

Alpine's industry leading-edge software requires top-notch support, and we are ready to assist whenever you need it! Alpine's Help Desk Team has over 50 years of experience in the industry, and they are passionate about ensuring our customers get the help they need in a timely manner.

Meet the Helpdesk TEAM members:



Laura Wiechert-Help Desk and Training Manager

Laura has been with Alpine for 21 years. She graduated with a degree in Architecture from Ranken. She spent 2 years with the Software Training\Documentation Team and 17 Years as a Helpdesk Analyst. Laura's hobbies include art/design, backpacking and camping.



Gary Mueller

Gary has a wealth of knowledge in the component industry, with over 24 years of truss design experience. He began his career in the shop catching lumber, became a production manager and eventually found his way into truss design. In his free time, he enjoys golfing and boating with friends.



Gil Morris

Gil has a wealth of knowledge in the component industry, with over 25 years of truss design experience. He is an experienced truss designer who has used multiple design software applications. In his free time Gil enjoys cross-country bicycling, disc golf and camping.



Hannah Roberts

Hannah has been with Alpine since November of 2022. She graduated with a degree in Architecture from Pitt Community. She has spent 8 years as a truss designer with an Alpine Customer. Her hobbies include reading, playing card games with friends, and violin.



Joseph Maxwell

Joseph has been with Alpine since September 2021. He has a Bachelor of Science in information technology from APUS. Joseph has worked in IT since 2009 filling multiple roles including: technician, project planning, and IT management. His hobbies include hiking, photography, and wood working.



Ryan Wuebbels

Ryan has more than 20 years of industry experience. He is an experienced truss designer and was previously a software trainer with Alpine for 8 years in 2005. In his free time he enjoys being a volunteer firefighter, spending time outdoors, and playing guitar.



Stephen Wehmeyer

Stephen started working for Alpine on October 5, 1995, that is almost 25 years of experience. He has a Bachelor of Science in Engineering Management and Master's in Business Administration with emphasis in information systems. Steve's hobbies are coin collecting and fishing.

If you ever have any questions, we are here to help! We look forward to working with you!

Sincerely,

The Helpdesk Team

Call: (866) 237-2878 - CST 7:00 am – 6:00 pm

Email: Helpdesk@alpineitw.com Link: [Solutions Network](#)