Technology Support Services

Mission Statement:

The objective of Technology Support Services (TSS) is to provide effective and efficient computer support for the university campus, communicate with human and fiscal resources of the institution. The priority of TSS is to provide professional, courteous customer service.

Department Summary:

The Technology Support Services Department provides support, installation, and maintenance of computer systems, operating systems, software, computer peripherals, and electronic equipment for faculty, staff, and students. This department also configures computers for local and wide area networks, diagnoses and resolves connectivity issues in relation to the network at the client level.

TSS monitors the specifications and development of computer technologies, documents vendor performance, price, and/or technology updates, and makes recommendations for purchase, rental, and/or installation of new equipment.

This department maintains a database of known errors and provides a means for users to report problems. It also provides a means for users to schedule appointments for computer assistance.

Technology Support Services provides a means of transferring data to and from the computer center. It also provides a means of transferring data to and from the mainframe computer. It also provides a means of transferring data to and from the computer center.

Hours of Operation:

TSS is open Monday through Thursday, 7:30 am - 5:30 pm, and Friday 7:30 am - 4:30 pm.