

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Rachel L Culling
First Name Middle Initial Last Name

Honoree's Job Title: Network Support Specialist

Department: IT

Years of Service with the County: 16 Years

Why the Honoree is receiving a GEM Award including dates:

This year our backup administrator had to miss a couple of months. Rachel did an outstanding job filling in for the backup admin. There was a daily report that quit working and Rachel worked with the vendor to troubleshoot the issue and was able to fix the daily report. Rachel just received a call after hours last night to restore a LaserFiche server. She logged in and had the server ready to restore and then was told it would not be needed. She also checked all backup jobs each day to monitor to see if the backups were all successful. If there was a failing job she would work with the person responsible for that server and get the backup working.

Rachel did an outstanding job stepping in to provide administrative duties for the Odyssey SaaS project. The backup admin was supporting the project for months and handling any request for group policies, accounts or permissions. The project was pushed back a month and that caused the project to go-live while the backup admin was out of the office. Rachel worked with him for a week to train on group policies and other administrative duties. The week of the go-live Rachel stepped up and you would not have known she was just filling in. She was a star performer during the go-live.

Rachel was the lead this past year making sure all computers in Collin County were updated to Windows 11. This project was a huge undertaking to try to push a large portion of these with an update using the Ivanti software. For those systems that did not take the software push, Rachel and Steven had to track down those systems and either

Approved by elected official or department head on the 8th day of Sep, 20 26

Caren R. Skipworth

Signature of Elected Official
Or Department Head

Printed Name