

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Steven Cooksey

Honoree's Job Title: Network Support Specialist

Department: IT Operations

Years of Service with the County: 2 Years

Why the Honoree is receiving a GEM Award including dates:

Steven was selected this year to run the Hardware Refresh project. I wanted someone with his attention to detail and his strength of communication to run this project. Steven has outdone himself leading this project. He sent emails to each department to plan and give updates regarding the time that the refresh team would arrive and the plan of attack on completing each areas computers. He has created a spreadsheet that keeps up with the progress of the project and shows the completion percentage in a graph. We refreshed all of the courts and we did not have one complaint from the judges.

Steven is really good about assisting a teammate to deliver equipment or to assist with solving a tough issue. Steven is really good about making sure to help the ladies on the team lift heavy equipment or assist when a teammate is stumped on an issue.

Steven is always willing to help cover our service desk when we are short handed in Operations. His willingness to assist the service desk leads to shorter hold times and quicker turnaround in getting a tech out to fix an issue.

Steven had to take time out of the refresh to lead a team of employees to perform a walkthrough of all of the departments that will be refreshed next year. Budget needed the numbers in a quick amount of time and he was able to manage the walkthroughs and create spreadsheets. The departments they inventoried were the Jail, SO, and GIS. The Jail and SO are really hard to inventory because so many of their employees and computers are mobile and hard to keep up with.

Steven has taken the initiative to learn the MDCs, body cams, and in-car camera solution is the SO and Constable cars. This really helps make our team stronger in having one more person to assist the other two on the team that specializes in supporting this hardware.

Approved by elected official or department head on the 12 day of Sep, 2024

Caren R. Skipworth

Signature of Elected Official
or Department Head

Caren Skipworth

Printed Name