



Riverside Elementry School District No 2.

Technology Department Helpdesk

Step 1: Contact your school site front office at the telephone number provided below.

- Riverside Traditional School – (602) 272-1339
- King Ridge Preparatory Academy – (602) 477-8960
- Maricopa Institute of Technology (MIT) – (602) 272-0006
- **Schools after hours support 1-888-298-6094**

Step 2: You will be connected with your designated Site Technician as listed below:

Staff Full Name	Immediate Means of Contact	Role	Supervisor	Schedule
Jon Ollila	480-466-2481 jollila@needthese.com	Riverside Traditional Technology Integration Specialist	Principal/Director of Technology	Monday-Friday 7:30AM- 4:00PM
Casey Kahler	480-466-2481 ckahler@needthese.com	Kings Ridge Technology Integration Specialist	Riverside Traditional Technology Integration Specialist	Monday-Friday 7:30AM- 4:00PM
Brandon Guerrero	602-910-0410 bguerrero@needthese.com	Maricopa Institute of Technology IT Technician	Principal/Director of Technology	Monday-Friday 7:30AM- 4:00PM
Ryan Walsh	602-826-0965 rwalsh@needthese.com.	Kings Ridge IT Technician	Kings Ridge Technology Integration Specialist	Monday-Friday 7:30AM- 4:00PM

Step 3: Your Site Technician will provide telephone troubleshooting and technical support.

- If the issue is resolved during the call the technician will provide helpful information and tips to prevent future issue.
- If the issue is not resolved and problem, persist the technician will refer the call back to the Site Administration to schedule drop-off to the front office.
 - o The Front Office Staff will verify the parent/guardian ID and receive the laptop for service.
 - o The site technician will service the laptop. If it is determined that the laptop will not be ready within 24 hours a loaner will be issued.
 - o If the issue needs to be escalated, please call 602-477-8905 and leave a short voice message with your issue and contact information

Step 4: Upon resolution, the technician will inform the office staff. The office staff will schedule a time and date for pickup.