

I nominate Randy Robbins, IT Systems Coordinator, Department of Health & Welfare, for IT Technician of the Year. Randy's goal is to maximize the use of technology to increase the efficiency and effectiveness of the DHW staff. He spends many hours of his own time keeping abreast of technological advances, and spends many hours on the job striving to understand the job requirements of his customers (DHW staff at Westgate, Twin Falls, Caldwell, Nampa, Payette, and SWITC.) Randy is always willing to assist technicians around the state. His extensive knowledge of desktop support and network issues and his "there's got to be a better way" attitude make him the "go to" guy when we have exhausted all other resources on solving problems.

Like most state agencies, DHW is faced with the problems caused by a lack of funding. 78% of our computers are 5+ years old, there are no funds to replace them, and failures increased exponentially this past year. A significant part of the failures are due to blown capacitors. Randy found a source for capacitors, purchased a supply, set up a soldering station, and began repairing motherboards that in most cases would be trashed. Seeing Randy's success, we adopted this process at our locations around the state, and have salvaged more than 150 workstations. It wasn't long before Randy determined that some dead monitors could be repaired the same way. In the past 4 months, we've salvaged over 40 "dead" monitors with this process.

Another challenge was to try to increase the efficiency of the computers used in our Self Reliance call centers. Self Reliance caseload is up 88% since 2008. To deal with this increased workload, Welfare has developed more automated systems. But as you can imagine, the aging computer fleet struggles with this increased workload. First Randy analyzed the activity on some of the call center computers. He recommended some changes in business process that reduced background activity on the computers. Next, he began testing for alternatives that would increase the efficiency of the existing equipment at a minimal cost. He determined that we could replace Celeron processors with Pentium D processors and upgrade memory for a cost of \$65 per computer. This investment increases the processing speed, which is critical in call centers that handle 1,500+ calls per day.

Randy was also instrumental in convincing agency management to replace printers, copiers and fax machines with MFPs, again with the goal of increasing efficiency and decreasing cost. Several of Randy's customer groups receive a significant number of faxes each day. Most were handling them the old fashioned way – printing the fax – and then in some cases, scanning them to get an electronic copy to attach to a file. While we don't have fax servers or software, Randy set up desktop faxing, routing faxes to appropriate places, and assisted staff in setting up the process to handle them. This saved paper and staff time.

Needless to say, Randy is much appreciated by his customers. He has a 99% "Excellent" rating on his customer service surveys.

Randy is also an excellent role model and mentor. While he has worked for the state for 26 years, he still brings enthusiasm and energy to the job every day. Not to say the system never frustrates him – he is human – but he has learned to role with the punches and make the best of the lemons he is handed. I can always be sure that if a new employee is put under Randy's tutoring, he or she will receive both

excellent technical and customer service training. To Randy, a request for service is never complete until he or his technician checks back with the customer to make certain all is well.

Randy is an asset to DHW and the State of Idaho. He sets the performance bar standard high and by example encourages staff to continually strive to improve. He is always willing to share his technical expertise (and to translate to layman's terms when necessary). He never stops looking for a better way. His positive, can-do attitude is infectious, and motivates all of us to provide top-notch service to our customers.