

MVD Support Steps

1st Level: Reach out to Rail superusers:

- ✓ Rob Morea – Newark Division
 - Email: rmorea@njtransit.com
 - Cell: [973-856-2147](tel:973-856-2147)
- ✓ Paul Montalbano – Hoboken Division / M&E
 - Email: PMontalbano@njtransit.com
 - Cell: [973-558-0504](tel:973-558-0504)
- ✓ Eddie O'toole – Hoboken Division / Hoboken
 - Email: EOTOole@njtransit.com
 - Cell: [973-202-3971](tel:973-202-3971)
- ✓ Matt Latini – Hoboken Division / Mainline
 - Email: MLatini@njtransit.com
 - Cell: [973-735-3670](tel:973-735-3670)

2nd Level: Reach out to IT Service Desk:

- ✓ Email: helpdesk@njtransit.com and copy Tim Lee. tlee@njtransit.com
- ✓ Phone: 973-491-4357 The IT Service Desk team will receive the ticket and assign to appropriate IT team to resolve. 4 individuals are assigned to the IT Service Desk and are constantly monitoring the queue. 4 individuals are assigned to provide Wireless device support.

3rd Level: Tim Lee – MVD IT Project Manager (assigned until project is closed)

- ✓ Email: tlee@njtransit.com
- ✓ Cell: [917-992-4848](tel:917-992-4848)

4th Level: Melvin Jones

- ✓ Email: mjones@njtransit.com
- ✓ Phone: [973-491-8101](tel:973-491-8101)