



John Tyler Community College
Information Technology Services Center
Service Level Agreement: [Desktop Support](#)

Customers

JTCC faculty, staff, administrators, and students.

Mission

John Tyler Community College, Information Technology Services Center (ITSC), provides technical support, assistance, troubleshooting, repair, installation, and maintenance of software, hardware, and peripherals for the college.

Locations

John Tyler Community College

- Chester Campus
- Midlothian Campus
- Nursing Education Center
- Community College Workforce Alliance

Contact

Help Desk, helpdesk@jtcc.edu
804.706.5050

Services Covered

All John Tyler Community College owned/managed desktop, notebook, and mobile devices.

Service Goals

- Respond and resolve all support request in a timely manner.

Hours of Support

Monday-Friday, 8 am to 9 pm

Environments Supported

John Tyler Community College owned/managed desktop, notebook, and mobile devices.

Service Metrics

Complete all user requests in a timely manner.
Customers will receive a support questionnaire when case is closed.