

Technology Department

- **Comcast Business Proposal and Fiber Pricing:**
 - Engaged with Comcast regarding their fiber pricing proposal for the Public Safety building at 3144 Meridiana Pkwy. Noted that Comcast's pricing was higher compared to Astound and that their business fiber service does not include TV, which might require additional streaming services if chosen.
- **Cable TV Distribution Configuration:**
 - Addressed issues with the cable TV distribution system in the Dispatch Supervisor's office. Datavox confirmed incomplete setup due to an unavailable labeling diagram. Coordinated with Sterling Structures for the diagram and worked with Datavox to schedule follow-up actions.
- **Website QR Code Redirection:**
 - Resolved issues with QR code redirection on the CivicPlus website. Ensured that the QR code now correctly redirects users from outside the website to the emergency notification system registration page, with successful tests on multiple mobile devices.
- **DataVox GCC Migration and Billing Terms:**
 - Reviewed and responded to DataVox's GCC migration quote, addressing concerns about sales tax and billing terms. Coordinated with DataVox to finalize the migration scope and forwarded the updated quote to the City Manager and City Attorney for approval, ensuring alignment with budgetary and project requirements.
- **Public Works and IT Support Activities:**
 - Assisted with critical IT tasks including preliminary configuration of a site-to-site connection method between the old and new City Hall buildings and troubleshooting our phone systems for key personnel, which required firmware updates.
- **Network Rack Organization and Optimization:**
 - Undertook a significant effort to organize and optimize the network rack equipment and cabling in the Public Works Foreman's office. This task aimed to improve system efficiency and reduce potential downtime by ensuring all equipment was properly connected, laying the groundwork for more effective future maintenance and upgrades.