

## **Service Area Descriptions**

### **Administrative Services**

Provide request services coordination, administer the Centralized Phone System, facilitate computer resource check-out, office relocation pre-move planning, in-house computer software training, and copier master rental agreement.

### **Enterprise Applications**

Develop and support application software for use by county staff and citizens. Evaluate, recommend and support 3<sup>rd</sup> party software. Develop software and reports to complement 3<sup>rd</sup> party software. Provide consulting services and conduct business analysis to optimize department operational efficiencies and effectiveness through technology.

### **G.I.S. (Geographical Information Systems)**

Support and promote the use of GIS technology while serving the spatial information needs of Pitt County Government. Provide GIS support, training, technical assistance, software problem resolution, spatial data creation and management, geospatial analysis, map creation and data exchanges in a variety of formats. Write, maintain and support GIS applications that enable and support other departments with maintaining or capturing data such as block addressing, parcel information, districting and E911 support.

### **Imaging Services**

Provide county departments with a variety of print & imaging services. Examples include documents scanned to PDF or TIF, historical documents scanned for electronic archival, bound books, invitations, laminated posters, pads of forms, letterhead, business cards, brochures, flyers, and labels. Imaging Services also makes employee ID badges.

### **Infrastructure**

Manage county-wide network and storage area network to support applications such as voice, e-mail, internet and file sharing. Provide web hosting and administration to enable public access of the Pitt County web page. Administer email system. Acquire, install, administer, and repair server hardware and software. Acquire, install, administer, and repair network equipment.

### **Mail Services**

Retrieve post office mail daily for county departments and the Board of Education, provide inter-office metering, courier service, and process packages. Provide backup support for Imaging Services.

### **Operations**

Perform tasks that ensure backup and recovery data is available for applications, operating systems, databases and archived data. Process large output requests. Perform interface tasks so that information can be shared between county, state, and private systems. Manage cabling infrastructure. Manage telephone installation and configuration.

### **Workstation Support**

Acquire, install, administer and repair PC hardware and software.