



In the Spotlight

Highlighting Exceptional Employees

Colleen Molby IT Analyst

Joined Town: February 2009

Who you gonna call for a technical problem? Call Colleen Molby at phone ext. 2020! Colleen runs the IT Helpdesk and is available to troubleshoot problems associated with your computer, printer, email, software, and telephone. In most instances, she will access your computer using the "Remote Desktop" tool, which allows her to see everything that appears on your screen and make the necessary repairs as if she was sitting at your desk.

With a background in network support and server administration, Colleen moved to North Carolina from Troy, Mich., a suburb of Detroit, in early 2009. She previously worked in a technical support role to about 150 different companies around North America. Technical problems at the Town are the same as those experienced by companies around the world, she notes.

Colleen suggests trying these steps before calling the Help Desk:

- If your computer is "frozen" or "locked up," turn it off and turn it back on.

- If your email is not working properly, close Outlook and re-open it.
- If your printer is "Ready" but nothing prints out, turn it off and turn it back on.
- If you are having trouble accessing a software program or a folder, check to see if others in your department are having similar issues as this may indicate a network problem.

On the personal side, Colleen says she is pleased she chose North Carolina for her new home. She enjoys socializing with friends, exploring the Triangle and visiting her brother, who lives in Jacksonville. She also is pursuing a bachelor's degree in psychology through online courses from Baker College in Michigan.

Value in the Spotlight

Innovation

open-minded • courageous • learning
curious • flexible • change-oriented
idea development • risk taking



Our Value: "I get excited about new technologies that make life easier. If I can do one thing here, it would be to help the Town remain on the cutting edge of technology and to provide the users with tools that will allow them to work more efficiently."

Senior Management Team Values

In November 2007, the Town's Senior Management Team adopted the following set of values to guide their behavior and decisions. These values are Ethics, Social Equity, Professionalism, Respect, Innovation



and Teamwork. It is the intent of the Town Manager and the Senior Management Team to strengthen the organization with a commonly held set of values that drive our mission and objectives.