

2009 ITRMC Information Technology Achievement Award Nomination

Chris Wood, IT Network Analyst, Sr.
Category: IT Technician of the Year
Responsible Organization: Idaho Department of Labor

The Idaho Department of Labor would like to nominate Chris Wood for the 2009 ITRMC Information Technology Achievement Award in the IT Technician of the Year category.

Chris has been employed at Labor for the past five years as a Network Analyst; previously, he was employed by Ada County. He is a member of the department's network unit, and works with several different technologies. He is the subject matter expert for the Cisco VoIP phone system and Microsoft Office Communication Services. He also works extensively with Microsoft Exchange and Cisco routers and switches.

In his work with Microsoft and Cisco products, Chris has become familiar with the various ITRMC standards and guidelines for those vendor's products. He has attended meetings of different agency working committees and groups in these areas, and works with the network team to ensure understanding of the state requirements and recommendations. In several areas, the Department is a technical leader among agencies, and Chris contributes to the successful implementation of advanced features and is always willing to share that knowledge and collaborate with other technicians, both inside and outside of the Department of Labor. Chris participated in the state's Consolidated Messaging System project analysis, and indirectly participates in the IdaNet statewide wide area network.

Chris is a role model for other technicians in the Department, and is always professional in his interaction with coworkers, customers, and technicians from other organizations. He works as liaison between different groups in the Labor Department through his efforts to mentor and educate and influence work activities. He explains technology features and functions clearly and meaningfully to non-technical users and decision makers. Because telephony and office communications and email are used directly and extensively by all staff, the technicians for these technologies must be clear and concise and very effective in their activities. Chris performs very well in this role.

In addition to his day-to-day effectiveness, Chris is innovative and practical. That is, he understands the technology and how to get the most value from its features. At the same time, he is very aware of how the different technologies fit into the business unit processes and how they are best utilized. He successfully integrated the Cisco VoIP technologies with Microsoft OCS, which is an area where Microsoft highly recommends the use of their professional services. At Microsoft Tech Ed, OCS subject matter experts expressed their praise for this integration and solicited Chris' contact information. This integration resulted in the savings of twenty-two thousand dollars per year in software maintenance costs while it expanded the features available to the department's users. The integration of telephony and OCS also provides the foundation for future technology cost savings at Labor.

Chris is an excellent employee: he always contributes to discussions and decision-making, and provides leadership and mentoring to co-workers. He is technically curious, and spends time researching

technologies and staying current. He is chosen to attend out-of-state conferences because of his attitude and his concern for the most effective use of technologies. He is very capable of more responsibility within the IT business unit. We enthusiastically nominate Chris for this award.