# Technology Department

- **Website Redesign and Platform Transition:**

  o Led all stages of the CivicPlus website transition for the City of Iowa Colony, including attending multiple Zoom training sessions, finalizing the training roster, confirming launch procedures, and coordinating access for staff members. Participated in both training and launch confirmation meetings while resolving login and credential issues for CivicPlus users. Managed communications with the CivicPlus Project Manager and ensured website updates, such as job postings, zoning map revisions, and Lions Club application uploads, were completed timely and accurately.

- **Cable TV Signal Remediation and AV Project Completion:**

  o Coordinated extensive coaxial cable troubleshooting throughout the Public Safety Building in collaboration with DataVox and E-Tech. Identified improper RG6 terminations across numerous locations including Dispatch, breakrooms, offices, and Council Chambers. Facilitated technician visits, documented deficiencies, and ensured post-installation quality assurance prior to DataVox's final walkthrough. Closed out the DataVox invoice for the AV project after confirming their scope was complete, while flagging remaining signal degradation issues for continued follow-up.

- **Security Infrastructure and Cyber Hygiene Enhancements:**

  o Oversaw deployment of HYAS Protective DNS (PDNS) filtering as an additional cybersecurity layer and completed all requirements for HB3834 DIR-certified cybersecurity awareness training. Responded to multiple phishing attempts, including a court impersonation scam and credential harvesting attempts, and disseminated alerts to staff and council. Investigated and mitigated an Office 365 credential compromise involving improbable login attempts, coordinating with our cybersecurity team to enforce MFA, reset credentials, and revoke suspicious sessions.

- **Civic Engagement and Conference Coordination:**

  o Played a key role in registering councilmembers and staff for the 2025 Texas Municipal League Conference, assisting with booking logistics and resolving payment failures caused by merchant code issues. Acted as liaison between TML and the Finance Department to update credit card coding and ensure successful processing. Coordinated travel logistics, monitored the portal for technical updates, and ensured all registrations were finalized.

# Technology Department

(Continued)

- **Account Lifecycle Management and HR System Support:**

  o Handled secure deactivation and offboarding procedures for departing personnel, ensuring continuity and compliance across all city systems. Actions included converting email accounts to shared mailboxes, revoking access across platforms, updating group memberships, and preserving communications for record retention. In parallel, continued supporting the Human Resources function by maintaining applicant intake procedures and ensuring accurate OneDrive documentation for ongoing hiring processes.

- **Network Optimization and Infrastructure Maintenance:**

  o Upgraded wireless firmware and reconfigured Meraki switch ports for optimal access point performance, resolving connectivity issues that had persisted for nearly a year. Evaluated and updated VLAN configurations to improve wireless network segmentation. Investigated and addressed access and routing issues on MDTs and managed DNS allowlisting for deployment automation across segmented networks.

- **Public Information and City Manager Recruitment:**

  o Published job postings for the City Manager position across multiple platforms, ensured content accuracy, and resolved conflicts caused by dual postings. Facilitated brochure material access and handled photo attribution disputes. Assisted with updates to city job listings, TCEQ presentations, and the 4th of July event content displayed at Freedom Field.

- **Audio-Visual and Communication Support:**

  o Provided continued support for conference room AV systems, courtroom microphones, and cable television setup, including training staff on equipment usage. Resolved technical issues affecting livestreams, sound systems, and training events. Additionally, coordinated and updated phone system auto-attendants and direct dial numbers for the Finance Department, aligning group call functionality and ensuring the website reflected current contact information.