TECHNOLOGY SUPPORT AND DEVELOPMENT (ITFIX)

SISSA

WHAT WE DO

- Manage SISSA workstations, laptops and IT setups
- Provide support for IT purchases and network setup
- Manage software licences and institutional account services
- Administer Microsoft 365 and cloud platforms
- Support multimedia classrooms and SISSA applications

WHEN TO CONTACT US

- To receive or set up a SISSA workstation
- For help using your SISSA account on a device
- To purchase a computer with project funds
- For software, applications or printing support
- For multimedia classroom support

INFORMATION TO INCLUDE

- Type of request; workstation hostname, if relevant; room; short description of the issue

CONTACT & USEFUL LINKS

- **Open a ticket:** helpdesk@sissa.it
- Wiki with instructions and FAQs
- SISSA IT services quick guide

PEOPLE & ROOMS

Head of office

- Maurizio Zanello - *room 121*

- Giovanni Radeka – *room 115*
- Patrick Lavaroni – *room 115*
- Luca Tringali – *room 115*
- Raffaele Casani – *room 115*
- Michele Marengo – *room 120*