

Information Technology (IT)

Who We Are

- 1 General Service Officer
- 1 Systems/Network Admin
- 1 IT Help Desk Lead
- 3 IT Help Desk Technicians

What We Do

Club Support

- ClubTrack utilization software installation
- Hardware
- Clubs Network/Websites
- Club Elections
- Fillable CR Forms

Innovation

- Online Governing Board Meetings (YouTube)
- Event Ticketing System
- Club Scanning Software
- Candidate Videos
- Digital Rec Cards (StoCard)
- Virtual Reality Program
- Online Voting
- Digital Guest Cards
- Online Facility Maintenance Tix System
- Phishing Training
- Online Surveys

Electronic Communications & Web Presence

- E-News maintains an above industry average percentile
- Website Continues to attract new traffic and is in the process of receiving a facelift.
- Clubs Website recently updated
- RHJ Electronic billboard

- User Roles/Security
- Cybersecurity Training for all employees
- Data Resource Center
- Member Portal resident user support
- Online Voting (annual election)
- Telecommunications
- Hardware Support for 200+ PCs & Laptops
- Three Networks: Internal Company, Clubs, Public Wi-Fi
- Support for Point of Sales, Time Clocks, Receipt Printers, Desktop/Network Printers, Monitors, Mobile devices etc....
- Network Infrastructure Services/Innovation
- Audio-Visual Services
- Websites, Electronic news & surveys
- Data Gathering
- Office 365 Administration (≈140 users)
- Office support (online forms, fillable forms, mail merge etc.)

Recent Projects

- Adoption of SD-WAN environment
Redundant cellular rollover if primary fiber fails
- SQL server & licensing updated
- Cloud-based Library catalogue software
- Migration of Lottery emails to more reliable mass email provider
- Department-focused software & hardware training to supplement year-round basic training
- RCSCW Webpage facelift
- Replace Library Catalog and Reference Machines with all-in-one touch screen monitors and install Keyboards that are high-contrast, large print keys. Replace all Library staff and check-in/out PCs
- Monthly Employee and Governing Board email & internet scam/phishing training and awareness
- In-ground fiber network to replace point-to-point connections (six golf maintenance yards)
- Integration of Rainbird software via new fiber network, creating water and energy savings through remote control of irrigation capabilities
- POS Stations installed at the RHJ Snack Bar and Lizard Acres Pub in the Sports Pavilion.
- Phone system hardware and software upgrades
- Coming Soon: Moving phone system to SD-WAN, resulting in 18 month payback due to savings.

IT/PR by the Numbers

- 2,285 tickets resolved (not including Member Portal)
- 166 employees onboarded/offboarded/changes
- 600+ emails handled for Recall Election
- 8 staff
 - 1 General Services Officer
 - 1 Network Admin
 - 1 Help Desk Lead
 - 3 Help Desk Techs
 - 2 PR/MultiMedia
- On-call support 24 hours/day, 7 days/week, 365 days/year

Calendar Year 2023 Tickets

