

Information Technology Department

Patrick Stokes, Director

The Information Technology Department is responsible for the oversight of the City's computers, printers, copper and fiber network infrastructure, audio visual systems, VoIP phone system, and building access systems along with fire and security monitoring systems. Some of the specific duties include, network administration, website maintenance, computer repairs and upgrades, along with handling a multitude of miscellaneous technical issues and problems. 2014 saw the System Specialist IV leave his position with the IT Department after two years to pursue a career in the private sector. Our Helpdesk Specialist was qualified and able to move into the System Specialist IV position. After a brief period we were able to fill the Helpdesk Specialist position and our department became fully staffed once again.

The past year was extremely busy for the Department as we worked towards implementing a new Voice over IP (VoIP) phone system across all of our sites. A project of this scale required multiple steps

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to achieve the end result. All of our network switches had to be upgraded in order to comply with the power over Ethernet requirements. In addition to the new phone system we transitioned to a new phone provider. Whereas before we were on analog copper circuits, we are now on digital PRI circuits. This portion has been extremely interesting as we have had to document every phone line at every site across the city.

We began a plan to put in a building access system at City Hall that we can control in-house. This allows our users to carry a single fob or special ID badge that will allow them to access any door they are authorized to open. The long-term goal is to implement the same access system at our other City sites and link them together. This will eliminate the need for some of our employees to carry multiple keys and key rings or fobs as they do now and reduce what they carry to a single fob or badge. This will be an ongoing project as we strive to implement this across all of our sites.

The IT Department is continuing to upgrade the City's computers to new systems running Windows 7. We are starting to rotate computers at our sites on a five-year rotation in an attempt to try to keep everybody on a current system. Almost all of our users are on Windows 7 and Office 2010. We still have a handful of PCs across a few departments on Windows XP. This is due to an application that isn't Windows 7 compatible and we are working on resolving this issue.