



# TechSETS

Supporting California School Technologists

WWW.TECHSETS.ORG

## WHAT IS TECHSETS?

**TechSETS** is a collection of free and low-cost online technical support resources. TechSETS provides training, tools and information to assist the growing number of school professionals who are responsible for planning, building, maintaining, and using technology systems in education. The target audience for TechSETS includes site and district technical support staff, as well as administrators, school support staff, and teachers.

The increased use of instructional and administrative technology in California schools has created an expanded need for technical support. **TechSETS** is designed to be your “always on” tech support center, offering resources that include:






- ✓ **A free online interactive help desk**
- ✓ **A free web-based workorder management system**
- ✓ **Cost-effective online productivity and technical training**
- ✓ **News related to state and federal technology programs**  
*(such as K-12 Voucher and E-rate)*
- ✓ **Tools for identifying essential technology skills and building related job descriptions**
- ✓ **An updated guide for planning and installing technology infrastructure**
- ✓ **And much more!**

*Please see the reverse side for descriptions of several of TechSETS' most popular tools and resources.*

**TechSETS**, one of four Statewide Education Technology Services (*SETS*) projects, was developed by the **San Diego County Office of Education**, in partnership with the Imperial County Office of Education, under contract with the California Department of Education.

## ADDITIONAL INFORMATION

Start enjoying the benefits of TechSETS today by joining the network of TechSETS members. TechSETS registration is **FREE** and easy! Go to [www.techsets.org](http://www.techsets.org), click on **Members**, then click on **Member registration**.

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|  <b>TRAINING</b>   | <b>Skills Matrix</b>          | TechSETS has developed a comprehensive matrix of skills needed to support technology services in California schools. In the <b>Skills Matrix</b> , services are arranged by category and then broken into the related tasks and skills needed to support the service.   |
|   | <b>TechPROFILES</b>           | <b>TechPROFILES</b> provides a picture of what the worker does in terms of duties, tasks, knowledge, skills, and traits, as well as the tools the worker uses. Available Profiles include: School Computer Technician, School Network Technician, School Technology Director/Manager, and School Web Developer.   |
|   | <b>My SkillSource</b>         | TechSETS has partnered with <b>My SkillSource</b> to offer online productivity and technical training (self-paced tutorials, instructor-led classes, virtual labs, and online reference manuals) to California school technologists at steeply-discounted prices. Training resources range from popular desktop applications to specialized technical courses on server and network management. My SkillSource offers Online Certification Exams powered by Brainbench, the leading online skills testing and certification authority.  |
|  <b>SUPPORT</b>    | <b>TechQUESTIONS</b>          | <b>TechQUESTIONS</b> is an online help desk (discussion forum) that supports school professionals by providing answers to technical questions. This resource allows members to search through archived resolutions or to post new questions. Answers are provided by a community of technical professionals from across the state. TechQUESTIONS is used by IT staff, classroom teachers, administrators, support staff, and student tech support programs throughout the state.  |
|   | <b>K-12 Voucher Resources</b> | TechSETS is a partner in providing support for the <b>Ed Tech K-12 Voucher Program</b> . The K-12 Voucher Resources section provides links to the latest information from the California Department of Education, as well as checklists, guides, handouts, presentations, and expense-tracking tools, developed by TechSETS to assist with program planning and implementation.   |
|   | <b>StudentTECH</b>            | TechSETS' new <b>StudentTECH</b> section was created to support the increasing number of schools that are implementing student tech support programs for training students in basic tech support skills. The StudentTECH resources include suggestions for establishing a student tech support program, descriptions of model programs, sample curriculum materials and activities, and sample student projects.  |
|  <b>TOOLS</b>    | <b>MyTechDesk</b>             | <b>MyTechDesk</b> is a free workorder management system, for district and site technicians to track and manage technical support requests. End-users report problems online. Technicians assign tasks, track responses, and monitor problem resolution for everyone in the system. Using a tracking system helps maximize resources by allowing you to document the volume of services required, spot problem areas early, "right-size" your support staff based on need, and target your training efforts. All K-12 schools and districts in California, regardless of size, have access to MyTechDesk at no cost. |
|   | <b>TechRESOURCES</b>          | <b>TechRESOURCES</b> are intended to comprise a "best-of-the-best" collection of public and commercial web sites that provide documentation, support, tools, and other useful information to assist those responsible for making the technology work in schools. Web sites are nominated by the community of TechSETS members.  |
|   | <b>TechJOBS</b>               | <b>TechJOBS</b> is a set of tools designed to help find or recruit technical staff. This section includes two related resources, the Job Description Builder (creates a custom job description based on the TechSETS Skills Matrix) and the Job Description Bank (a collection of job descriptions from school districts across the state).   |
|  <b>PARTNERS</b> | <b>Partners</b>               | The <b>Partners</b> section provides links and descriptions for our partner Statewide Education Technology Services projects (CLRN, TICAL, and EdTechProfile), as well as connections to additional organizations that are collaborating with TechSETS to provide support to California school professionals.   |
|  <b>MEMBERS</b>  | <b>MyTechSETS</b>             | <b>MyTechSETS</b> is a personal, customizable portal for technical staff and other TechSETS members, which pulls together several useful tools for providing mobile technology support. Tools include: 2 MB online storage space, list of frequently-used bookmarks/URLs, directory of contact information, and shortcuts to favorite TechSETS resources.   |
|   | <b>eNewsletter</b>            | TechSETS now publishes a quarterly <b>eNewsletter</b> to advise members of new tools and resources that have been added to the TechSETS web site, as well as to update members on technology news, upcoming trainings, and activities of interest to TechSETS members.  |
|   | <b>RSS Feed</b>               | The TechSETS web site now includes two options for members to receive automatic notifications of TechSETS-related news and 'Expanded Technology News', via <b>Really Simple Syndication (RSS)</b> . Just click on the RSS link in the lower right corner of the TechSETS home page to subscribe.  |