Campus Points of Contact
IT Academic Technologies and Support Services

IT Academic Technologies and Support Services provides end-user technology support services through the IT Service Desk for all technology in the College environment including classrooms/labs/desktops, AV, and printers. The list below identifies management points of contact for campus operations.

Administrative Staff

- Lori Rounds, Director of IT Academic Technologies and Support Services, x73219
- Doug Griffith, Instructional Technology Director (Collegewide), x73176
- Diane Latham, Administrative Aide II, x77201

Services

IT Service Desk – x77222 itservicedesk@montgomerycollege.edu

The IT Service Desk is the central point of contact for IT help with computers, phones and audio/visual questions, problems, and requests.

- Robin Cook, Interim IT Client Services Manager, x73144

Academic Computing – Provides operational management and technology planning at each campus and off-site location for computer-equipped classrooms and labs. Provides coordination and is liaison between OIT and the campus instructional units on IT issues.

- Ross Cromwell, Academic Computing Manager, (Collegewide - IT Labs), x75153
- Guillermo Vega, Academic Computing Manager, (Collegewide – Technology Classrooms), x75158
- Burge Burkett, Academic Computing Manager, (Germantown), x76998
- Ed Cunningham, Academic Computing Manager, (Rockville), x75191
- Charles Harried, Academic Computing Manager, (Takoma Park/Silver Spring), x71458
- Rick Morrow, Academic Computing Manager, (WD/CE), x72588

Media Resources – Provides a wide range of services and equipment for instructional use including technical support for Smart Instructor Workstation (SIWS) classrooms, delivery of media equipment and media equipment loans for classrooms that do not have permanently installed equipment.

- Chris Cusic, Media Resources Manager, (Germantown), x77863
- Phil D’Souza, Media Resources Manager, (Rockville), x77156
- Lee France, Media Resources Manager, (Takoma Park/Silver Spring), x71588

Administrative Computer Support – Provides administrative user support and technical services.

- Younis Forsyth, Computer Support Group Manager, x73078