

# Collin County

## Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Tim Sharkey

Honoree's Job Title: Network/Systems Administrator – Back Ups Admin

Department: IT Operations

Years of Service with the County: 25 Years

Why the Honoree is receiving a GEM Award including dates:

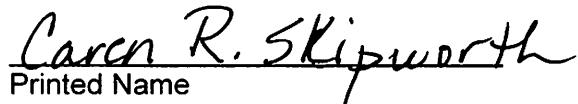
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1. Tim is the lead support on our new BossDesk ticketing software. He worked with Garrett to configure, document and to complete requests changes in the workflow. Tim had been the subject matter expert on our old Footprints ticketing system. Tim was vital in the design and configuration for the new BossDesk system.
2. This year we replaced out backup system that is used to back up servers and user data. Since Tim is the backup administrator he was the lead on this project. Tim attended meetings with the vendor and with his experience with our old system he was able to answer question from the vendor on how we currently did things so they could develop plan of what we needed. He worked for three weeks with the vendor to configure the system and get it ready to swap over from our old Avamar system to the new CommVault system. He then worked a month with a person from CommVault to move all of the backups from the old server to the new CommVault system.
3. Tim is always willing to help the techs in our office with questions from users that they cannot answer. Tim has worked to train Rachel on creating profiles in Active Directory and trained her on the backup system. When Operations is short-handed Tim will step in and assist getting tickets completed or delivering items to departments. Tim will also help team members when hardware is really heavy and they need help delivering.

Approved by elected official or department head on the 27 day of 8, 2025



\_\_\_\_\_  
Signature of Elected Official  
or Department Head

  
Printed Name