



# May 2026 EMPLOYEE OF THE MONTH

The Franklin County Commissioners proudly presented the May Employee of the Month award to Zachary West. Zach has been employed by Franklin County since January 2021 and serves as a network and telecommunications administrator in the county's information technology services department. He was also named Employee of the Month in August 2022.

May's Employee of the Month recipient was determined by the Special Thanks and Recognition (STAR) Committee, which received 25 nominations for the April award, three of which were for Zach.

"Zach is always responsive and willing to help with whatever we need at the Department of Emergency Services," said one nomination. "Recently, we lost connection to our administration phones' server and were completely unable to receive or make calls from our admin phones. This was an emergency situation because we take numerous types of calls on these phones, including rerouting 911 calls in the event our 911 lines go down. They are vital to our operation and mission to serve the community. Zach responded immediately. He began to work on the issue and attempted to find a solution to get us back up and working as soon as possible. Once Zach figured out that he would not be able to recover our phones, he came up with a temporary solution so we could take calls. Zach worked through a lot of complications to make this work for us. Zach continued to investigate the issue and after reaching out to a vendor, he was able to find a solution to recover our phones. Through this whole process, Zach worked to find solutions and adapt to every obstacle that came up. Zach deserves the employee of the month award for displaying several of the county's SERVICE Values and for restoring a critical service to the community and the 911 center."

"What initially appeared to be an unfixable issue quickly turned into a testament to Zach's skill, persistence and unwavering commitment to our team," said another coworker. "Zach worked diligently and methodically, spending countless hours troubleshooting, analyzing and rebuilding a system many believed was beyond recovery. Rather than accepting limitations, he pushed forward — testing solutions, collaborating where needed and refusing to let the situation define the outcome. His technical expertise was evident, but it was Zach's determination and calm demeanor under pressure that truly set him apart. In the thick of it, when stress was high and uncertainty loomed, he became a steady and reassuring presence. Zach communicated clearly, kept the team informed and maintained a solutions-focused mindset that helped others stay grounded. His ability to remain composed while tackling such a complex issue made a lasting impression on everyone involved."

The Franklin County Commissioners congratulated Zach on his recognition and thanked him for his excellent work and for exuding such a high standard of knowledge, leadership and excellence to the employees and residents of Franklin County.

