

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Lucy Rodriguez

Honoree's Job Title: Network Support Specialist

Department: IT

Years of Service with the County: 4 years

Why the Honoree is receiving a GEM Award including dates:

In the past we have had issues with SO Patrol, when working with the Fleet Manager we just could not clearly communicate with him through email and in person on what we were doing for them when systems were down. He is required to call the service desk or send an email when one of the patrol car laptops are having issues or any other technical equipment in the car is not working. A few different people worked this assignment over the last two to three years and we always ended up having to have meetings with the SO management to clear things up. When Lucy became a tech I assigned her to work with Daniel Via who was the lead for the SO patrol support so that she could be trained and we would have a back-up when Daniel was out of the office. Lucy went right in and built a good rapport with the Fleet Manager and was able to keep him updated by communicating with him with detailed emails on what the issues were, what needed to be done to fix the issue, and how long it would be before it would be fixed. The relationship between our team and the SO Patrol has made a 180 degree turn around with the help of Lucy's great communication.

I received an email from Darla Wright from County Court @ Law #4 recognizing Lucy for having a great attitude and a willingness to help their court. She stated that Lucy did an outstanding job.

Lucy was a really good level 1 service desk member and I knew that she would knock it out of the park once she became a level 2 tech. Once Lucy got out in the field, she made immediate strides. She jumped right in and took on the tougher tasks right away. She immediately started working with Daniel to learn how to work on the SO Patrol equipment and made a huge difference right away. She also took on a big issue with the Juvenile Detention JJAEP class that was having issues for a long time being able to get to certain online class sites on the computers the students were using. Lucy found that the teacher had become frustrated with it not working and just started signing into the computers with her ID so that the kids could get to those sites. Lucy realized this was a security risk right away and brought it to management's attention. She then worked with the Infrastructure and Security team to find a solution for the issue.

Lucy volunteered to work 10/29/21 & 10/30/21 to assist Elections to get all of the poll books that were used in early voting switched over to election-day setup. This is a lengthy process over a couple of days that happens on a Friday night and a big part of the day on Saturday. This is not mandatory for an employee to volunteer but very much appreciated when they do. Lucy also worked Election Day and it was close to an 18 hour day.

Lucy volunteered to work 2/25/22 to assist Elections to get all of the poll books that were used in early voting switched over to election-day setup. This is a lengthy process over a couple of days that happens on a Friday night and a big part of the day on Saturday. This is not mandatory for an employee to volunteer but very much appreciated when they do.

Once Lucy was promoted up to tech she spent a lot of time helping to train the two new employees that had started to work at the service desk. This is not something that is in her job description but she is always willing to help others.

Lucy has worked really well with Daniel Via this year to complete the Hardware Refresh and Kofile Project hardware installs. She really works well with everyone and everybody working with her. She is eager to learn new things and is not afraid of tackling big issues even though she is one of the newer techs.

Approved by elected official or department head on the 15 day of Sept, 2022

Caren R. Skipworth

Signature of Elected Official
or Department Head

Caren Skipworth

Printed Name