

TODD TAYLOR

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EDUCATION

MA Political Science – Texas State University

BA in Government – University of Texas - Austin

BA in Sociology – University of Texas - Austin

EMPLOYMENT HISTORY

Lake Travis Independent School District – Austin, TX

2018-2021

Help Desk Supervisor

- Lead team of technology technicians to provide excellent service to staff, students, and parents
- Manage, mentor, train, and on-board technology technicians
- Build and maintain positive relationships with key campus staff and district level departments
- Plans, prioritize, delegate, and schedule help desk activities and processes improvements to optimize service and staff performance
- Coordinates timely delivery of quality technical support service for staff and students district-wide
- Perform all basic and advanced administrative and support functions for Unified communication services from Cisco
- Perform lead technical role of implementing, maintaining, and supporting computers, peripheral equipment, telecommunications equipment, audiovisual equipment, copier equipment, and other related technology equipment.
- Develop and present training on technology programs and services
- Manage project rollouts for new technology
- Maintain accurate inventory software for copyright and license compliance
- Document and record changes and configurations in support of effective communications and support across the department and support of users in other departments and campuses
- Develop preventative maintenance schedules for computer and audiovisual equipment to ensure their useful life
- Perform voice administration services for voicemail, and implement, maintain, remediate, and troubleshoot services for all voice service platforms
- Maintains and supports effective information security and physical security of equipment
- Initiate, execute and manage the purchase of new technology hardware for the district.
- Collaborate with teachers to review the needs for student learning, and acquire bids for the items.

Lake Travis Independent School District – Austin, TX

2012-2018

Technology Technician

- Manage technology technicians for summer rollout of new technology and campus refreshes
- Coordinated with various stakeholders in the purchase and deployment of the iPad project.
- Established systems across campuses to manage the maintenance of iPads by building campus capacity through training and support.

- Act as a liaison between technology and other district level departments.
- Create training documents for using district systems and hardware including Camtasia videos.
- Initiate, execute and manage the buying of new technology for the district. Collaborate with teachers to review the needs for student learning, and acquire bids for the items.
- Train teachers on website construction and maintenance, as well as video production programs.
- Produce cost effectiveness analysis for purchase of Apple Care.
- Create digital products in Adobe Photoshop, After Effects, and InDesign.
- Manage the districts phone system with Cisco Call Manager and created knowledge base articles on the complete setup. Work within Cisco Unity and build system call handlers for different campuses
- Collaborated with Presidio to implement the Cisco system upgrade from 7.5 to 10.5.
- Manage user accounts in AD, Live.com, and other district systems.
- Provide support to users across the district on systems and hardware.

Austin Independent School District-(Anderson HS/ Dobie MS) – Austin, TX
Project Specialist II

2007 to 2011

- Formed and managed a committee of teachers to review the needs for student learning, and to acquire bids for the identified items.
- Initiated, executed and managed the buying of new technology for the campus
- Performed and kept track of a multi-million dollar inventory for the campus.
- Assisted teachers and other staff members in learning software and hardware.
- Trained new Desktop Support staff on the unique environment of computer systems

Augenblick, Palaich, and Associates
Independent Contractor

2010

- Researched nonprofit companies interested in educational philanthropy and their application requirements.
- Participated in meetings with school districts about applying for the Teacher Incentive Fund (TIF) grant and was responsible for taking detailed notes during the meetings.
- Provided summary of meetings as well as annotations of meeting events.

Austin Independent School District-(Anderson High School)– Austin, TX
Data Processor

2005 to 2007

- Managed the student database for the school and kept track of all teacher information.
- Developed and managed the creation of the master schedule for the school including assigning and managing when teachers taught their classes and how many students were assigned to each section.
- Wrote queries to pull information from the database and disseminated the information in easily accessible formats. Provided statistical analysis on testing information and student performance.
- Created detailed instructions for systems like the gradebook, maintained deadlines, and setup gradebooks.
- Changed student schedules and leveled classes to make sure class sizes were not too large.
- Provided the technical support for all of the scheduling and grading programs used by staff.
- Created the documents detailing which courses would be offered, course request forms and any forms requested by teachers, staff, and parents.