

San Juan College Information Technology

The SJC IT Help Desk assists the campus by providing help with their technological needs.

PC Software

Problems, Questions, Installs,

Network Accounts

New, changes to existing and deletions

Network Access

Access to existing and creating new email, network and vax accounts

PC Hardware

Installs, Repairs, Questions, Upgrades, pickups, Availability and Moves

Telephones

New, Moves, Changes, Pickups, Voicemail

Video Conferencing

Network Wiring

Business Hours

**Monday-Thursday
8:00am - 7:30pm**

**Friday
8:00am - 5:00pm**

**Closed Saturday
and Sunday**

**There are three ways to contact
the IT HelpDesk :**

Via Telephone:

For technical support call (505) 566-3266. You may leave a message on the Help Desk voice mail at any time of day and the help desk staff will contact you directly

Via the Web:

Use the HelpDesk icon on your desktop or visit <http://iis-esol.collegis.com/sjc/> Or go to the Intranet start page and select **Support/ IT Help Desk**

Via E-mail:

For technical support ,send requests to helpdesk@sanjuancollege.edu.

In Person:

The Help Desk Office is located in room 7203 in the Information Technology Center.



**San Juan
College**

Information Technology

Help Desk



**4601 College Blvd
Farmington, NM 87402**

Phone: 505-566-3266

Fax: 505-566-3555

**Email:
helpdesk@sanjuancollege.edu**

San Juan College Information Technology Department Help Desk



The SJC Information Technology Help Desk is a single point of contact, which assists in managing the technological needs, problems and requests and provides the college community with solution orientated support services. Using the call center telephone line, the web-based Help Desk interface or dropping by in person, SJC staff, students and faculty can utilize the many functions of the Information Technology Department. To use the web based Help Desk, simply click on the Help desk icon on your desktop and log in using your username and password (you will need to call the Help Desk at ext 3266 to obtain your password the first time that you log in). It is always a good idea to write down your work request number for future reference after putting in a Help Desk request. A technician should contact you within the day.

What the Help Desk Can Do:

- Answers primary “how to” queries in reference to Software Applications such as Word, Excel, Access, Adobe Acrobat, Outlook, POISE, and Internet Explorer . The Help Desk will research problems that cannot be answered immediately
- Answers primary queries in reference to Palm Pilots and Visors and attempt to solve problems they are having .
- Monitors Help Desk Calls, sets up the Service Level Agreements and does follow up to guarantee compliance .
- Compiles and creates Monthly IT Newsletter
- Maintains the IT FAQ Web Page
- Sends out “IT Alert” notices to all campus staff and faculty
- Recommends standard computer peripheral purchases by gathering information as to needs of caller and then call back with the SJC standard recommendation for printers, scanners, digital cameras, etc.
- Establishes Scope and Urgency of problem via “Interview Process” and may ask caller to cooperate with instructions on troubleshooting
- Creates user accounts on the VAX, NT and Exchange Server
- Coordinates and maintains Campus Software Library

Operating Systems

- Windows 2000/XP
- Macintosh

Productivity Software

- Microsoft Word 2000/XP
- Microsoft Excel 2000/XP
- Microsoft PowerPoint 2000/XP

Email

- Microsoft Outlook 2000/XP

Norton Anti-Virus

- Norton Anti-Virus installation and updates
- Virus Definition updates
- System scan configuration

Hardware

- Dell workstations/servers
- Printers (stand-alone & net-

