Los Angeles Unified School District
INTER-OFFICE CORRESPONDENCE

TO: Principals

RE: PURCHASE OF ITS Support Personnel – IT Support Technician

Budget Planning is now taking place for Fiscal Year 2025-26. Starting July 1, 2025, the district will implement a new Itinerant Model for IT Support Technicians (ITST I). In recent years, approximately 150 IT Support Technicians funded through COVID/ESSER funds, provided essential support for technology systems at your schools.

These technicians have played a critical role in ensuring that your school's technology infrastructure runs smoothly, supporting everything from installing and maintaining hardware to troubleshooting technical issues. With the conclusion of COVID/ESSER funding, schools will now purchase IT support days directly from ITS, and ITS will assign technicians based on your requested support needs.
Under this new model, ITS will manage technician assignments based on the number of days you budget. For school sites that do not purchase support services, IT support will be limited to remote support only and it will take an average of 4 - 6 weeks.

Key Changes to Note:
1. Itinerant Model: Schools will need to purchase a full day technician or IT support in the form of days from ITS based on their specific needs, including technical maintenance, classroom technology support, and proactive assistance.
2. ITS Assignment for Technicians: ITS will assign technicians to your school site based on your requested budgeted support. Budget Services will encumber the corresponding funds from your budget for the entire year.
3. Support Availability: If your school does not purchase support services, ITS support will be limited to remote support only and it will take an average of 4 - 6 weeks.

Time Reporting:
To ensure proper tracking and accountability, ITS will manage time reporting.

Cost Models:
Schools and offices can purchase IT Support Services during Budget Development. This includes Virtual Academy, Division and Region Offices. Below are recommendations for IT support and service recommendations for the school year.

Technical support services include but are not limited to:
● Performing device enrollment for multiple operating systems and user profiles.
● Assisting with website migration and content management tasks.
● Supporting with device inventory, including asset tracking and reporting.
● Escalating warranty issues to vendors and providing social media support.
● Assessing salvageable devices for reuse or recycling.
● Providing routine IT support, including remote assistance.
● Assisting with device repair, handling support and maintenance.

ITS recommends that you purchase technical support according to the following student enrollment breakdown:
● 1 day for student enrollment less than 200
● 2 days for student enrollment between 201 - 400
● 3 days for student enrollment between 400 - 600
● 4 days for student enrollment between 601- 800
● 5 days for student enrollment over 800

All school purchases must be reflected in the budget system during budget development. Please inform us of your school's intent to purchase IT Support Technician time by completing this form. ***Purchases may not be canceled after Budget Development.***

Budget Item No.	Position	Dates	Basis	5 Days (1.0 fte)	4 Days (0.8 fte)	3 Days (0.6 fte)	2 Days (0.4 fte)	1 Day (0.2 fte)
27281	IT Support Technician	7/1-6/30	A	$130,753	$104,602	$78,452	$52,301	$26,151
27280	IT Support Technician	7/17-6/30	Outside of Summer	$125,021	$100,017	$75,013	$50,008	$25,004
27279	IT Support Technician	7/1-7/16	Summer only	$5,627	$4,502	$3,376	$2,251	$1,125

Use Budget Item Number when processing budget adjustments.

FUNDING OPTIONS AND REQUIREMENTS:
Your school may purchase IT Support Technician time from school-based budget programs.

Budget Planning Programs – The most common school-based budget programs for Budget Planning are listed in Table 1 below. Purchases from these programs must be included on your School Budget Signature Form.

Table 1 – Budget Planning Programs

Program Code	Program Name	Program Code	Program Name
10673	Equity Multiplier-SB114 Operational	13938	SDEP-Donations
10947	Academic Excellence	13967	Other Exp-Sch-Independent Stud
10948	Joy and Wellness	13723	Chrtr Sch Categorical Blk Grnt
10949	Engagement and Collaboration	13724	Chrtr Sch Alloc In Lieu Of EIA
13027	General Fund School Program	7S046	CE-NCLB T1 Schools

For questions regarding any of the information provided above, please contact ITS at 213-241-4184.

Request to Purchase IT Personnel - IT Support Technician

_____   _____

School Name   Location Code

is purchasing a **IT Support Technician** as follows:

Requested Staff: _____or __ New Position   __ Request a change in IT Support Technician

Funding Program					
Options (check one): — A Basis – Outside of Summer – Summer Only					
Number of Days					
Cost					
Percent if multi-funded					

Total Days: _____
My signature below approves and acknowledges that the School Site Council (SSC) and applicable advisory committees agreed to purchasing/funding the above position(s).

_____   _____   _____

Print Administrator 's Name   Administrator 's Signature   Date

Please **email** this form no later than, **February 7, 2024** to:
   ✔ *Copy of both pages to ITS at* *ITCSAdminSupport@lausd.net*