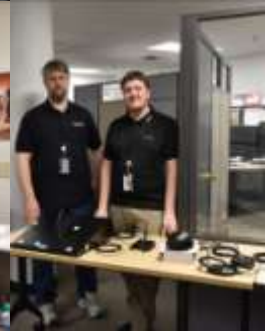# Warren County·Ohio
TELECOMatters
our monthly newsletter of things that matter. all things Telecom.

AED

Thanks for Attending Open House 2018

New Phone Form Coming Soon!

For those who have ever submitted a work order or **phone request, you're well aware of our colored** forms. In an effort to streamline our process (and **yours), we're in the process of consolidating 5 forms into 1! Introducing... The Telecom Phone** Form! Once approved to final form, this will be available on the County Connection intranet under County Forms and on our website. Until then, continue using the colored sheets and watch for a go-live.

Speaking of **Phones... Telecom's** Going on Tour! (to your offices)

Our Community Manager will begin popping in on departments to field any phone questions. **She'll also have some leave behinds to address** FAQs that you can pin to your boards and cubicles. When able, a Telephone rep will join her. Start writing down those questions!

New Coworker Coming Soon Too!

On May 14, we'll welcome our newest Telecom Team Member: Daniel Bunning! After months of job posting, 1st round interviews, and 2nd round shadows, Mr. Bunning will join the Telecom team as an Infrastructure Systems Analyst. #AnotherFaceOnTheEmployeeWall

Speaking of Coworkers... Jeremiah + Jimmy Have Some New Skills to Better Serve You!

Jeremiah Marcum attended a weeklong class called "Administering an SQL Database Infrastructure." He'll use these skills to maintain #ProjectTriTech and the OSD Data Migration that is associated.

Technician Jimmy Hollin is spending the first week of May attending Cisco® Interconnecting Cisco® Networking Devices Part 1. This course is designed to provide a baseline understanding of network fundamentals covering switching and routing technologies, network security, wireless, and infrastructure services.

Visiting to get a new phone?
Gather these things first!

☐ Backup your phone FIRST

☐ Google password (Android)

☐ iCloud password (iPhone)

☐ Social media passwords

☐ County email password

NEW RECOGNITION PROGRAM! Not just an internal kudos program, Telecom can also send to and receive from our colleagues, customers, and county coworkers for above and beyond actions! We'll gather each month's cards and notify the recipients. Want to submit a #TCKudos? Post a card here on Telecom's Kudos board or email your nomination with the subject: #TCKudos to allison.lyons@wcoh.net!

#TCKudos

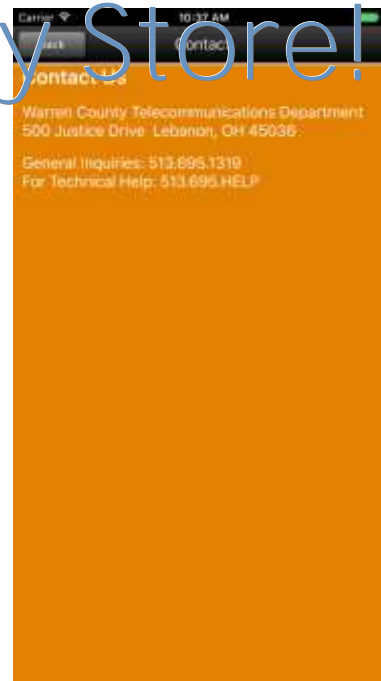| To: | | Dept: | |
| From: | | Date: | |
| Thank you for... | | | |

If your department uses portable or mobile radios, you should take advantage of our radio training! Most popular is an annual department-wide refresher and new hire radio orientation. Schedule with Community Manager, Allison Lyons!
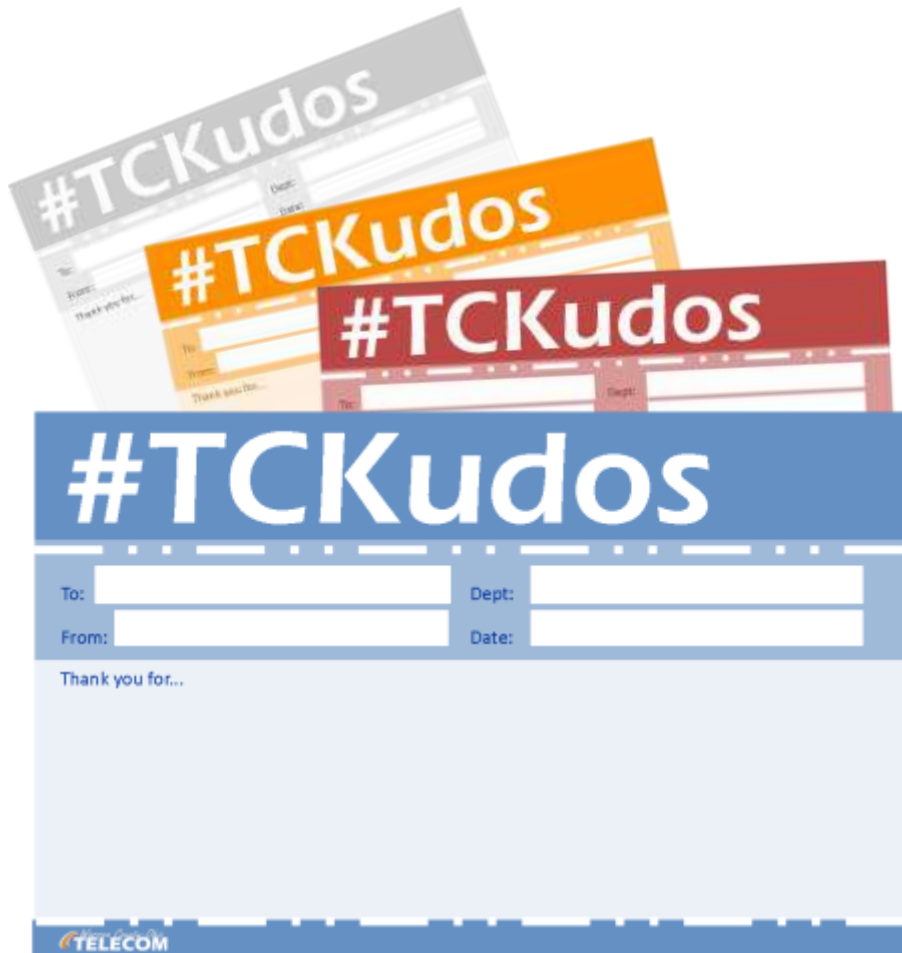
Our APP is almost ready for the App Store & Play Store!

Team Member Spotlight

Becky Trovillo
Administrative Support / Switchboard

I was laid off... and went to the Ohio Means Jobs where I know one of the ladies that worked there.   She told me about the Telecommunication Dept. needing someone for about 12 week while [an] employee was off with her husband. I thought **"okay why not? At least I would be working for a while!"** *And guess what? I am still here after 12 1/2 years.*

I have learned a lot... I like the people I work with and now they are all like family.

I am an Administrative Support but am best know as the Switchboard operator... I answer the phones for over 100 different department in the county. I check phone trunks every morning to make sure they are not busy; if they are I fix them. I take trouble reports and give them to the phone techs to fix. I scan and put all trouble report in the computer on a monthly basis and at the end of the year, creating monthly and annual reports. I open, time stamp, and pass out all mail as well as time stamp / mail out all checks to pay our bills. I time stamp all checks that come in for payment. I enter Telecom employees' leave request on the calendar and maintain contacts in the TC / contacts folders and the County Directory. I assist in anything else to help the department out.