2019-2020 Accomplishments
(Technology Support Services – Brett Redd)

Updated: 6/18/20

Strategic Direction # 1: Student Learning

- Student workers have been hired and trained and are maintaining the computer commons and the equipment in the commons.
- Managed student workers in the library commons in keeping computers, printers and electronics accessible to and working for students.
- The library commons are available and working for Bakersfield College students.
- Moved student workers into a remote working environment.
- Moved to technology and managed the student Chromebook loaner program.
- Helped co-ordinate the technology part of the transition of faculty to working remotely, facilitated setup of remote accounts, managed having laptops set up and handed out to faculty, managed setup of campus electronic equipment, and ongoing maintenance.
- Provided on-site support, direction and management for remote faculty users.

Strategic Direction #3 – Facilities and Technology

- Managed student workers in the library commons in keeping computers, printers and electronics accessible to and working for students.
- Helped coordinate the on-going cafeteria move between the swing/permanent spaces on Mt. Vernon and BC Huddle as it relates to providing an internet connection and setting up technology, during both normal and remote operations.
- Oversaw the technology inventory system, managing a process for identifying units and electronics as end of life or obsolete, and maintaining a device refresh plan.
- Oversaw Blackboard ticketing system, including creation, routing and completion of information technology service requests for both normal and remote operations.
- Helped co-ordinate the technology part of the transition of staff to working remotely, facilitated setup of remote accounts, managed having laptops set up and handed out to staff, managed setup of campus electronic equipment, and ongoing maintenance.
- Provided on-site support, direction and management for remote staff users.
- Alternate planning Chief for the BC emergency response team, provided training to management staff.
- Involved with planning and implementing technology projects for measure J projects, Bakersfield southwest campus, the homeless center and Arvin high school.

Strategic Direction # 4 – Leadership and Engagement
- Attended and completed the KCCD leadership academy.
- Participated in training during admin council retreats and emergency response team.
- Ongoing technical and leadership professional development.