**Information Technology Department Technical Support – Evenings & Weekends**

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| **INSTITUTION** | **IT SUPPORT AFTER 5 PM** | **IT SUPPORT WEEKENDS** |
| BCIT | Sept – May: Computer Resources Analyst to 10 pm M-F,  On-call person for server & network related issues,  Student Technology Assistants to 9:30 pm on Help Desk | Student Technology Assistants Saturdays,  8:30 am – 2:00 pm on Help Desk |
| CAM | Lab Technician maintains computer labs elsewhere and can be called upon for help in library learning commons | Lab Technician maintains computer labs elsewhere and can be called upon for help in library learning commons |
| CAP | Limited network support via emergency cell phone | Limited network support via emergency cell phone |
| CNC | IT called in for emergencies only | IT called in for emergencies only |
| CR | IT phone with inconsistent attendance | IT call out list for server problems |
| DOUG | M-Th, IT coverage to 10 pm, F to 8 pm | IT support on Saturdays during the day |
| ECIAD | Computer technician can be called M-W evenings | Computer technician can be called all day Saturdays & Sundays |
| JI | None | None |
| KW | None | None |
| LC | Limited Help Desk service M-F, 5-10 pm | Help Desk 9-5 Saturdays & Sundays |
| NVIT | None | None |
| NI | None | None |
| NW | None | None |
| OK | None | None |
| SEL | IT called in for emergencies only | IT called in for emergencies only |
| SFU | Limited support by IT students | Limited support by IT students |
| TWU | None | Regular IT staff rotate so as to be available |
| UBC | Library Systems Help Desk has 2 permanent IT staff M-F to 6 pm | None |
| UCFV | IT Lab Monitor via Help Desk number to 8 pm, M-Th  After Help Desk hours, emergency cell number to ITS Director, who decides whether staff will be deployed | Emergency cell number to ITS Director, who decides whether staff will be deployed |