Technology Department

- **Domain Controller Upgrade:**

  o Upgraded the city's primary Domain Controller to a modern server operating system, aligning with available licensing resources and improving infrastructure stability and security. This upgrade replaced legacy architecture with a supported, high-performance platform, mitigating vulnerabilities tied to outdated systems. The transition also supported improved integration with other cloud services and administrative tools, streamlining domain-level controls and future automation potential.

- **Permitting and Financial System Integration:**

  o Advanced integration efforts between permitting and financial software systems, documenting permit codes and exploring automation options to improve data accuracy and reduce manual reconciliation tasks. This initiative aimed to bridge communication gaps between departments and reduce human error in accounting processes related to permits. By investigating CSV-based workflows and outlining reconciliation procedures, this foundational work supports future automation and operational efficiency.

- **Cybersecurity Leadership and Threat Response:**

  o Led city-wide cybersecurity initiatives, participating in a multi-hour security audit, issuing alerts on phishing and QR code scams, and taking proactive steps to block external threats targeting municipal accounts. The security audit provided valuable insight into system vulnerabilities and improvement areas, with recommendations that are being used to strengthen the city's posture. Proactive user education through alerts and preventative account controls were instrumental in reducing the likelihood of successful attacks during a wave of targeted threats.

Technology Department

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- **Cost-Effective Video Redaction Workstation Design:**

  o Engineered a cost-effective solution for video redaction by designing a dedicated physical workstation, replacing an $8,000 third-party quote with a custom-built configuration priced under $4,500, including warranty coverage. This addressed GPU passthrough limitations in virtual infrastructure and ensured compatibility with specialized software required by law enforcement. The proposed build emphasized thermal stability, future expandability, and compliance with performance standards. The cost savings and technical advantages offered a practical alternative to more expensive turnkey systems.

- **Technology Modernization Presentation to Leadership:**

  o Presented key modernization projects to leadership, including updated network topology mapping, website redevelopment strategy, and chat-based communication platforms. Visual aids and planning documents were used to demonstrate current infrastructure layout, user experience bottlenecks, and opportunities for streamlining public engagement. Leadership authorized the progression of the website redevelopment while deciding to defer implementation of chatbot features until further evaluation. This direction allows the city to modernize its digital presence while pacing technology adoption in line with staff and citizen needs.

- **Continuity Maintained During Regional Internet Outage:**

  o Ensured uninterrupted operations during a regional internet outage by implementing a dual-provider failover configuration. When the primary internet provider experienced a widespread fiber line cut, traffic automatically rerouted through the backup connection with no disruption to daily city operations. This demonstrated the success of the city's resilience planning and infrastructure design. The deployment highlights a key milestone in improving up-time reliability for essential services across departments.