Information Systems Administration

Staff:

Jennifer Phinney, Information Systems Administrator
Mike McDade, FCT Channel 2 Manager / Web Assistant

Purpose:

To provide for development, maintenance, training and oversight of the Town's computer and information systems. This includes hardware and software, phone system management/add/move/changes, security system maintenance, GIS administration, web site maintenance, Cable TV oversight and the Town's wide area network.

Department Operations:

- Provide full-time computer support to the town's 115 users, seven remote sites, 70 pcs, and seventeen network servers.
- Facilitate all computer system software and hardware changes and additions.
- Administer the town's phone systems including adds/moves/changes.
- Security System Administration.
- Oversee the Cable TV department.
- Develop, maintain and oversee the Town's web site.
- Administer the town's GIS system, including coordinating updates to the ArcIms website, coverages, and software.

2009 Proposed Projects:

- Implement parts of the GIS Needs Assessment specifically hardware, ArcGIS server software, and a CMMS for Public Works.
- Continually improve and update the town's website including quarterly Website Committee meetings.
- Install help desk software for tracking network and user issues.
- Upgrade the email spam filter and internet monitoring software with a new appliance based application.
- Oversee security system install at Town Hall and deploy access cards to all users and Board/Committee members.
- Start investigating a document management solution and email archiving solution.