Kent County
Your Partner, Your Place

Employee Spotlight: Roman Hendrixson

Can you tell us a little bit about yourself?
I have lived my whole life in Michigan, I was raised right outside of Grand Rapids in Allendale. I attended High School at Allendale and still live there now. I graduated from Full Sail University with a Bachelor's Degree in information technology. I started at the county as an intern, and after graduating, I was hired full-time. In my free time, I enjoy watching football, fishing, and spending time outdoors.

What is your position at Kent County and what individuals do you work with?
I work in the IT department as a customer service technician. I have had the opportunity to assist people all over the county.

What are two or three things that staff should know about your role?
Our job in IT is to make it easier for everyone else to perform their roles and provide the best support that we possibly can with the resources at hand. When products or services are implemented by departments inside or outside Kent County, we use our resources to make that product or service work for our employees. We do our best to make sure that technological challenges are addressed quickly and properly to the best of our abilities.

What is the most rewarding part of your job? What is the most challenging?
The most rewarding part of the job is figuring out how to fix a problem that has been causing issues for others. It's a very satisfying process and feeling. Interestingly, the most challenging part is closely related to the most rewarding. The biggest challenge is the process of trying to find a solution to the problem that's causing the issues.

Do you have any interesting/fun stories about working in your department?
I don't have any specific stories, but I have the most fun when I get the opportunity to work on different projects and be a part of the whole process, from decision-making to the actual implementation of the product.