

General
E-Mail
Locations & Departments
Tickets
Clients
Techs 1
My Account
Techs
Tech Groups
Tech Permissions
Assets
SolarWinds Integration
Processes
Surveys
Parts & Billing
Data Import

Group Name

Group Name	Techs Assigned	Request Types Supported
AV Hardware	<p style="text-align: center;">Level 1</p> <p>Brad Adams Peter Bryant Joseph Evans</p> <p><input type="button" value="Michael Fletcher"/></p> <p><input type="button" value="Jon Ochs"/></p> <p><input type="button" value="Tim Ziegler"/></p> <p style="text-align: center;">Manager</p> <p><input type="button" value="Jon Ochs"/></p>	Audio/Video System Digital Signage Scheduling / University Calendar • Room Scheduling (25live) Scheduling / University Calendar • University Calendar
Advanced Telecom	<p style="text-align: center;">Level 1</p> <p><input type="button" value="Steve Olsen"/></p> <p><input type="button" value="Mike Schadler"/></p> <p style="text-align: center;">Manager</p> <p><input type="button" value="Steve Olsen"/></p>	Cable TV Telephone • Move/Add/Change Underground Locate Voicemail • Fault/Failure Voicemail • Move/Add/Change Voicemail • Password Reset
Blackboard Support	<p style="text-align: center;">Level 1</p> <p>Beth Kaylor <input type="button" value="Tim Ziegler"/></p> <p style="text-align: center;">Level 2</p> <p>Christopher Arpin [V] Martha Bell Courtney Embry Natalie Francis [V] Griffin Gardner Kaitlin Hable Katie Lane [V] Katie Marvel Nate Miller [V] Amish Mishra [V] Juan Moncayo [V] Jacob Nordman [V] Calvin Ochs <input type="button" value="Jon Ochs"/> Leslie Romer [V] Joshua Smith [V] Gloria Talbot [V] Elisa Tanquist Cody Theien [V] Jeanette Zhang [V] <input type="button" value="Tim Ziegler"/></p> <p style="text-align: center;">Level 3</p> <p><input type="button" value="Nick Corduan"/></p> <p><input type="button" value="Terry Davis"/></p> <p><input type="button" value="Jason Everroad"/></p> <p>Elisa Tanquist <input type="button" value="Tim Ziegler"/></p> <p style="text-align: center;">Level 4</p> <p><input type="button" value="Nick Corduan"/></p> <p><input type="button" value="Terry Davis"/></p> <p><input type="button" value="Steve Elwood"/></p> <p><input type="button" value="Jason Everroad"/></p> <p><input type="button" value="Tim Ziegler"/></p> <p style="text-align: center;">Manager</p> <p>Kenneth Boyd</p>	Blackboard • Content Blackboard • Training Blackboard • User/Course Administration
Data Warehouse	<p style="text-align: center;">Level 1</p> <p><input type="button" value="Mark Lora"/></p> <p><input type="button" value="Dan Rickner"/></p>	Data Warehouse Server Admin Support • Data Warehouse Server

Distributed Device Support

Ben Roller

Manager
Rod Eib

Level 1

Laura Anderson

MacKenzie Bedor
Hannah Bolds

Geri Bradford

Olivia Brannon
Ally Burke
Alex Burt
Nate Conley
Leah Crabb
Meghan Gamble
Rachel German
Andrea Gregory
Katie Helou
Luke Hervey

TJ Higley

Will Kercher
Josh Klabunde
Anna Miller

Ashlyn Mortensen

Carolina Ortiz
Taylor Plummer
Morgan Ricker
Andrew Schmidt
Rachael Schwulst
Shelby Sims
Erin Song
Rachel Strange

Tony Wormgoor

Computer
Computer • Hardware
Scanning • Local Device
VDI (VMWare HorizonView) • Client Connection Software
VDI (VMWare HorizonView) • Client Hardware

Level 2

Christopher Arpin [V]
Martha Bell

Nick Corduan

Terry Davis

Courtney Embry

Jason Everroad

Natalie Francis [V]
Griffin Gardner
Kaitlin Hable
Katie Lane [V]
Katie Marvel
Nate Miller [V]
Amish Mishra [V]
Juan Moncayo [V]
Jacob Nordman [V]
Calvin Ochs
Leslie Romer [V]
Joshua Smith [V]
Gloria Talbot [V]
Elisa Tanquist
Cody Theien [V]
Jeanette Zhang [V]

Level 3

Nick Corduan

Terry Davis

Jason Everroad

Manager

Nick Corduan

Domain Account Mgmt

Level 1

Geri Bradford

Nick Corduan

Terry Davis

Jason Everroad

TJ Higley

Level 2

Steve Elwood

Tim Jahr

Domain Account (Active Directory) • Move/Add/Change

Enterprise Application Systems

Manager
Steve Elwood

Level 1
Corey Cooper
Carl Daudt
Scott Wohlfarth

Manager
Corey Cooper

Banner • Server-Side
Blackboard • Server-Side
myTAYLOR • Server-Side
myTUdegree • Server-Side
TOWER • Server-Side
www.taylor.edu • Server-Side

Enterprise Web Systems

Level 1
Corey Cooper
Melissa Garr
Philip Macomber

Manager
Corey Cooper

Group Absence Reports • Server-Side
myTAYLOR • Content
myTAYLOR • Permissions
www.taylor.edu • Permissions

Event Support

Level 1
Peter Bryant
Sarah Davis
Tim Ziegler

Level 2
Brad Adams
Peter Bryant
Sarah Davis
Grant DenBesten
Joseph Evans
Michael Fletcher
Daniel Ford
Jeff Grogan
Patrick Linehan
Jon Ochs
Alexa Ross
Levi Wortley
Ashley Young
Tim Ziegler

Level 3
Brad Adams
Peter Bryant
Joseph Evans
Michael Fletcher
Tim Ziegler

Manager
Jon Ochs

Event Support
Event Support (Chapel)

Exchange Support

Level 1
Steve Elwood
Tim Jahr

Manager
Steve Elwood

Email • Mailbox Quota Increase
Email • Server-Side (Exchange)

External Web

Level 1
Nysha Chen
Luke Josten
Amy Lundquist
Katarina Nichols
Meredith Sell

Level 2
Meredith Sell
Ben Wehling

Level 3
Melissa Garr
Philip Macomber

Manager
Meredith Sell

www.taylor.edu
www.taylor.edu • Content

Faculty Connection

Level 1
Jayson Burden

Classroom Technology
Classroom Technology • Hardware
Classroom Technology • Software

Michael Fletcher

Beth Kaylor

Jon Ochs

Tim Ziegler

Level 2

Christopher Arpin [V]

Greg Batic [I]

Martha Bell

Nick Corduan

Terry Davis

Courtney Embry

Jason Everroad

Natalie Francis [V]

Griffin Gardner

Kaitlin Hable

Katie Lane [V]

Katie Marvel

Nate Miller [V]

Amish Mishra [V]

Juan Moncayo [V]

Jacob Nordman [V]

Leslie Romer [V]

Joshua Smith [V]

Gloria Talbot [V]

Elisa Tanquist

Cody Theien [V]

Jeanette Zhang [V]

Tim Ziegler

Manager

Kenneth Boyd

Level 1

Laura Anderson

MacKenzie Bedor

Hannah Bolds

Geri Bradford

Olivia Brannon

Ally Burke

Alex Burt

Nate Conley

Leah Crabb

Meghan Gamble

Rachel German

Andrea Gregory

Katie Helou

Luke Hervey

TJ Higley

Will Kercher

Josh Klabunde

Anna Miller

Ashlyn Mortensen

Carolina Ortiz

Taylor Plummer

Morgan Ricker

Andrew Schmidt

Rachael Schwulst

Shelby Sims

Erin Song

Rachel Strange

Tony Womgoor

Level 2

Christopher Arpin [V]

Martha Bell

Nick Corduan

Terry Davis

Courtney Embry

Jason Everroad

Natalie Francis [V]

Griffin Gardner

Kaitlin Hable

Katie Lane [V]

Katie Marvel

Nate Miller [V]

Amish Mishra [V]

Juan Moncayo [V]

Jacob Nordman [V]

Calvin Ochs

Leslie Romer [V]

Classroom Technology • Training
Computer • Classroom Computer (TEPS/ITEPS)
Faculty Computer

General Support

Banner
Banner • Client-Side
Blackboard
Blackboard • Client Side
Computer • Application (Software)
Computer • Loaner Checkout
Computer • MacOS
Computer • Malware
Computer • Windows
Computer • Windows • Minor Configure
Domain Account (Active Directory)
Domain Account (Active Directory) • Password Reset
Email
Email • Client-Side
Email • Spam Filter (Barracuda)
File Share
File Share • Client-Side
Group Absence Reports
Group Absence Reports • Client-Side
Guest Access
Guest Access • Walk Through Assistance
Internet
myTAYLOR
myTAYLOR • Client-Side
myTUdegree
myTUdegree • Client-Side
Network Connectivity
New Request
Scanning
Scheduling / University Calendar
Taylor PC Backup Utility
TOWER
TOWER • Client-Side
TOWER • PIN
TOWER • TOWERProxy
VDI (VMWare HorizonView)
WebFOCUS (Reporting)
WebFOCUS (Reporting) • Client-Side

Joshua Smith [V]
Gloria Talbot [V]
Elisa Tanquist
Cody Theien [V]
Jeanette Zhang [V]

Level 3

Nick Corduan
Terry Davis
Jason Everroad

Manager

Nick Corduan

Level 1

Christopher Arpin [V]
Martha Bell
Nick Corduan
Terry Davis
Courtney Embry
Jason Everroad
Natalie Francis [V]
Griffin Gardner
Kaitlin Hable
Katie Lane [V]
Katie Marvel
Nate Miller [V]
Amish Mishra [V]
Juan Moncayo [V]
Jacob Nordman [V]
Calvin Ochs
Leslie Romer [V]
Joshua Smith [V]
Gloria Talbot [V]
Elisa Tanquist
Cody Theien [V]
Jeanette Zhang [V]

Computer • Loaner Return
Computer • New Ordered Computer
Computer • Order Delivery
Computer • Trickle-down
Computer • Windows • Install/Repair
VDI (VMWare HorizonView) • Golden Image

Manager

Nick Corduan

Level 1

Steve Elwood

Manager

Steve Elwood

Level 1

Nick Corduan
Rod Eib
T. R. Knight
Rob Linehan
Jon Ochs

Manager

Rob Linehan

Level 1

Christopher Arpin [V]
Martha Bell
Nick Corduan
Terry Davis
Courtney Embry
Jason Everroad
Natalie Francis [V]
Griffin Gardner
Kaitlin Hable
Katie Lane [V]
Katie Marvel
Nate Miller [V]
Amish Mishra [V]
Juan Moncayo [V]
Jacob Nordman [V]
Calvin Ochs
Leslie Romer [V]
Joshua Smith [V]
Gloria Talbot [V]
Elisa Tanquist

Network Connectivity • New Wiring Run or Access Point

Computer • Technology Purchase
Technology Purchase
Technology Purchase • Accessories
Technology Purchase • Computer
Technology Purchase • Mobile Device
Technology Purchase • Printer

Imaging

Infrastructure Admin

IT Leadership Team

IT Procurement

Cody Theien [V]
Jeanette Zhang [V]

Manager
Nick Corduan

Keycard

Card Access

Level 1
Meghan Corduan
Rod Eib

Manager
Rod Eib

Linux Server Admin

File Share • Server-Side (Linux)
Server Admin Support • Linux Server

Level 1
Steve Elwood
Brent Gerig
Tim Jahr

Manager
Steve Elwood

Media Production

Media Production

Level 1
Peter Bryant
Sarah Davis
Tim Ziegler

Level 2
Peter Bryant
Sarah Davis
Daniel Ford
Levi Wortley
Ashley Young
Tim Ziegler

Level 3
Peter Bryant
Jon Ochs
Tim Ziegler

Level 4
Tim Ziegler

Manager
Jon Ochs

Mobile Device Support

Mobile Device
Mobile Device • Configure
Mobile Device • Hardware

Level 1
Laura Anderson
MacKenzie Bedor
Hannah Bolds
Geri Bradford
Olivia Brannon
Ally Burke
Alex Burt
Nate Conley
Leah Crabb
Meghan Gamble
Rachel German
Andrea Gregory
Katie Helou
Luke Hervey
TJ Higley
Will Kercher
Josh Klabunde
Anna Miller
Ashlyn Mortensen
Carolina Ortiz
Taylor Plummer
Morgan Ricker
Andrew Schmidt
Rachael Schwulst
Shelby Sims
Erin Song
Rachel Strange
Tony Wormgoor

Level 2
Christopher Arpin [V]
Martha Bell

Network Support

- Nick Corduan
- Terry Davis
- Courtney Embry
- Jason Everroad
- Natalie Francis [V]
- Griffin Gardner
- Kaitlin Hable
- Katie Lane [V]
- Katie Marvel
- Nate Miller [V]
- Amish Mishra [V]
- Juan Moncayo [V]
- Jacob Nordman [V]
- Calvin Ochs
- Leslie Romer [V]
- Joshua Smith [V]
- Gloria Talbot [V]
- Elisa Tanquist
- Cody Theien [V]
- Jeanette Zhang [V]

- Level 3
- Nick Corduan
 - Terry Davis
 - Steve Elwood
 - Jason Everroad
 - Brent Gerig
 - Tim Jahr

- Manager
- Nick Corduan

- Level 1
- Laura Anderson
 - MacKenzie Bedor
 - Hannah Bolds
 - Geri Bradford
 - Olivia Brannon
 - Ally Burke
 - Alex Burt
 - Nate Conley
 - Leah Crabb
 - Meghan Gamble
 - Rachel German
 - Andrea Gregory
 - Katie Helou
 - Luke Hervey
 - TJ Higley
 - Will Kercher
 - Josh Klabunde
 - Anna Miller
 - Ashlyn Mortensen
 - Carolina Ortiz
 - Taylor Plummer
 - Morgan Ricker
 - Andrew Schmidt
 - Rachael Schwulst
 - Shelby Sims
 - Erin Song
 - Rachel Strange
 - Tony Wormgoor

- Level 2
- Christopher Arpin [V]
 - Martha Bell
 - Nick Corduan
 - Terry Davis
 - Courtney Embry
 - Jason Everroad
 - Natalie Francis [V]
 - Griffin Gardner
 - Kaitlin Hable
 - Katie Lane [V]
 - Katie Marvel
 - Nate Miller [V]
 - Amish Mishra [V]
 - Juan Moncayo [V]
 - Jacob Nordman [V]
 - Calvin Ochs
 - Leslie Romer [V]

Network Connectivity • Isolation
Network Connectivity • Network Infrastructure
Network Connectivity • Wired Network
Network Connectivity • Wireless
Port Activation Request (Students)
VPN

Joshua Smith [V]
Gloria Talbot [V]
Elisa Tanquist
Cody Theien [V]
Jeanette Zhang [V]

Level 4

Steve Elwood
Brent Gerig
Tim Jahr
Seth Lugibihl

Manager

Steve Elwood

Print Managers

Level 1

Nick Corduan
Steve Elwood
Katie Marvel
Elisa Tanquist

Printing • PaperCut Administration

Manager

Nick Corduan

Printing Support

Level 1

Laura Anderson
MacKenzie Bedor
Hannah Bolds
Geri Bradford
Olivia Brannon
Ally Burke
Alex Burt
Nate Conley
Leah Crabb
Meghan Gamble
Rachel German
Andrea Gregory
Katie Helou
Luke Hervey
TJ Higley
Will Kercher
Anna Miller
Ashlyn Mortensen
Carolina Ortiz
Taylor Plummer
Morgan Ricker
Andrew Schmidt
Rachael Schwulst
Shelby Sims
Erin Song
Rachel Strange
Tony Wormgoor

Printing
Printing • Fault/Failure
Printing • Move/Add/Change
Scanning • Network Device

Level 2

Christopher Arpin [V]
Martha Bell
Nick Corduan
Terry Davis
Courtney Embry
Jason Everroad
Natalie Francis [V]
Griffin Gardner
Kaitlin Hable
Katie Lane [V]
Katie Marvel
Nate Miller [V]
Amish Mishra [V]
Juan Moncayo [V]
Jacob Nordman [V]
Calvin Ochs
Leslie Romer [V]
Joshua Smith [V]
Gloria Talbot [V]
Elisa Tanquist
Cody Theien [V]
Jeanette Zhang [V]

Level 3

Nick Corduan
Terry Davis

Registrar Support

Steve Elwood
 Jason Everroad
 Tim Jahr
 Katie Marvel
 Leslie Romer [V]
 Elisa Tanquist

Manager
 Nick Corduan

Level 1
 Laura Anderson
 MacKenzie Bedor
 Hannah Bolds
 Geri Bradford
 Olivia Brannon
 Ally Burke
 Alex Burt
 Nate Conley
 Leah Crabb
 Meghan Gamble
 Rachel German
 Andrea Gregory
 Katie Helou
 Luke Hervey
 Will Kercher
 Josh Klabunde
 Anna Miller
 Ashlyn Mortensen
 Carolina Ortiz
 Taylor Plummer
 Morgan Ricker
 Andrew Schmidt
 Rachael Schwulst
 Shelby Sims
 Erin Song
 Rachel Strange
 Tony Wormgoor

Special Appliance Admin

Level 2
 Geri Bradford
 TJ Higley

Manager
 TJ Higley

Level 1
 Steve Elwood
 Brent Gerig

Manager
 Steve Elwood

Internet • Bandwidth Quota
 Internet • DNS Move/Add/Change (DNSMadeEasy)
 Internet • Firewall
 Internet • ISP Connectivity (I-Light)
 Internet • Web Filter (OpenDNS)
 Network Registration (TUCAN) • Network Access Control (PacketFence)

Technology Services Admin

Level 1
 Christopher Arpin [V]
 Martha Bell
 Courtney Embry
 Griffin Gardner
 Kaitlin Hable
 Katie Marvel
 Nate Miller [V]
 Juan Moncayo [V]
 Jacob Nordman [V]
 Leslie Romer [V]
 Joshua Smith [V]
 Gloria Talbot [V]
 Elisa Tanquist
 Cody Theien [V]

Level 2
 Nick Corduan
 Terry Davis
 Jason Everroad

Manager
 Nick Corduan

IT Special Appliances, Software, and Services
 IT Special Appliances, Software, and Services • Bomgar
 IT Special Appliances, Software, and Services • SCCM Administration
 IT Special Appliances, Software, and Services • SchoolDude Insight

Telecommunications

Level 1

Fax
 Fax • Fault/Failure
 Telephone

Telephone • Audio Conference
Telephone • Fault/Failure
Voicemail

Steve Olsen
Mike Schadler

Level 2
Steve Olsen
Mike Schadler

Manager
Steve Olsen

Test Group

Level 1
Terry Davis
Jason Everroad

Manager
Nick Corduan

TLC Desk

Level 1
Laura Anderson
MacKenzie Bedor
Hannah Bolds
Geri Bradford
Olivia Brannon
Ally Burke
Alex Burt
Nate Conley
Leah Crabb
Meghan Gamble
Rachel German
Andrea Gregory
Katie Helou
Luke Hervey
TJ Higley
Will Kercher
Josh Klabunde
Anna Miller
Ashlyn Mortensen
Carolina Ortiz
Taylor Plummer
Morgan Ricker
Andrew Schmidt
Rachael Schwulst
Shelby Sims
Erin Song
Rachel Strange
Tony Wormgoor

Manager
TJ Higley

TLC Project

TLC Project

Level 1
Laura Anderson
MacKenzie Bedor
Hannah Bolds
Geri Bradford
Olivia Brannon
Ally Burke
Alex Burt
Nate Conley
Leah Crabb
Meghan Gamble
Rachel German
Andrea Gregory
Katie Helou
Luke Hervey
TJ Higley
Beth Kaylor
Will Kercher
Josh Klabunde
Anna Miller
Ashlyn Mortensen
Carolina Ortiz
Taylor Plummer
Morgan Ricker
Andrew Schmidt
Rachael Schwulst
Shelby Sims
Erin Song
Rachel Strange

Tony Wormgoor

Level 2

Sarah Davis

Tim Ziegler

Manager

TJ Higley

Training

Training Request

Level 1

Laura Anderson

MacKenzie Bedor

Hannah Bolds

Geri Bradford

Olivia Brannon

Ally Burke

Alex Burt

Nate Conley

Nick Corduan

Leah Crabb

Terry Davis

Jason Everroad

Meghan Gamble

Rachel German

Andrea Gregory

Katie Helou

Luke Hervey

TJ Higley

Will Kercher

Josh Klabunde

Anna Miller

Ashlyn Mortensen

Carolina Ortiz

Taylor Plummer

Morgan Ricker

Andrew Schmidt

Rachael Schwulst

Shelby Sims

Erin Song

Rachel Strange

Tony Wormgoor

Manager

TJ Higley

TUCAN Registration

Guest Access • TUCAN Registration
Network Registration (TUCAN)
Network Registration (TUCAN) • Manual Registration
Network Registration (TUCAN) • Normal Registration

Level 1

Laura Anderson

MacKenzie Bedor

Hannah Bolds

Geri Bradford

Olivia Brannon

Ally Burke

Alex Burt

Nate Conley

Leah Crabb

Meghan Gamble

Rachel German

Andrea Gregory

Katie Helou

Luke Hervey

TJ Higley

Will Kercher

Josh Klabunde

Anna Miller

Ashlyn Mortensen

Carolina Ortiz

Taylor Plummer

Morgan Ricker

Andrew Schmidt

Rachael Schwulst

Shelby Sims

Erin Song

Rachel Strange

Tony Wormgoor

Level 2

Christopher Arpin [V]

Martha Bell

Nick Corduan

VDI Support

Terry Davis
Courtney Embry
Jason Everroad
Natalie Francis [V]
Griffin Gardner
Kaitlin Hable
Katie Lane [V]
Katie Marvel
Nate Miller [V]
Amish Mishra [V]
Juan Moncayo [V]
Jacob Nordman [V]
Calvin Ochs
Leslie Romer [V]
Joshua Smith [V]
Gloria Talbot [V]
Elisa Tanquist
Cody Theien [V]
Jeanette Zhang [V]

Level 3

Steve Elwood
Brent Gerig
Seth Lugibihl

Manager

Nick Corduan

Level 1

Laura Anderson
MacKenzie Bedor
Hannah Bolds
Geri Bradford
Olivia Brannon
Ally Burke
Alex Burt
Nate Conley
Leah Crabb
Meghan Gamble
Rachel German
Andrea Gregory
Katie Helou
Luke Hervey
TJ Higley
Will Kercher
Anna Miller
Ashlyn Mortensen
Carolina Ortiz
Taylor Plummer
Morgan Ricker
Andrew Schmidt
Rachael Schwulst
Shelby Sims
Erin Song
Rachel Strange
Tony Wormgoor

Level 2

Christopher Arpin [V]
Martha Bell
Nick Corduan
Terry Davis
Courtney Embry
Jason Everroad
Natalie Francis [V]
Griffin Gardner
Kaitlin Hable
Katie Lane [V]
Katie Marvel
Nate Miller [V]
Amish Mishra [V]
Juan Moncayo [V]
Jacob Nordman [V]
Calvin Ochs
Leslie Romer [V]
Joshua Smith [V]
Gloria Talbot [V]
Elisa Tanquist
Cody Theien [V]
Jeanette Zhang [V]

Level 3

VMWare Server Admin

Steve Elwood
Tim Jahr

Manager
Nick Corduan

Level 1
Nick Corduan
Steve Elwood
Brent Gerig
Tim Jahr

Server Admin Support • VMware Server
VDI (VMWare HorizonView) • Infrastructure

Web Filter Change Review

Manager
Steve Elwood

Level 1
None

Web Filter Change Request

Manager
Rob Linehan

WebCam Support

Level 1
None

Manager
Corey Cooper

WebFOCUS Support

Level 1
Mark Lora
Ben Roller
Ann Winans

Roster (myTAYLOR Application)
WebFOCUS (Reporting) • Reports
WebFOCUS (Reporting) • Server-side

Manager
Rod Eib

Windows Server Admin

Level 1
Steve Elwood
Brent Gerig
Tim Jahr

File Share • Server-Side (Windows)
Guest Access • Account Move/Add/Change
Server Admin Support
Server Admin Support • Procurement
Server Admin Support • Windows Server

Manager
Steve Elwood