

# Collin County

## Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Heather Hamilton \_\_\_\_\_

Honoree's Job Title: Network Support Specialist \_\_\_\_\_

Department: IT \_\_\_\_\_

Years of Service with the County: 13 \_\_\_\_\_

Why the Honoree is receiving a GEM Award including dates:

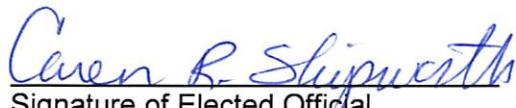
---

Heather is receiving this award for outstanding performance and leadership. Heather has been the project lead over the Hardware Refresh for the last five years. She has completed the full cycle of refreshing all of the computers in all of the departments in Collin County. Each year she was tasked with doing manual walkthroughs of departments to get computer counts and then she compiles a spreadsheet with all of the data. Heather and I then meet with the department heads to discuss what equipment is needed. She then works with me to get equipment ordered for that FY's refresh. Once the equipment is delivered Heather leads a project team to get the equipment ready for deployment. They unbox anywhere from 300-400 systems each year and configure them with the standard county image. She then works with the departments to schedule time for the project team to deploy the computers in each department. This last year there was an issue creating the image for the new computer model and we had to get Microsoft involved, after about three days with no results with Microsoft, Heather worked hard to figure the issue out herself. Once she figured out the issue, Microsoft wanted her to tell them how to fix the issue so they would know next time. Her hard work and determination to solve the issue saved the county lots of time and money. Each year the departments let me know what a pleasure it is to work with Heather and what a great job her and her team did.

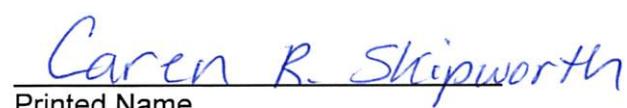
Heather has really stepped up as a leader in our department. She is now one of the senior techs and works hard to set a good example to the other employees in our area. She is always willing to jump on the phones to assist the service desk if they are short-handed or getting slammed with phone calls. She is almost always the first person to volunteer to run upstairs to look at a critical issue if the tech that is assigned to that zone is not available. Heather does an outstanding job with customer service. If she is called to look at a critical issue, she will make sure she will get the up and running and update them on what happened. She has also been recognized for staying over to fix an issue with dispatch and then giving them her personal cell phone to call her with any more issues through the weekend. She was not even the tech on call that week.

---

Approved by elected official or department head on the 4 day of August, 2017



Signature of Elected Official  
or Department Head



Printed Name