The focus of the User Services group is to provide excellent centralized software and hardware support to the Union College community. Support is provided through the Information Technology Services (ITS) Helpdesk. The ITS Helpdesk is staffed entirely by full-time professional employees. Our hours of operation are Monday-Friday 9:00 am through 4:30 pm, including lunch.

In addition to providing centralized support, the User Services group is responsible for all computing hardware and software purchasing. They are able to work directly with all members of the campus community to identify the appropriate hardware or software required to meet the user’s needs. Maintenance and replacement of computers used by faculty and staff in their offices is handled by the User Services group. Standard desktop and laptop configurations (both Mac and PC) are identified each year. These are the configurations primarily supported by User Services.