



## LEARN. WORK. SERVE.

The Technology Resource Center supports the academic community at Berea College by providing opportunities for students to learn skills, habits, services, and work processes while delivering front-line support to faculty, staff, and students using a wide range of mobile, classroom, and media technologies

The TRC is responsible for the configuration, installation, repair, inventory, and replenishment of desktop, mobile, and classroom/media technologies and peripherals. The TRC staff provide a myriad of multi-media services such as a/v conference services, video production and streaming, event production and support, equipment rentals, classroom media support, and more. The Technology Resource Center also works closely with the Infrastructure Support team, Systems admin team, and the Educational Technology team to provide a broad range of service in support of curriculum, programs, and administrative activities on campus. TRC staff assist during situations involving networks/server outages, virus outbreaks, or denial of service attacks and keep the campus informed when issues arise.

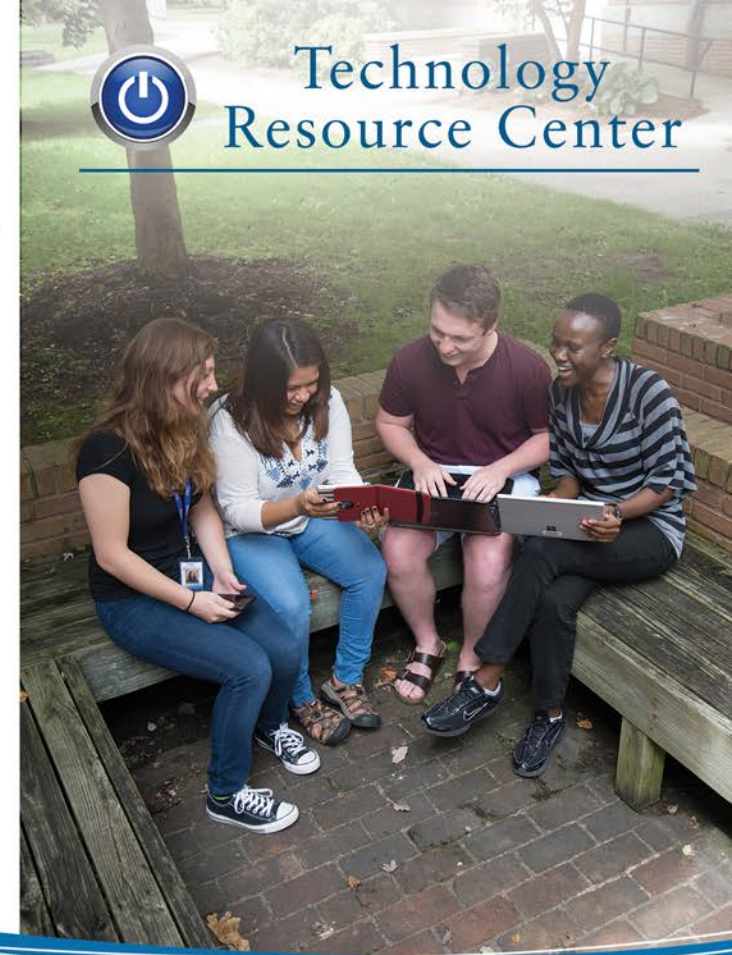
Please visit the help desk if you're a student interested in working with our team!

Positions within the TRC include  
Assistant, Specialist, and Managers with  
Help Desk  
Media  
Desktop Support

Positions also include  
Phone Operator  
Technology Inventory Technician



## Technology Resource Center



## Technology Resource Center

### Hours of Operation

Monday, Wednesday, Friday 8am-5pm  
Tuesday & Thursday 8am-3pm  
(Appointments available from 3pm-5pm)

### Contact Information

Adjacent to Hutchins Library  
CPO 2208  
Berea, KY 40404  
[www.berea.edu/trc/](http://www.berea.edu/trc/)  
[help\\_desk@bera.edu](mailto:help_desk@bera.edu)  
859.985.3343



[www.berea.edu/trc](http://www.berea.edu/trc)



Welcome to the Technology Resource Center of Berea College, a division of Information Systems and Services located adjacent to Hutchins Library. The Technology Resource Center, or TRC, is committed to delivering outstanding technical support and services to our Berea College community. The TRC is the primary point of contact for all your technology needs.

## Listing of TRC Services

- Mobile & Computing Technology
- Audio/Visual Systems
- Classroom Media Support
- Technical Consultation Services
- Faculty & Staff Resource Support
- EDGE Laptop Support
- PC/Mac Hardware Repair/Support
- Technology Depot including Multi-Media Equipment
- E-mail Support
- Network Accounts Support
- Wired & Wireless Connection Issues
- Video/Teleconferencing Equipment & Support
- Digital Signage
- DVD/CD Duplication
- CD & DVD Labels & Covers
- Video Editing & Media Conversion
- Campus Media Event Production
- Technology Workshops & Tech Tips

## HOW CAN WE HELP YOU?



### PHONE SUPPORT

Call the Technology Resources Center at 859.985.3343 between the hours of 8am and 5pm Monday through Friday to report technology problems and issues, and for basic phone support, media requests, or to arrange an in-person appointment



### WALK-IN CONSULTATION

Stop by the Technology Resource Center in person for technology support or to check out media equipment during regular business hours of 8am-5pm M,W,F and 8am-3pm T,Th. (Appointments available 3pm-5pm on Tuesday)



### ONLINE SUPPORT

Visit [ww.berea.edu/trc](http://ww.berea.edu/trc) to submit a service request or find answers to frequently asked questions and support for common issues.

