



**Janice Bailey**  
Technology Coordinator

Cell: 405-205-5890  
Office: 405-801-4560

- Orders all new/replacement equipment
- Technology planning and direction
- Handles escalated problems or needs
- Answers questions about technology direction/policies
- Implements and manages major technology and ILS projects
- Plans technology project coordination

- Reporting problems:**
- Non-emergencies (affects limited users or machines) no major disruption to customers — Submit helpdesk ticket or email
  - **Emergency system or branch-wide problems:** is a phone call start with your tech. If tech can't be reached continue up the chain
- Emergency Examples:
- Internet down
  - Public can't print
  - Workflows not responding
  - Sorter Down
  - Authentication fails for all digital resources
  - Pioneer Website Outage (notify marketing)
  - When in doubt email techs@pioneerlibrarysystem.org

**Jason Casarez**  
Network Coordinator

Cell: 405-253-4335  
Office: 405-801-4562

- Network Configuration & Troubleshooting
- Servers
- System Backups & Shared Drives
- System-wide Email problems
- Branch-wide Training lab issues
- MFA Authentication Issues
- VPN & Firewalls
- Network Permissions
- Login Scripts & Group Policies
- Escalations from Techs

**Amanda Thomas**  
Technology Executive  
Business Specialist

Cell: 405-205-5893  
Office: 405-801-4561

- Symphony Workflows training and troubleshooting
- Unique Management customer service
- Symphony & BC Analytics reports
- Customer notifications
- Supplies (circulation related e.g. cards, applications, scanners, tablets, etc.)
- Ecommerce
- Telemessaging
- Inventory
- Libby, Hoopla, Kanopy
- Enterprise
- Statistics

**Rosa Cantu**  
Technology Executive  
Business Specialist

Cell: 405-436-9017  
Office: 405-801-4578

- Postcard notifications
- Statistics
- Symphony & Analytics Reports
- Collection inventory
- NPS cards
- Reception backup
- Telemessaging/server monitoring
- ODL report

**Michael Autrey**  
Computer Support  
Coordinator  
SHA, MCL, TEC, MAU,  
MAC  
and backup for all others

Cell: 405-596-9998  
Office: 405-395-4295

**Paul Clark**  
Computer Tech  
MOO, OKC

Cell: 405-312-7343  
Office: 405-793-5102

**Cole Hamilton**  
Computer Tech  
NOB, NOE, LL

Cell: 405-205-5894

**Tyler Maxwell**  
Computer Tech  
NOW, ADMIN,  
PSC, LAX

Cell: 405-205-5878  
Office: 405-801-4563

**Morgan Felty**  
Computer Tech  
PUR, BLA, NEW, DIB,  
LEX, WAN, Envisionware  
escalations

Cell: 405-862-6589  
Office: 405-801-4564

- Computer, laptop, tablet install & issues
- Software install & issues
- Printer issues
- Branch Door Counters (trafsys)
- Movie Kiosks
- Tablet Kiosks
- Laptop Kiosks
- Self Checks
- Sorters
- RFID pads
- PC Reservation
- STS Cash Drawer
- Communico Displays
- 24 Hour Library
- Meeting Room AV Equipment
- Print Release & Coin Ops
- Copiers (only network related fax, email)

**OTHER**

- Marketing & Communication RK Black**
- Pioneer Website Outage
  - Copier hardware failures
  - Connect App Issues
  - Email Connect CMT