



Measure #: 2025-081

TOWN COUNCIL MEASURE SUBMITTAL

Date: 4/28/2025

Submitted By: Town Manager

Telephone #: 508-699-0100

MEASURE DESCRIPTION:

Confirmation of Appointment of Amy Sullivan as I.T. Director for the Town of North Attleborough

Signed:

Michael Borg

Digitally signed by Michael Borg
DN: c=US, ou=Town Manager, cn=Michael Borg, email=Emrborg@
attleboro.com
Reason: I am the author of this document
Location:
Date: 2025.04.24 15:17:34 -0400
Foxit PDF Editor Version: 12.0.0

PURPOSE AND JUSTIFICATION:

The purpose of this measure is to request Town Council confirmation of the appointment of Amy Sullivan as the Information Technology (IT) Director for the Town of North Attleborough.

Ms. Sullivan has served as the Acting Information Technology Director since March 17, 2025, following the departure of the previous Director. During this interim period, she has demonstrated a high level of professionalism, technical expertise, and leadership in managing the Town's information technology operations. Her performance in the acting role has reinforced her qualifications and readiness to assume this critical position on a permanent basis.

With a strong background as the Town's Senior User Support Specialist, Ms. Sullivan brings institutional knowledge, strategic vision, and a collaborative approach to the department. Her dedication to ensuring the stability, security, and advancement of the Town's IT infrastructure has been evident, and her promotion represents both a continuity of leadership and a recognition of her outstanding service.

I respectfully request that the Town Council confirm the appointment of Amy Sullivan as the Information Technology Director, effective immediately upon approval of this measure.

SPECIAL REQUIREMENTS:

ATTACHMENTS:

REFER TO SUB-COMMITTEE:

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PURPOSE AND JUSTIFICATION CONTINUED:

60 Arnold Road
North Attleborough, MA 02760
774-254-4944

Amy Sullivan

April 2, 2025

Director of Human Resources
Human Resources Department
Woodcock Administration Building
6 Morse Street
North Attleborough, MA 02760

Dear Employer,

Since helping fellow students install add-in networking PCI cards during Freshmen Orientation at Anna Maria College, I have loved working with computers. While studying as an undergraduate, I became a tutor in the Learning Center where I taught Microsoft Excel, as well as aiding two visually impaired students with assistive technology. As a graduate student at Boston University I became familiar with programming and modeling software.

For over six years I worked at Joe's Computer Services on Kelley Boulevard in North Attleborough, and my knowledge of computers and computer systems grew exponentially. In the course of removing viruses and spyware from infected machines, and in replacing and upgrading hardware, I learned something new every day.

In my nearly ten years with the North Attleboro Municipal IT department, I have rounded-out my technological experience with the fundamentals of networking, Active Directory Domains, VMWare, and a host of specialized software.

I have taken over administration of our Enterprise ERP (Munis) software, built and now manage our online Permitting and Licensing portal, and I was a key part of the hardworking team that deployed our new IP-based town-wide phone system.

As Acting I.T. Director, I have rapidly become familiar with the Town's contracting and procurement process as well as the department's approximately \$1.5 million budget. I have a great deal of experience interacting with the public as well as my fellow employees. My ability to discuss difficulties and options with end-users of vastly different comfort levels may be the toughest, and most vital skill when troubleshooting problems, and I feel this will serve me well as a department head.

Thank you for considering me for the Information Technology Director position and I look forward to hearing from you,

Sincerely,

Amy M. Sullivan

AMY SULLIVAN

60 Arnold Rd. North Attleborough, MA 02760 | 774-254-4944 | sullivan.am@comcast.net

North Attleborough High School – Graduated 2001

2001 – 2005: Anna Maria College – Bachelor of Science in Environmental Science (Double Major in Psychology)

Technology Writer for School Newspaper *The Cornfield Chronicles* online publication

2006 – 2009: Boston University – Master of Arts in Energy and Environmental Analysis

Teaching Fellowship – GE101: Weather and Climate Laboratory

Extensive use of MS Office, Blackboard Class Website, and statistical and CAD software

May 2009 – November 2015: Joe's Computer Services – Full-Time Computer Repair Assistant

Removal of Viruses, Spyware, and Malicious Spyware from Windows-Based PCs

Testing, replacement, and upgrading of Desktop and Laptop hardware

Complete System Restoration including installation of Operating Systems, Device Drivers, and Essential Software

Troubleshooting hardware and software issues

Experience with Windows, Mac OS, Linux, Android, & iOS operating systems

Customer Relations with all computer-skill levels

November 2015 – July 2021: User Support Specialist, Town of North Attleborough I.T. Department

Replacement and Upgrade of user workstations

Troubleshooting of user-level and administrative-level problems

Active Directory and Microsoft Exchange Administration

Data Backup, Archiving, and Recovery

July 2021 – Present: Senior User Support Specialist, Town of North Attleborough I.T. Department

Administration of essential town software including Enterprise ERP/Munis, ViewPoint Permitting and Licensing Software, Microsoft365, and Mobile Device Management Software

Management of town network and server infrastructure

Purchasing and deployment of hardware and software

Printer/copier administration and maintenance

Management of implementation, upgrade, and networking projects