A Day in the Life of Molly Armstrong

According to Molly, the “day from hell” couldn’t end fast enough.

Molly Armstrong, 26, of Wilson, NC, works at Wilson Community College as an Information Technology System Coordinator. “Normally my day consists of managing PC technicians and overseeing network services,” says Ms. Armstrong. On this particular day her duties involved working with an outside IT vendor to add an addition to the college’s wireless network. “He asked me if he could get on the roof in building G.” The vendor was supposed to create a wireless “line of sight” between buildings G and F. After receiving an approval from maintenance, she informed this vendor of the appropriate location.

While Molly enjoyed lunch at Hibachi 101, an “unapproved” hole was being drilled into the roof. A wireless line of sight doesn’t require a hole in the roof she exclaims. “Pre-existing holes in the walls,” she states, would have been an appropriate way for the vendor to cable a line of sight between buildings.

As Molly prepared to leave work for the day she received a voicemail from Vice President of Finance and Administrative Services, Hadie Horne. Unable to reach Mr. Horne, to answer his questions regarding the roof, Ms. Armstrong calls Tim Strickland, Director of Facilities. The telephone conversation with Mr. Strickland, “took an ugly tone” when he informed her that the $30,000 ten year warranty on the roof was now voided. Unable to respond to Mr. Strickland’s verbal assault, a shocked Molly sees Vice President Horne walk into her office.

“I knew Tim had a propensity for making a mountain out of a mole hill”, says Molly so after a discussion with the Vice President, Molly felt “good” Mr. Horne didn’t lecture her in a similar fashion. Molly says, “My boss told me I could have worked here 20 years and “that would never happen to you,”” she said her boss continued by saying it would be a good learning experience.

As the sun set on the hole in the roof in building G at Wilson Community College, a little more experienced Molly returned home to her boyfriend Adam and French Bulldog Stella.