

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Candace Childress
First Name Middle Initial Last Name

Honoree's Job Title: Network Support Specialist

Department: IT Department

Years of Service with the County: 11 years

Why the Honoree is receiving a GEM Award including dates:

Candace excelled in her support to Elections Department this year. She trained new employee that eventually took over elections after the November election. She completed documentation to improve processes for next employee.

Candace spent a great deal of time helping train new service desk employees. Teaching them the processes for troubleshooting issues, how to handle outages, and teaching them how to use out ticketing system.

Candace is always willing to help cover our service desk when we are short handed in Operations. Her willingness to assist the service desk leads to shorter hold times and quicker turnaround in getting a tech out to fix an issue.

Candace is in charge of keeping up with cell phone audits that she completes on a quarterly basis. These audits are vital to the county employees and departments because these audits find cell phone deductions that have not been cancelled or deductions that have not been setup to come out of employees checks. In addition, she works with the departments and HR to make sure inventory accurate.

Candace worked with Janette Sepeda in WIC to securely wipe the hard drive from their old Microsoft Surface Pro's to help prepare WIC for their state inventory.

Candace manages cell phone updates to assigned cell phone users and management. This includes international plan requests, upgrade request, and changes in cost of upgrades.

Candace does a great job of communicating outage issues to management when she fills in on the service desk. She does an outstanding job of sending out the outage email to the team and management and then sending out status updates every thirty minutes until the issue is resolved

Approved by elected official or department head on
the

26th day of Sep, 20 23

Caren R. Skipworth

Signature of Elected Official
Or Department Head

Caren R Skipworth

Printed Name