

Technology Department

- Network and IT Infrastructure Enhancements:
 - Successfully configured and troubleshooted Site-to-Site VPNs to ensure robust connectivity between city facilities, particularly between the Public Works building and any other city locations as the need arises. Addressed significant issues such as incorrect Public WAN IP configurations and hardware compatibility problems with diverse networking equipment.
- Departmental Support and User Assistance:
 - Provided extensive support to city employees, including password resets, hardware troubleshooting, and software configurations. This includes resolving unique issues like the misassociation of image file types with Microsoft Word that inhibited Police Department investigative work. And the inability of certain city systems to connect to printers.
- Vendor Management and Communications:
 - Managed communications with external vendors like DataVox and Dell, updating contact lists and discussing terms for ongoing projects. Addressed concerns with vendor responses and equipment setups in city conference rooms.
- Security Enhancements and Spoofing Prevention:
 - Responded to security incidents including a spoofing attempt through our CivicPlus Contact Form. Updated security protocols and communicated with City Council Members regarding the avoidance of potential damage typically shadowed by these types of events.
- Office and Staff Relocation Planning:
 - Engaged in discussions regarding the relocation of office spaces to accommodate an increasing number of city staff. Explored multiple options for office setups, considering the need for enhanced data and power infrastructure.
- Strategic and Operational Planning:
 - Participated in strategic planning sessions, including formulating a technology strategic plan for the Finance Department's upcoming audit. Assisted in setting up infrastructure for citywide strategic initiatives, such as web fax capabilities and configuring public-facing services.