

# 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, TECHcheck, and Scantron grading. 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 technical support individuals housed in the administrative and academic departments of the University. The staff and their areas of responsibility are as follows:

- Service Area 1 - [Kendrick Manlove](#)
- Service Area 2 - [Chris Robbins](#), [Nathan Rizk](#)
- Service Area 3 - [Derek Wynne](#), [Frank Starling](#)
- Service Area 4 - [Billy Sells](#), [Blake Smith](#)
- Service Area 5 - [Rob Finegan](#)

### External Support Staff

- CEROC (Cybersecurity Education, Research & Outreach Center) - [Travis Lee](#)
- CMR (Center for Manufacturing Research) - [Rob Reab](#)
- Service Area 6 - [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](#).