


November 2018 for County Coworkers

# TELECOMatters

our monthly newsletter of things that matter. all things Telecom.

  Send	To...	<input data-bbox="743 401 1138 478" type="text" value="help@wcoh.net"/>
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## SUBMIT TELECOM HELP TICKETS

when you need to report something or request assistance! Desk phone changes, mobile phone (de)activations/purchases, and radio requests are best handled by emailing [help@wcoh.net](mailto:help@wcoh.net). This captures your information while also generating a trackable work order. The correct Telecom team member will get assigned to the task/project and resolve your issue as quickly as possible! Need to talk in person? Call 695-HELP!

# #CHRISTMASCHALLENGE2018 IS ON!



**ALL COUNTY DEPARTMENTS ARE INVITED TO JOIN THE FUN!**

\$20 gets you in the running to win one of two titles:  
Most Creative + Best Theme!

**Judging: Monday, Dec 17th**

Entry fee due to [Kristy.Oeder@wcoh.net](mailto:Kristy.Oeder@wcoh.net) by Nov 30th.

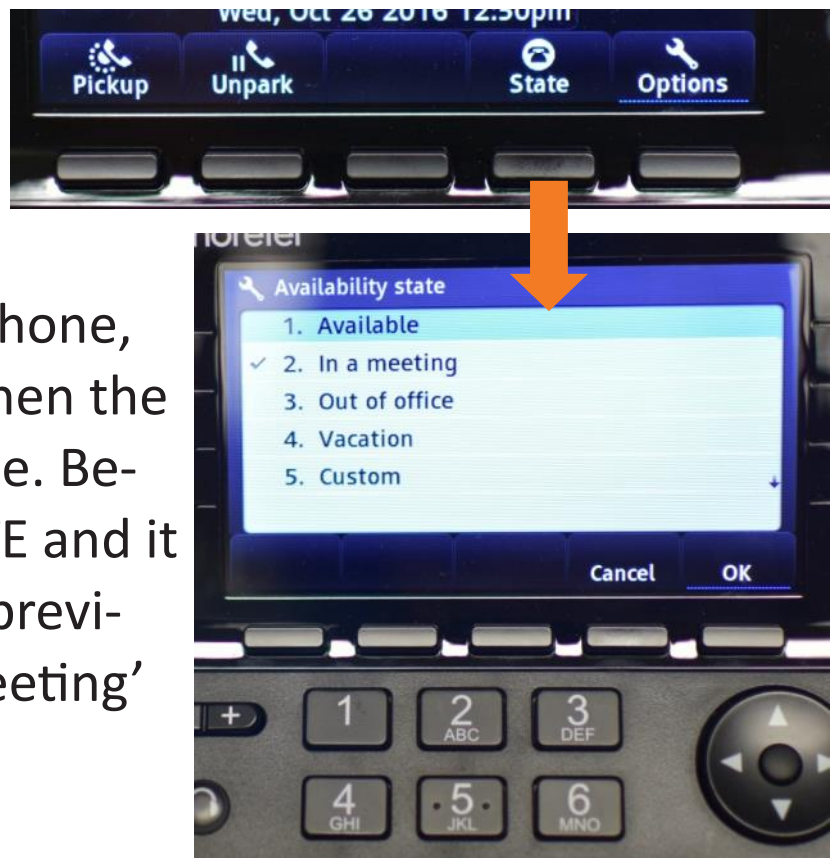
Click to see last year's pictures!

[ES & TC](#)    [All other depts](#)



# Desk Phone Tips & Tricks

The latest update changed how you interact with the STATE button. When changing your state from the desk phone, you now have to press State then the # of which state you want to be. Before, you could just press STATE and it would default to 'available' if previously not available, or 'in a meeting' if previously in 'Available'.



Call Jess (x2436) to see if you county cell phone is eligible for a FREE upgrade! (32gb Samsung Galaxy S8, 32gb iPhone6s or iPhone7)

## Telecom Anniversaries

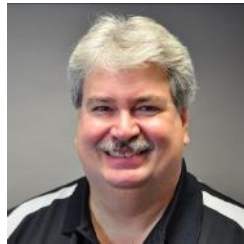
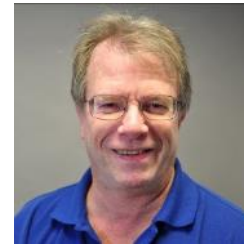


## Telecom Birthdays



Don Sebastianelli

Paul Bernard



# Team Member Spotlight



## Jessica Johnson

since August 2005 *Administrative Assistant*

### I Chose to Work for Telecom because...

*I enjoy working behind the scenes. I don't like the spot light but I enjoy making significant contributions to a bigger purpose. I feel like with my job I can do just that. I love that I get to play a part in the team and help things run smoothly.*

### What I Like About Working for Telecom / the County is...

*I enjoy working in Telecom because of the friendly culture. I love the people I work with. I love the support and comradery of our staff. Being able to come to work and experience the rapport we have built is something I value. I enjoy working with other departments and agencies and assisting them when help is needed. It's a great home away from home.*

### My Job Duties include...

*Maintain and overlook multiple cellular and data device accounts for county agencies; Assist county employees with cellular needs and issues and employee discounts; Order cellular/ mobile data devices and supplies; Answer calls and create tickets for trouble, new installs, moves and changes; Assist with pay-in at the Auditor's office; Engraving for police and fire agencies and other county agencies; Reports and data entry; Voicemail troubleshooting; Assist with answering Switchboard; Meeting room prep/cleanup; Enter new telephone extension in the 911 system.*

