possible but not later than two working days before the lab assignment date.

Special requests for laboratory equipment should be given to technical support by the faculty member two full working days in advance in order to coordinate equipment usage and availability.

Faculty requests for components material samples, software installation, and/or fabrication of laboratory equipment should be made as far in advance as possible, one full semester is preferable, in order to coordinate the work load of the technical support staff and the acquisition of necessary supplies.

Initial requests for technical support for student design projects should be made by the faculty member responsible for the project assignment. Requests will be honored as time and resources are available.

MECHANICAL LABS/POWER MACHINERY LABS

- Mechanical labs are scheduled use labs.

- Faculty are to supervise students using mechanical labs.

- Faculty are asked to report any faulty or damaged ETCS equipment immediately to TSS.

- Faculty are asked to inform technical support of any plans to modify ETCS laboratory equipment in advance.

- Tools and equipment are not loaned for use outside of the laboratories.

- Students are not to be given keys to labs.

- Labs are not to be scheduled during finals week.

- Windows are not to be covered (safety and security issues).

- Special project use of laboratories should be coordinated through TSS.

- Food and drinks are prohibited in all labs.