



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
County Manager's Office

DATE: June 30, 2009
BOARD MEETING DATE: July 14, 2009
SPECIAL NOTICE/HEARING: None
VOTE REQUIRED: Majority

TO: Honorable Board of Supervisors
FROM: David S. Boesch, County Manager
SUBJECT: Employee of the Month for July 2009

RECOMMENDATION

Honor Kevin Pankhurst as Employee of the Month for July 2009 and authorize the President of the Board to sign the commendation.

BACKGROUND

The Employee of the Month program was established in December 1984 to recognize and honor County employees who consistently demonstrate an outstanding level of performance.

Our Employee of the Month for July 2009 is Kevin Pankhurst, an Advisory Systems Engineer, in the Information Services Department.

DISCUSSION

Kevin joined ISD in January 2000 as a Systems Engineer and quickly moved up to an Advisory Engineer by consistently going beyond what was requested of him. While Kevin's primary responsibility is to maintain many of the file servers in use in the County, he often branches off into other technology areas where there is a need. Most recently he has become the County expert for our video conferencing systems. In this role he has developed group-to-group video conference solutions our vendor had not even thought of yet. Kevin provides a customer experience that is both informative and responsive. He has been a tremendous resource to departments in coordinating video conferencing projects and special meetings. Kevin projects ease and patience when training others on how to use the new systems, providing the end user with good working knowledge and a sound level of confidence to operate the equipment.



A constant with Kevin in all of his IT tasks is his “get it done” attitude. He is often heard saying “just let me know when you need it and I will have it ready for you”. Kevin is attentive and regularly checks in to make sure that his customer’s needs are met and exceeded. This combination of IT knowledge and eagerness to deliver a quality work product is just part of what makes Kevin a real asset to the County.

Approval of the Employee of the Month contributes to the Shared Vision 2025 outcome of Prosperous Community by recognizing employees that foster innovation and excellence in the services provided.

Our County is fortunate to have Kevin Pankhurst as one of its outstanding employees.