

Purpose

The Endpoint Technicians Team is a centralized group within Information Technology Services (ITS) responsible for providing consistent, secure, and efficient Tier 2 technical support across campus.

Effective July 1, 2026, all endpoint technicians transitioned into a unified team structure to improve collaboration, standardize support practices, and strengthen the university's overall technology and cybersecurity posture.

The team operates within defined campus zones, ensuring clear ownership, balanced workload distribution, and reliable support coverage for all departments. Working alongside the Help Desk (Tier 1), Endpoint Technicians deliver responsive, scalable support to faculty, staff, and university operations.

Revision #1

Created 2026-06-16 13:21:08 UTC by Himaja Balakrishnan

Updated 2026-06-16 21:41:39 UTC by Himaja Balakrishnan