


Service Desk for Faculty and Staff

 You might want to print this page for reference, but beware of occasional changes.

 The Service Desk is IRC-IT's central contact point for Jacobs University's **faculty and staff members** in case of [Incidents](#) or [Requests](#).

IT Support for Staff/Faculty/Employees

1. write an email to itsupport@jacobs-university.de anytime.
2. call **4666** during telephone hours, **voicebox anytime** (we'll callback ASAP!).
3. visit the IRC-IT office **CC 3-256** during open office hours.

Support Hours:

Time	Monday	Tuesday-Friday
09:00-10:00	Not available	Telephone Hour
10:00-11:00	Not available	Open Office Hour
14:00-15:00	Telephone Hour	Telephone Hour
15:00-16:00	Open Office Hour	Open Office Hour
Any available time	Email, Voicebox, appointments	Email, Voicebox, appointments

 More information in [Contacting IT-Support for Staff](#).

Mind the Support Hours

Periods outside these times are used for appointments, support tasks requiring longer examination, and for infrastructure maintenance.

Server Maintenance Hours

Server Maintenance Hours are each Thursday, from 07:00-08:00.


During these times, server operation is unreliable. You should expect unavailable servers and sudden downtimes of services without prior explicit announcement.

[See here](#) for details.

Working Days

Support is available only on regular working days. There is no IT support on weekends or on public holidays.

 You can find a lot more information about efficiently employing IT support in [Contacting IT-Support for Staff](#). Also, the priority system used is described, the tasks of IRC-IT, and alternative contacts are given.

 It will be easier and faster to answer your questions, if you keep a few things in mind upon requesting information, including being specific. Please see the interesting hints on asking questions at [Geek to Live: The art of asking](#) or [Web Worker Daily: How to Prevent Tech Support Nightmares](#). Also, employing [How To Ask Questions The Smart Way](#) might help to get faster and more helpful answers.

The Service Desk implements one of the core [ITIL Service Support](#) processes.