IT Technical Support Specialists and Technicians

With over 30 years of experience working with school districts, ACES brings extensive knowledge to support all levels of information technology. We bring a relationship-oriented approach to support your unique needs.

PERFORM

- Desktop imaging, deployment of computers, and equipment reallocation
- Basic IP Phone maintenance, including cleaning, replacement of damaged equipment and physical setup of new phones
- Hardware/software inventory
- Software installations
- Interactive white board maintenance, including Smartboards and Epson Brightlinks brands - service includes evaluation of installation, estimates on life expectancy, training and support
- Archive old data

PROVIDE

- Support one-to-one student device roll-out
- Upgrade maintenance and operating system tune ups on computer equipment
- Quality support to end users, including diagnosis and repair of desktop computers, laptop computers, printers, peripherals, classroom AV, Smartboards, and network electronics
- Provide Summer cleanup/setup of computer equipment, including moving, packing, cleaning of computers and peripherals
- Printer service including relocation, cleaning and installation
- Help desk management that includes assessment of current help desk system, consultation of current help desk capability and best practices evaluation
- Remote desktop support

CONTACTS

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