

# WHO TO ASK IF I NEED HELP WITH TECHNOLOGY?

For Staff, Faculty, Students, and Parents



WRITE TO:

[helpdesk@awty.org](mailto:helpdesk@awty.org)

**TICKETS WILL BE PROMPTLY ASSIGNED TO A TEAM MEMBER:**

## CHRIS WOZNIAK

Director of IT and Information Systems

Levant Foundation Building  
First Floor  
Office 1113 C

## CAROLIN ESCOBAR

Director of Educational Technology

Levant Foundation Building  
Second Floor  
Office 1207

MAIN CAMPUS  
Levant Foundation Building  
First Floor  
Office 1113 C

Regina Reed - App Support Specialist  
Steven Wilhelm - Network Manager  
Chanel Mbala - Helpdesk Specialist  
Sebastian Gonzalez - Helpdesk Technician

ELC  
Building A  
IT Office

### Help with Awty's issued devices that are not working properly (troubleshooting)

- Laptops/Chromebooks
  - iPads
  - Interactive boards/panels
  - Document cameras
  - Telephones
  - Audio Visual (A/V) setups
  - Software installation
  - Troubleshooting students' devices in the BYOD program (Secondary School)
- No break or repair support**

### Integration of tech to enhance the teaching & learning process

- Digital textbooks
- Request for software or apps
- Advice on apps or tech tools to integrate into the curriculum
- Questions and/or training on new tech tools
- Modeling tech tools in the classroom
- Digital Citizenship curriculum

### Systems for the whole school

- Senior Systems
- Videoconference platform
- Schoology
- My Backpack
- Pronote
- Google Suite for Education
- SchoolPass



The Awty International School  
Houston