

## Sample Individual Nomination

*The following is the text from a winning individual nomination. Names have been replaced or removed. It is available to you as an example of what the IT Awards Committee is looking for in terms of a nomination. Please do not copy this text for your nomination.*

I would like to nominate Jane Doe, Information Coordinator with University Services, for the 2001 IT Award. I believe that Jane is an ideal candidate for this award not only because of her professionalism and knowledgeable execution of the duties of her position, but because of her ultimate dedication to assist the staff of University Services and the students, alumni and employers that use University Services.

Jane's duties for University Services could loosely be categorized as "computer support," although that term would not adequately cover the scope of her responsibilities. In the broadest of her job functions, Jane provides technical support for the staff and users of University Services. This duty involves anything from supporting the staff of University Services (helping to open an email attachment, send mass emails, set up new computers, restore documents when they are accidentally deleted, research and implement new programs and provide training for those programs when necessary) to helping students effectively use the technology available to them (for example, search for information on the web, use specialized software or navigate our online registration system). Jane does a tremendous job of providing technical support and training for University Services staff and UNC students on a daily basis. She is always willing to provide one-on-one assistance to staff members and students alike. (Once she even re-typed a student's \_\_\_\_\_ when the student was under a severe deadline and did not know how to restructure it in the allotted time.) She is also willing to sit down with students and walk them through our system when they do not understand how to use it from either the orientation workshops or written documentation. She is willing to go above and beyond when researching the answer to a student's problem with either our system or a departmental problem and never leaves students without an answer to their requests. When she helps University Services staff members with support issues, she always tries to explain the problem as she fixes it, in order to help alleviate anxiety and to help the staff feel better equipped to handle the situation should it arise again. However, she is never condescending when she is helping us with even the smallest problems. This style of support is especially appreciated in a department of users with varying degrees of comfort with computers. One of her biggest single accomplishments this past year was coordinating the move of all our computers (including two web servers, 16 user computers, and the computers in the University Services Resource Room) from North Hall to South Hall in August 2000. As a part of this effort, she worked closely with the architects who were redesigning North Hall prior to our move and with representatives from ATN to plot the locations of network connections for South Hall. She made sure that all necessary connections were active at the time of the move so that computer downtime was negligible for the University Services staff.

Jane also has other responsibilities that provide support for the staff and users of University Services. Jane works as a liaison with outside consultants who design specialized programs for University Services. In addition, she designed and maintains the University Services homepage in a clear and easy to use interface. She continually re-evaluates the design and content of the web pages to make sure that the site stays fresh both in appearance and substance. She also creates technical documentation and instructions for users of University Services systems.

In short, Jane Doe is an extremely valuable employee to the staff and users of University Services. While she is responsible for multiple tasks, she juggles those responsibilities professionally and knowledgeably and always has time for further requests on her time. Because of Jane's natural talent and predilection to go above and beyond the call of duty, it is with great pleasure that I would like to nominate her for this accolade.