

Technology Responsibilities

| Contact Information | Phone Ext. | Email | Comments |
|--|------------------------|--|-----------------|
| IBS Technology | 64853 | ibstechnology@brandeis.edu | |
| LTS Help Desk | 67782 | itservice@brandeis.edu | |
| LTS Repair Shop | 64801 | repairshop@rt.brandeis.edu | |
| LTS Voice | | voice@rt.brandeis.edu | |
| Jose Rosa (Help Desk) | 68554 | jrosa@brandeis.edu | |
| Steve Knowles (Web & Systems) | 68543 | sknowles@brandeis.edu | |
| Rob Trombino (Media) | 64849 | trombino@brandeis.edu | |
| Jim La Creta (Capital Projects) | 62231 | jlacreta@brandeis.edu | |
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| Technology Requests | Primary Contact | Secondary Contact | |
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| Backups & Data Recovery | Jose Rosa | LTS Repair Shop | |
| Buss System (Including Account or User Issues) | Human Resources Dept. | LTS Help Desk | |
| Cell Phone & Cell Plan Purchasing/Support | Procurement | Calvin Hargreeves | |
| Classroom Technology (Including software, training etc) | Rob Trombino | Jose Rosa | |
| CMS/Website (Including Support, Training, Development) | Steve Knowles | Jim La Creta | |
| Computer Cluster & Cluster Printers | Rob Trombino | Jose Rosa | |
| Desktop (PC, Mac) or Laptop Issues | Jose Rosa | IBS Technology | |
| Email: Account Related Issues | LTS Help Desk | Jose Rosa | |
| Email: Computer & Phone Related Issues | Jose Rosa | LTS Help Desk | |
| Faculty & Student Related Websites | Steve Knowles | n/a | |
| Hardware/Software Purchases (Not including STATA) | LTS Help Desk | Reetu (Faculty Only) | |
| IBS Netbook Information | Matt Rocker | Student Services | |
| IBS Website | Steve Knowles | Jim La Creta | |
| Latte (Including Account, Training or User Issues) | LTS Help Desk | n/a | |
| Linux Related Issues | Steve Knowles | n/a | |
| Media Services (Audio, Video, Graphics Design) | Rob Trombino | Media Services | |
| Network Support (installing network ports, turning ports on/off) | Steve Knowles | n/a | |
| Password Resets | LTS Help Desk | Jose Rosa | |
| PC/Mac/Laptop Repairs/Replacement | LTS Repair Shop | n/a | |
| Phone Issues | LTS Voice | Jose Rosa | |
| Printer Repairs | Jose Rosa | IBS Technology | |

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| Printer Toner (Economics Faculty) | Reetu Sharma | Karen Muise | |
| Printer Toner (IBS Faculty) | Jose Rosa | IBS Technology | |
| Printer Toner (IBS Staff) | Per Department | n/a | |
| Sage (Including Account or User Issues) | LTS Help Desk | Sage Administration | |
| Software Requests | Jose Rosa | | |
| Software Training | LTS Help Desk | n/a | |
| STATA Purchasing | Jose Rosa | STATA Corp. | |
| STATA Installation & Support | STATA Corp. | n/a | |
| Servers (Including Minnow & IBSSERV Related Questions/Issues) | Steve Knowles | | |
| Technology Reservations and Rentals | Jose Rosa | IBS Technology | |
| Technology Setup Support (Email, Calendar, Peripherals) | Jose Rosa | IBS Technology | |
| Wireless Issues | Jose Rosa | Steve Knowles | |
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| General Requests | Primary Contact | Secondary Contact | |
| Access to Buildings | Matt Rocker | Karen Muise | |
| Classroom supplies (for faculty only) | Reetu Sharma | Karen Muise | |
| Mailboxes, labels | Reetu Sharma | Karen Muise | |
| Move parking cones, reserve spaces | Per Department | n/a | |
| Office Furniture Orders - Desk and chairs | Jose Rosa | Jim La Creta | |
| Office supplies (for faculty only) | Reetu Sharma | Karen Muise | |
| Order white and cork boards | Reetu Sharma | Karen Muise | |
| Rearranging office furniture (for faculty only) | Reetu Sharma | Karen Muise | |
| Rearranging office furniture (Staff) | Per Department | n/a | |
| Room Bookings (for faculty) | Reetu Sharma | Karen Muise | |
| Room Bookings (for students) | Matt Rocker | Pam Frontino | |
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| Facilities Requests | Primary Contact | Contact Info | Ext. |
| Add coat hooks | Facilities Work Order | brandeis.edu/facilities/ | 64385 |
| Adjust Heat or A/C | Facilities Work Order | brandeis.edu/facilities/ | 64385 |
| Bathroom Cleanliness | Custodians | Request Box or In Person | n/a |
| Buy and hang cork board | Facilities Work Order | brandeis.edu/facilities/ | 64385 |
| Change light bulbs | Facilities Work Order | brandeis.edu/facilities/ | 64385 |
| Classroom and Meeting Room Cleanliness | Custodians | Request Box or In Person | n/a |
| Clean white boards | Custodians | Request Box or In Person | n/a |
| Clean windows | Custodians | Request Box or In Person | n/a |

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| Common Area Cleanliness | Custodians | Request Box or In Person | n/a |
| FACILITIES EMERGENCY CONTACT INFO | Facilities | (781) 736-8500 | |
| Hang pictures | Facilities Work Order | brandeis.edu/facilities/ | 64385 |
| Keyboard drawers | Facilities Work Order | brandeis.edu/facilities/ | 64385 |
| Light bulb replacement | Facilities Work Order | brandeis.edu/facilities/ | 64385 |
| Move/install shelves | Facilities Work Order | brandeis.edu/facilities/ | 64385 |
| Moving furniture | Facilities Work Order | brandeis.edu/facilities/ | 64385 |
| Office Cleanliness | Custodians | Request Box or In Person | n/a |
| Repair light fixtures that are hanging | Facilities Work Order | brandeis.edu/facilities/ | 64385 |
| Shelves installed - measure | Facilities Work Order | brandeis.edu/facilities/ | 64385 |
| Vacuuming | Custodians | Request Box or In Person | n/a |