

Technology Department

- Resolution of Email Migration Issues:
 - Addressed numerous challenges stemming from the Microsoft tenant migration, including reconnecting council members and staff to their email accounts. Successfully migrated public information emails and configured shared mailboxes for improved department communication.
- HR Office Setup:
 - Coordinated the conversion of the EOC Storage Room into an HR Manager's office, including Ethernet cabling installations and equipment setup, in collaboration with DataVox. Oversaw and finalized the project's completion to ensure readiness for future use.
- Astound Cabling Project:
 - Worked closely with Astound to coordinate the installation of cabling infrastructure into city facilities. Ensured efficient communication and oversight to support the project's progress and its alignment with the city's expanding IT requirements.
- Technology Upgrades:
 - Deployed a new workstation for Public Works staff, upgraded outdated system to Windows 11, and addressed compatibility issues. Streamlined OneDrive and Microsoft 365 integration across departments to align with the GCC tenant.

Technology Department

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- **Support for Departmental IT Needs:**
 - Provided technical assistance to address issues across multiple departments, including resetting account credentials, troubleshooting connectivity problems, and ensuring staff could access critical resources with nominal to no interruption.
- **Policy and Vendor Coordination Enhancements:**
 - Implemented anti-spam policies to enhance email security and addressed access inconsistencies in shared mailboxes and distribution lists. Additionally, streamlined coordination with external vendors to improve service response times and reduce operational bottlenecks.