Technology Department

- **IDF Mini-Split Issue Management and Improvements:**

  - Multiple instances of IDF mini-split malfunction were addressed, including temperature and humidity issues. Actions included defrosting the unit, investigating root causes such as improper exhaust insulation and refrigerant overfill, and collaborating with contractors to file warranty claims and repair the system. These measures ensured continued network reliability and mitigated potential for damage.

- **Microsoft Tenant Migration Adjustments:**

  - The Microsoft 365 GCC tenant migration required extensive troubleshooting and corrections, including modifying billing configurations, addressing license mismatches, and reassigning shared mailboxes. Significant coordination with DataVox ensured resolution of critical service continuity and user account adjustments, safeguarding city operations.

- **State of the City Video Coordination:**

  - Drafted and finalized scripts for the "State of the City" video, highlighting IT department achievements such as enhanced cybersecurity, mobile device management implementation, and operational efficiency improvements. Worked with council members and a marketing firm to prepare for production.

- **Transition of Senior Accountant Role:**

  - Ensured the seamless transition of the Senior Accountant's accounts and digital access to maintain compliance with city policies. This included converting the account to a shared mailbox, implementing email forwarding, and updating distribution lists, thereby ensuring operational continuity for the Finance Department.

Technology Department

(Continued)

- **Cybersecurity and Infrastructure Upgrades:**

  - o **Progressed on key infrastructure projects, such as coordinating VisualEdgeIT contract amendments for enhanced cybersecurity and acquiring licenses for Teams Rooms Basic for GCC. Additionally, initiated failover ISP integration in the MDF to enhance network resilience. Recently, during the significant winter weather event, this was proven invaluable as outages did occur on our primary internet service provider.**

- **Extensive Support for MLK Jr. Day Parade:**

  - o **Provided comprehensive assistance for the MLK Jr. Day Parade, supporting the event from early morning to post-parade proceedings. Contributions included sourcing and creating content, developing an action plan for IT-related aspects, and managing event-day IT logistics. This included laptop preparation at Freedom Field Auditorium, ensuring presenters' materials were displayed as intended, and resolving technical issues such as device timeouts. Provided on-site, real-time support for parade logistics, speaker coordination, and audiovisual needs, showcasing adaptability and dedication to event success.**