

Academic & Client Technologies (ACT)

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Overview

The **Academic & Client Technologies (ACT)** group consists of a Director, an Assistant Director, a Manager for Learning Spaces, a Manager for Tier1 Support Services, three Tier1 Support Agents, nine Tier2 Support Agents, and two Tier3 Support Agents. ACT also employs approximately seventy student workers. ACT supports the use of available technologies to enhance and support instruction and research. ACT maintains University Computer Labs by providing software, hardware, documentation, and specialized cleaning services. ACT also provides technology support for faculty, staff, and students across campus, including system analysis, troubleshooting and resolution, new purchase consultation, and software site licensing.

The **Director of ACT** is [Will Hoffert](#).

He is assisted by the **Assistant Director**, [John Woodard](#).

Tier 1

Tier1 Services

The Tier1 services of ITS include the myTECH Helpdesk, Lab Patrol, and TECHcheck. The staff and their areas of responsibility are as follows:

- **Manager of Tier1 Services** - [Joshua Knight](#)
- myTECH Support Representative - [Brian Stansberry](#)
- myTECH Support Representative - [Susan Lomax](#)
- myTECH Support Representative - [Jesse Campanella](#)

Tier 2

Tier2 Services

Tier2 is made up of technology support individuals housed in the administrative and academic departments of the University. The staff and their areas of responsibility are as follows:

- Administration 1 - [John Bilbrey](#)
- Administration 2 - [Chris Robbins](#)
- Administration 3 - [Nathan Rizk](#)
- College of Agriculture & Human Sciences - [Frank Starling](#)
- College of Arts & Sciences - [Billy Sells](#), [Blake Smith](#)
- College of Business - [Rob Finegan](#)
- College of Education - [Derek Wynne](#)
- College of Fine Arts - vacant
- Student Affairs - [Kendrick Manlove](#)

External Support Staff

- CEROC (Cybersecurity Education, Research & Outreach Center) - [Travis Lee](#)
- CMR (Center for Manufacturing Research) - [Rob Reab](#)
- College of Engineering - [Jared Jennings](#), [Rick Neely](#), [Scott O'Neal](#)
- STEM Center - [Jared Holme](#)

Tier 3

Tier3 Services

The Tier3 support services include software packaging, as well as the configuration and maintenance of University computer labs and laptop carts. The staff and their areas of responsibility are as follows:

- Windows, PowerBroker, SCCM Packaging & Deployment - [Stephen Emert](#)
- Apple, DEP, JSS Packaging & Deployment - [Jeff Rippy](#)

Learning Spaces

Learning Spaces

In TTU parlance, "learning spaces" are technology classrooms. Initial configuration, maintenance, upgrades, etc. of these rooms are the responsibility of the **Manager of Learning Spaces**, [Hunter Kaller](#).