



23 April 2020

Dear Parents and Guardians,

RE: ICT Support during COVID-19

During this period of Remote Learning I wish to outline the ICT Support service that the College can provide and introduce the staff you will be requesting to speak to should you require this service.

Our IT Department consists of:

Mr Brian Griffith	IT Manager
Mr Simon Massouras	ICT Help Desk
Mr Alex Bogoiavlenski	Systems & Database Administrator

The members of our IT Department above will be able to assist with any technical questions you have in relation to your IT hardware or access to the schools Learning Management System – SEQTA. Help from our IT Department over the phone will be limited so I ask that you make an appointment using the contact details below if you require technical assistance. To assist us in providing a solution please provide a summary of the concern and we will respond within 24 hours.

Should you require specific support for our SEQTA Learning Management System than in addition to our IT Department members listed above you can also contact Ms Maria Nasioulas our ICT Learning Systems Leader who is available when her teaching timetable permits on each day except for Wednesday.

Note also:

- The College ICT Office is open and staffed from 8:30am until 4:15pm Monday to Friday.
- Where a College iPad has technical issues, we have a limited number of devices to support an iPad change over should that be required.
- Where a Year 7 College Notebook has technical issues, we have a limited number of devices to support a Notebook change over should that be required.

Contact details

Email: helpdesk@sjrc.vic.edu.au

Phone: 8793-2000

Yours Sincerely

Tim Hogan
Principal