# Technology Department

- **City Website Launch and Enhancements:**

  o Successfully launched the new City of Iowa Colony website with integrated accessibility features. Coordinated post-launch corrections including restoring Municipal Court pages, fixing misdirected payment links, creating missing Dockets and Announcements sections, and updating councilmember photos. Implemented a favicon and footer branding with the city logo at the Mayor's request, ensuring stronger identity and consistency.

- **Audit and Compliance Deliverables:**

  o Prepared and submitted extensive IT documentation for the Finance Department's FY25 audit. Delivered the updated Information Technology Strategic Plan, Disaster Recovery Plan, organizational chart, password parameters, antivirus, backup, and firewall policies, as well as helpdesk reports. This work required condensing normally extensive preparation into a limited timeframe but ensured compliance with external audit requirements. Additional effort included aligning documentation with new state legislative changes by generating permanent QR codes and homepage links for proposed budgets and taxpayer impact statements.

- **Cybersecurity Oversight and Training:**

  o Completed CJIS Security Awareness Training with a perfect score and maintained attendance in recurring vCISO meetings. Responded to phishing attempts targeting staff, including a Microsoft 365 spoof of Chief Bell's account and a suspicious W-2 email to officers. Blocked malicious domains, reported spoofed emails through Microsoft systems, and coordinated CyberCube analysis review scheduling with TMLIRP. Maintained adherence to state-mandated cybersecurity compliance standards across all departments and elected officials.

- **Public Safety and Technology Support:**

  o Provided continued technical support to the Police Department, including VPN troubleshooting for NetMotion/Absolute Access, restoring internet connectivity through DNS corrections, and assisting with OpenFox installations. Supported staff transitions by managing secure account changes, reallocating licenses, and ensuring continuity of access across systems. Addressed NVR camera feed issues by re-terminating faulty cabling. Additionally, supported Municipal Court and Finance in verifying sensitive payment instructions against archived records to prevent fraud.

# Technology Department
## (Continued)

- **AV and Infrastructure Remediation:**

  o Conducted extensive troubleshooting of coaxial and A.V. signal issues across city facilities, including re-terminating over 36 RG6 ends in the MDF and multiple terminations throughout the building. Verified improved reception in Dispatch and Council Chambers while documenting persistent programming and tap issues for vendor reassessment. Procured and deployed advanced cable and signal testing tools to independently validate installation quality, ensuring accountability from vendors and continuity of facility operations.

- **Procurement, Budget, and Vendor Coordination:**

  o Coordinated with Finance on invoice submissions, budget adjustments, and vendor documentation. Secured corrections to the Website Administration budget line item to account for CivicPlus and Citibot costs. Facilitated Citibot vendor registration, W-9 processing, and ensured alignment with procurement procedures. Addressed ImageNet contract disputes by clarifying invoice origins, identifying a new 48-month agreement, and advising on contract consolidation for Finance efficiency. Registered for multiple upcoming industry tradeshows and summits at no cost or with savings, ensuring exposure to emerging technology trends without burdening city funds.

- **Personnel Onboarding and Staff Development:**

  o Completed onboarding for a new Senior HR Generalist, including provisioning accounts, configuring phone and website access, and delivering a quick start guide to ensure a smooth transition. Adjusted systems to reassign prior HR resources and maintain continuity in department operations. Contributed to staff development through mentoring and evaluation guidance, helping improve consistency and quality of internal personnel processes across departments.

- **Continued Website Enhancements, Forms, and Community Engagement:**

  o Following the launch of the new city website, rebuilt and published multiple legacy forms that CivicPlus failed to migrate, including Maintenance Requests, Employment Applications, Park Facilities reservations, Lions Ball Park reservations, and Mayoral attendance requests. Configured correct submission routing, created new calendars where needed, and ensured forms were aligned with department processes. Issued citywide notices confirming the legitimacy of CivicPlus account validation emails to prevent confusion with phishing attempts. Responded to feedback from Mayor, Council, and residents by correcting navigation, restoring search functionality, updating calendars, and refining department listings. These actions improved public transparency, streamlined service delivery, and reinforced I.T.'s leadership in communication clarity.