

About the Technology Department

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Useful Links

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Technology department operations during Coronavirus-COVID-19 pandemic

Please review the [Technology department operations during Coronavirus-COVID-19 pandemic wiki article](#) for information on access to Technology department facilities and services.

The Technology department is a customer service organization which provides a range of technology services to the MassArt community. Our mission is to promote and support technology services which meet the creative, academic and administrative needs of all members of the community. We provide assistance, education, consulting and support for students, faculty and staff regarding the use of computing hardware and software for administrative and academic computing.

We are organized into five teams—Office of the CIO, Client Services, Academic Technology, Infrastructure and Enterprise Applications— and are responsible for a number of services, including:

- Management and maintenance of the College's network and computing infrastructure, enterprise applications and information systems, and databases which support administration and instruction.
- Coordination and provisioning hardware, software and other technology-based services.
- Partnership with Libraries on the [Teaching with Technology Collaborative](#) to assist faculty in the use and adoption of new technologies, and to support instruction and academic computing.
- [The Lab](#), which offers output and printing services, labs and instructional technology spaces and training for students, faculty and staff.
- [Tech Central](#), which provides a one-stop shop for all computing needs, houses the Help Desk, and also manages the checkout of computing, AV and other equipment to the community.

Services & Teams	Providers	Service Location	Hours
Office of the CIO	<p>Patrick O'Connor</p> <p>Chief Information Officer / Associate Vice President of Technology patrick.oconnor@massart.edu Office: Tower 305 617-879-7878</p> <p>Lisa Caso</p> <p>Administrative Assistant lcaso@massart.edu Office: Tower 803 617-879-7862</p>	Tower 305, Tower 803	Mon-Fri: 8am-5pm
Infrastructure	<p>Patrick O'Connor</p> <p>Acting Director of Infrastructure patrick.oconnor@massart.edu Office: Tower 305 617-879-7878</p>	Tower 305, Tower 803	Mon-Fri: 9am-5pm

Enterprise Applications	Lana Ludanova Director of Enterprise Applications & Integration lludanova@massart.edu Office: Tower 803 617-879-7043	Tower 803	Mon-Fri: 9am-5pm
Tech Central	Addrienne Walker-Gaisey Help Desk Manager helpdesk@massart.edu Office: Tower 312 617-879-7888	Tower 312	Please review the Technology department operations during Coronavirus-COVID-19 pandemic wiki article for information on access to Technology department facilities and services. Mon-Thu: 8am - 7pm Fri: 8am-5pm
Client Services	John Ashworth-King Director, Client Services kashworth-king@massart.edu Office: Tower 312 617-879-7004	Tower 312	Mon-Fri: 9am - 5pm
The Lab	Clint Baclawski Lab Manager clint.baclawski@massart.edu Office: Tower 302 617-879-7301	Tower 3rd Floor Concourse	Please review the Technology department operations during Coronavirus-COVID-19 pandemic wiki article for information on access to Technology department facilities and services. Mon-Thu: 8am-10pm Fri: 8am-5pm Sun: 9am-5pm
Academic Technology	Meg Young Director, Academic Technology meg.young@massart.edu Office: Tower 313 617-879-7291	Tower 313	Mon-Fri: 9am-5pm
Technology for Teaching & Learning	Hu Hohn Director hhohn@massart.edu Office: Tower 724 617-879-7289	Tower 724	Mon-Fri: 9am-5pm
Information Security	Bryce Cunningham Information Security Officer bcunningham@massart.edu Office: Tower 806 617-879-7829	Tower 806	Monday & Tuesday: 8am-4pm Friday: 9am-4pm

Tech Central and **The Lab** hours vary by semester, and during breaks. Please check the links to ensure services are available when you need them.