

**DATE:** May 21, 2024

**TO:** Chula Vista Civil Service Commission

**VIA:** Maria Kachadoorian, City Manager *mk*  
Courtney Chase, Deputy City Manager  
Tanya Tomlinson, Director of Human Resources *JS Recommended*

**FROM:** Jose Cisneros, Information Technology Services Director

**SUBJECT:** **Double Step Increase – Kevin Gomez, Sr. Applications Support Specialist**

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I am writing to recommend Kevin Gomez, Senior Application Support Specialist, in the Information Technology Services Department (ITS), for a double step increase (from B to D) in June of this year. Kevin's exceptional work ethic, unwavering commitment to quality, and innate ability to tackle challenges head-on make him an outstanding candidate for this recognition.

Since joining our team, Kevin has consistently demonstrated unparalleled dedication to his role in supporting the IT needs of the City's Fire Department. Despite being hired into a position that had never existed before, Kevin wasted no time in immersing himself in understanding the Fire Department's unique requirements and deficiencies. His proactive approach, coupled with his innate curiosity and quick learning abilities, enabled him to swiftly identify and address critical areas for improvement.

One of Kevin's most commendable traits is his congenial nature and his remarkable ability to collaborate effectively with colleagues and stakeholders. He approaches every task with a can-do attitude and willingly goes above and beyond what is required of him. His willingness to go the extra mile, without needing to be prompted, has undoubtedly contributed to the success of numerous projects within the Fire Department.

Kevin's contributions extend far beyond the ordinary scope of his role. His proficiency in comprehending and integrating diverse and complex software, hardware, and systems utilized by the Fire Department has been instrumental in enhancing operational efficiency and effectiveness. His involvement in notable projects such as those listed below, highlights his invaluable expertise and dedication to excellence.

**1. Incident Notifications using Microsoft Power Automate and Survey123:** Kevin used Microsoft Power Automate, a tool meant to streamline time-consuming tasks across various applications and services, in conjunction with Survey123, an ArcGIS form-based data gathering tool, to send email notifications of major Fire Department incidents to senior managers and elected officials.

**2. Medical Safe Onboarding and Optimization:** Kevin spearheaded the troubleshooting, optimization, administration, and deployment of 35 secure

medical safes found in various Fire Department apparatus and EMS vehicles. This includes installing the safes, calibrating them, training end users, and administering staff accounts. In a constant effort to improve, Kevin and the Fire Department are now in the process of upgrading the safes' fingerprint recognition hardware to maximize their functionality and ensure seamless operations for emergency responders.

**3. Upgrade of CradlePoints in Fire Department Vehicles:** Kevin played a lead role in upgrading CradlePoints in all applicable Fire Department vehicles. CradlePoints are similar to mobile hotspots but are much more powerful, featuring state-of-the-art technology specifically designed for moving vehicles. Besides the upgrade, he is constantly troubleshooting and managing these critical pieces of hardware and software that keep Fire Department employees connected.

**4. Setup of Internal Fire Department SharePoint Site:** Kevin heavily assisted with the initial setup of the Fire Department's internal SharePoint site on CV360 -- including content creation, design choices, and file management structure. He continues to provide support and guidance to administrative staff and end users, facilitating efficient collaboration and information sharing within the Department.

**5. Administration of Mobile Devices with Meraki Mobile:** Kevin manages the Fire Department's diverse array of mobile devices (265+), including phones, PCs, Macs, iPads, etc., utilizing Meraki Mobile. Meraki Mobile is a unified management tool for mobile devices and allows the ITS and Fire Departments to enforce device security policies, deploy software and apps, and perform remote, live troubleshooting.

It is worth noting that Kevin's accomplishments are particularly remarkable considering his relatively short tenure with us and the fact that he was hired into a position that was newly created. His ability to not only meet but exceed expectations in such circumstances is a testament to his exceptional talent and dedication.

Given Kevin's outstanding performance and significant contributions to the City, I wholeheartedly recommend moving Kevin from Step B to D at the beginning of June as a reward for his exemplary service. I firmly believe that Kevin's dedication, expertise, and positive attitude make him a deserving candidate.

Sincerely,

**Jose Cisneros**

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Jose Cisneros

Director, Information Technology Services