



Jackson Public Schools

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Information Technology Services

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Jackson Public School District

Narrative for Information Technology Services

Information Technology Services (ITS) is an office within the school district that provides technology support for students, faculty, and staff. ITS is committed to setting technology standards at a district level and ensuring the technology infrastructure and support services are consistent, comprehensive, and optimized.

The following departments/offices define ITS:

- **Business Intelligence Services**
 - Manages the school district's SQL databases, provides secure access and disaster recovery. Where possible, core data systems are integrated to share key data to prevent duplication of effort. Data extracts are provided upon request to local users and offsite vendors and this process is automated through scripted services when applicable.
- **e-Rate Services**
 - Provides discounts on essential services and products for our schools to receive the Internet, voice, video, and data communications. The Universal Service Administrative Company (USAC), under the direction of the Federal Communications Commission (FCC), administers e-Rate.
- **Infrastructure Support Services**
 - Manages the school district's network infrastructure. This includes routing, switching, wide area network connections, local area network connections, and wireless connectivity. Additionally, Network Infrastructure handles the district's Internet connection, content/application filtering, firewall, network security, voice over IP - phones, phone numbers, and voice mail.
- **Procurement Services**
 - Manages ITS bids, contracts, maintenance agreements, procurement process, quotes, subscriptions, vendor relationships, warranty agreements, and other relevant areas. Also serves as our liaison to the school district's Business Office to maintain best practices for procurement of technology.
- **Enterprise Support Services**
 - Manages and maintain physical and virtual servers
 - Responsible for enterprise wide backups
 - Manages and monitors SAN and data storage
 - Administers Microsoft Exchange, Microsoft Office 365, Microsoft Active
 - Directory, domain account provisioning, and security of enterprise systems
 - Manages online and premise-based enterprise systems
 - Manages enterprise systems for multifunction copiers and Fax over IP (FoIP)
 - Disaster recovery for enterprise systems
- **Technology Support Services**
 - Lead technical support for online assessments/testing
 - Provides competent customer service and technology support; this includes a 3-tier support system (on-site support, remote support, help desk call center) comprised of analysts, technicians, associates and professionals. Apple products, interactive boards/panels, desktops, laptops, district-provided mobile phones, scanners, copiers, printers, applicable software titles and systems are only a few of the many areas of support.
 - Apple and 1:1 Intuitive lead support
 - Exceptional Education Services, Food Services, and Title receive dedicated support due to special funding requirements

Submit/view help desk incidents: <https://jpsd.samanage.com/>
help desk: 601.973.8601