Students Supporting Schools

S3 Program

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Expectations of S3 Students

- Consider the S3 as your first line of troubleshooting prior to moving it up the chain
- Training every year prior to school start up
  - Customer Service
  - Basic Troubleshooting
  - Asset and Cable management
  - Classroom Technology Smart-BrightLink-Promethean
  - Security and Confidentiality Awareness
  - Asset and Cable Management
  - Basic Network Configuration
  - iSupport Ticketing system
Continued Education

- Monthly Training
- Students volunteer their time to Attend
  - Presentation from Student
  - Special Guest Speakers
  - Discussion on progress of Students. Updates on district projects and assist with questions and answers.
  - Administrative notices and questions and answers
  - Media Specialist are welcome to attend and support their student
Expectations of Media Specialist

- Students need a Ticket for all requested work
  - Student shouldn't create tickets for themselves
  - No “quick looks” without a ticket
  - Student will Tier 2 ticket if unable to repair
  - Students work with DST's for help and knowledge

- Students are ET employees
  - Required to submit 2.5 hours per working day

- Plan for students arrival the day before
  - Check tickets in your iSupport queue and move to student queue
  - Create tickets for students for request needing attention
  - Leave a message with instructions
Expectations of Media Specialist Cont.

- Prohibited Tasks for S3 students
  - AV setup-portable PA
  - School Inventory
  - Work on non district devices
  - Installing non district devices (printers, scanners)
  - Car line
  - Book Checkout
  - Anything you would not ask a DST to do
New Look- iSupport
S3 Program – Students Supporting Schools and You

Thank you for Coming

Any Questions?