



Information Technology Telecommunications Services

Administrative, Academic, and
Student Services



The Telcom Group of IT

✔ Customer Service

Customer Service Center will assist with your telephone and network account information, and service requests for the entire University community.

✔ Maintenance

Provides computer hardware repair services and computer maintenance for the campus community.

✔ Telecommunications Engineering

The Telecommunications Engineering Department is responsible for the design, installation, and maintenance of Michigan Technological University's telecommunications infrastructure. This infrastructure is used to provide telephone, data networking, and video services to all university members.



Customer Service

- ✓ Director: Chuck LaPointe
- ✓ Telcom Customer Service Engineers: Chuck Sieders, Rick Nye
- ✓ Telcom Installer: JoAnn Mendivil
- ✓ IT Specialist: Doris Hernandez
- ✓ ResNet Supervisor: Eleanore Kyllonen
- ✓ Senior Clerk Specialists: Carol Janisse, Karen Maki

5/7/2005

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Telecommunications Engineering

- ✓ Director: Brenda Helminen
- ✓ Sr. Telcom Engineer: Dan deBeaubien
- ✓ Network Administrator: Jeff Blank
- ✓ Telcom Engineers: Bob Bingham, Steve Clark, Fran Gariepy, Bob Gilreath, Stan LaMuth, Al Wakeham
- ✓ Telcom Technician: Kurt Abramson

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Maintenance

- ✓ Maintenance Engineer: Dave Finzel
- ✓ Computer Technicians: Ron Gnadinger, Paul Raymond

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Apple Sales & Service

- ✓ Sales: Chuck LaPointe
- ✓ Repair: Ron Gnadinger

A non-profit University service
providing educational discounts on all
Apple/Macintosh products

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DHH Student Service Center

- ✓ Located in the old Pace lab
- ✓ Walk-in service for:
 - Computer repairs
 - Computer sales
 - ResNet technical assistance
 - Computer Lab
 - Apple product displays

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Statistics

- ✓ 3200 phone lines
- ✓ 5500 network connections (includes ResNet)

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Services

✓ Telephone:

- Adds, moves, and changes
- Voicemail
- Pagers
- Teleconferencing
- Calling cards
- Cell phones

✓ Network*:

- Adds, moves, and changes
- 10 or 100 Mbps
- Ethernet cards
- Ethernet cables
- Remote Access Options
 - GlobalNet
 - Merit 800 Service
 - Up.net service
 - Merit local dial-ins

<http://www.tc.mtu.edu/cs/>

*Requests by System Administrators only

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Internet II

- ✓ Research Consortia - 169 University Participants
- ✓ Emphasis placed on developing high speed, real-time network applications for research applications

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IT Telcom's Operation

✔ MTU/Telecommunications brings the latest phone and network technologies to the MTU campus community. If there are Telecommunication services you would like us to explore, please call us or stop by and see us.

✔ *EERC B24 487-2000*

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