



# Mecklenburg County Public Schools News Release

**For Immediate Release:  
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## **Bernard Robinson Receives the Mecklenburg County Schools Technology Support Person of the Year Award**

Bernard Robinson is Mecklenburg County Public School's SVRTC Technology Support Award winner for 2009. Bernard is a Technical Support Specialist for the division. He has been with the county over 10 years and presently provides on site technical support for Park View High School and La Crosse Elementary School.

Bernard is a valuable member of the Mecklenburg County School division because of his overall knowledge of technology equipment and networking. He is fully certified in the Dell Warranty Parts Direct Program and provides Tier 2 support to the division.

Bernard has extensive knowledge in network wiring. He has taken the initiative to "hard wire" areas of his schools when the wireless solution would not provide adequate service to the users. His understanding and working knowledge of Cisco networking equipment is outstanding. He is self motivated and strives to improve network and server

performance through research and testing. He seeks advice and help from his team and has a great working relationship with the other Technical Support Staff in the division.

He provides technical support for the schools on the eastern end of the county for SOL online testing. He arrives, along with other technical support staff, at the schools at least two hours early to setup laptops and prepare all workstations for testing.

He works closely with Park View High School's Career and Technical Education programs. He provides support and occasional instruction to the student interns in the Computer Systems Technology program. Bernard provides technical support for the school's official Pearson /VUE and Certi-port Certification Testing Center. He installs all test delivery software and completes updates and patches as needed.

Bernard's pro active approach and determination has led to outstanding reviews and evaluations from his school's staff and administrators. His customer service skills and ability to work with staff and students is second to none. The staff at the schools rely heavily on him and often make it clear how much he does for them and how much he appreciated. He treats all problems as though they are first priority. He has a thorough understanding of how technology is integrated into the instruction and uses this knowledge to relate very well with the teachers and staff to solve their technology issues.

Bernard Robinson is a tremendous asset to the Mecklenburg County Public School Division.