

Disaster IT Field Operations Mission Statement

Disaster IT Field Operations

(Disaster IT) provides technical solutions and services to disaster relief operations (DROs), supports operational readiness of the NHQ Disaster Operation Coordination Center (DOCC), and field units. This is accomplished by providing technical guidance and support within our core competencies and functional areas of: Communication (CM), Network Operations (NT), Computer Operations (CO), and Customer Service (CS).

Service First

Encourage efficient use of hardware and software resources in order to maximize the benefits of technology, by installing communication systems as quickly as possible to provide reliable technologies regardless of circumstance. We ensure that all users are familiar with the technology we deploy and are timely, courteous and provide excellent customer service to all DRO staff.

DSMC Austin, TX



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Disaster Services Technology



202-303-4126

AREAS OF SUPPORT

Communication (CM)

Install communication equipment (radios, repeaters, Smartphone's, Cradle Point, Sat phones, etc). We support , repair & maintain communication equipment in American Red Cross vehicles, provide radio operators, and provide liaisons to Amateur Radio groups supporting affected area.



Network Operations (NT)

Design and install network infrastructure, troubleshoot issues, monitor traffic, and maintain network security. Provide WAN connectivity via satellite/T1/Cable Modem.



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What Can We Do For You?

Division:

- DST related needs and questions.
- Technology Support during a DR
- Technology/Communication Chapter Annex
- Development and training of DST volunteers
- GETS—Government Emergency Telecommunications System card
- FCC License Renewal

Your DST Support in Washington DC

Disaster IT Field Operations

Senior Director

Jason Shapiro

Field Communications Engineer/Program

Managers

Jeff Clapper

Ed Finley

In Austin, TX

DSMC Supervisor/Program Manager

Ralph Valadez

Systems Administrator

Paul Roeber

Computer Operations Specialist

TBD

Communications Technical Associate

Barry Boyce

Inventory Control Specialist

Amanda Fuentes

Shipping/Receiving Specialist

Alex Enriquez

We Are Just A Phone call or Email Away!

Computer Operations (CO)

Install and support computer workstations and network applications in both a fixed and mobile environment. Manage DRO servers, printers, e-mail/ user accounts, and system administration support.



Customer Service (CS)

Receive and inventory all DST equipment, personnel management, and issue equipment to DRO staff. Provide user orientation. Provide a single point of contact for user support issues on a DRO.



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