

# INFORMATION AND INNOVATION DEPARTMENT

## Mission

To provide and support a world-class information technology operation that meets or exceeds end-user needs and expands e-government services to citizens.

## Core Services

- Provide a service-oriented attitude of cooperation and teamwork to all of our customers
- Maintain flexibility to meet the needs of the City of Palm Bay employees and its constituents
- Develop and support the City network, phones, applications, web, geographic information services, and access to the Internet
- Create and maintain partnerships between I2D and other organizations for the development of new and enhanced technologies and services

## Volunteer Opportunities

- **Audio/Video Technician**
  - Duties: Attend Council meetings at City Hall; Connect laptop computer to projector, power supply, and network port; Ensure computer and projector are on and ready for use during meeting; Run PowerPoint and other multimedia presentations as directed.
  - Qualifications: Ability to operate laptop computer; Ability to operate projector; Ability to follow Council Agenda.
- **Help Desk Attendant**
  - Duties: Answering the help desk telephone and entering users' requests and computer related questions into a computer based ticketing system; Checking the Help Desk email and entering those requests; Work hours could be Monday through Friday from 11:00 a.m. to 2:00 p.m., but flexible.
  - Qualifications: Good listening skills; Proper phone etiquette; Basic computer skills for word processing and mouse driven menu screens.
- **Inventory: Printers**
  - Duties: Perform physical inventory of departments' printers; Record assignment of printers to individual employees; Record printers' locations on departmental site maps.
  - Qualifications: Must possess a valid driver's license with an acceptable driving record; Ability to produce accurate records.
- **iPhone/iPad Applications Builder**
  - Duties: Build iPhone/iPad applications as requested by the department; Work hours are flexible between 8:30 a.m. and 5:00 p.m.; Builder can work at the department or remotely.
  - Qualifications: Ability to create applications; Ability to work independently; Ability to sign a waiver stating the applications built becomes the property of the City of Palm Bay.
- **Switchboard Operator**
  - Duties: Answer phones at switchboard and correctly route calls; Greet people as they enter City Hall and help answer simple questions.
  - Qualifications: Knowledge of, or the ability to learn, proper operation of a Nortel Network phone; Must be sociable and have a pleasant phone voice.

- **Web Page Builder**

- Duties: Build web pages as requested by the department; Work hours are flexible between 8:30 a.m. and 5:00 p.m.; Builder can work at the department or remotely.
- Qualifications: Ability to create web pages; Ability to work independently; Ability to sign a waiver stating the web pages built become the property of the City of Palm Bay.