

Information Technology



The Information Technology (IT) Division provides IT assistance in the form of software and hardware support, network maintenance and administration, e-mail and internet access, web sites and services, personnel training, data base support, IT component purchasing and consulting, GIS maps, address assignment, and other computer services to all City Departments. The City runs on technology resources ranging from mid-range computers to PCs, laptops, and hand helds. The IT staff consists of a supervisor, a systems administrator, a support analyst, a network administrator, a desktop support specialist, a application/web development specialist, a GIS coordinator, a land management specialist, and an addressing coordinator.

The functions of IT include:

Core Business Applications

The systems administrator and analyst are responsible for maintaining and supporting the City's public safety software (fires, crimes, etc.) and the City's business applications (utility billing, accounting, payroll, community development, etc.).

Network/Server Administration

The network administrator maintains the City's network server hardware; user authentication and permissions; server applications; systems backup; develops, builds, and maintains the City's LAN/WAN infrastructure; and maintains network security (intrusion detection, virus scanning, content filtering, etc.). Currently, the network administrator also maintains the City's intranet website.

Hardware Maintenance and Support

The desktop support specialist builds, loads, and supports all PCs used in City offices, maintains printers, and is cross trained in basic web and server technologies to provide coverage for other team members in emergency situations.

[Computer Mapping & Addressing](#)

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The Mapping & Addressing office is responsible for developing and maintaining the City's map systems; developing/maintaining/working with others to develop and maintain map overlays, and maintaining/supporting geographical applications. Mapping & Addressing also maintains land management information and is the office that assigns addresses to properties within the City Limits.

Internet

The application/web development specialist administers the Content Management System that supports the City website; works with the systems analysts and network administrator to maintain the Online Services System; and contributes to GIS/Mapping projects.

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