

White Pine School District

A Day in the Life of a Technology Director

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– Mike Francis,
Technology Director

Mike Francis and his coworker, Roman Mariani, are challenged each day with managing 54 servers spread out over sixty-five miles in their Nevada school district. Until they discovered remote control software, much of their time was spent traveling to and from each school, logging a lot more miles than they bargained for.

“Distances vary for most servers, we have 2 servers in each building, 9 buildings total. Two schools are remote; one being 35 miles away and the other is 65 miles away. The other 7 buildings are approximately 3 miles apart.

On an average, we can spend traveling up to 15 minutes between schools, and visiting each school at a minimum of twice a day.”

Mike decided that it was time to research a remote management software solution. After reviewing three products, he selected NetSupport Manager remote control software specifically for the speed of the connections and the ease of use. After installing the software, the road trips disappeared and he and his coworker were being more productive than ever before.

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Now Mike’s days are filled with the usual technical support tasks, but without the need for keeping his gas tank full.

“Basically I log into a server with NetSupport to add users and check on product updates. On a busy day, we will login to find and correct problems with servers. My days are never the same. I come to work at 6am each morning, I log into each server with NetSupport to check that they are running, this takes about an hour. Being the administrator, I have many emails to answer and also tons of phone messages. Once these are out of the way I tackle any paperwork that sits on my desk and if I can get that out of the way quickly I then work with my tech on any work orders or sudden problems that have arisen with teachers or student systems. If I am lucky I can go home at a normal time of 3pm. But on an average my tech and I will work a minimum of 10 hours overtime each week, sometimes more.” Thanks to NetSupport, however, he is now saving his road trips for his vacation days.