

# DAY IN THE LIFE

Jason Allen, Scott County





**Meet Jason Allen, System Management Specialist for Scott County, Minnesota.**

Allen has been working in the fleet industry for an impressive 14 years and has been working in his current role for seven years. Primarily, his days are based around the AssetWorks fleet management software, “I am the administrator for the software and also assist the other agencies that we share AssetWorks with. Our collaboration with other agencies has been a challenge at times, but also has shown us that we can all somehow benefit from using the same software.” Scott County is in a unique position where it shares an instance of AssetWorks with partner organizations in the local area, allowing for data sharing and benchmarking, best practices and more.

Would you like to peek into a typical day in the office for Allen to see how he organizes the fleet management software for the most optimal performance for Scott County?

You’re in luck. Welcome to a day in the life of a system management specialist.

**Beginning of the day**

As a system management specialist, Allen is responsible for the functionality of the fleet management software for the County. So, what’s his secret to success? “I hit the pop machine for my Mountain Dew,” laughed Allen.

Ok, so maybe soda isn’t the secret to fleet management success, but we can probably all agree on the benefits caffeine has for the morning slump at the office.

Once energized, Allen catches up with his coworkers to start the day’s work on the same page. For Scott County and Allen’s team, this is pretty easy-going. “We have open ‘pod’ area that we work in,” explained Allen. “So, our work environment is open and inviting.” This sort of teamwork and connectivity allows for greater efficiency in communication and project completion. And, if it looks familiar to how Scott County is open to communicating with its partner organizations, that’s because the County recognizes the benefits of networking and working together, both on a macro and micro level.

**How many phone calls and emails do you get in a typical day?**

Unlike some of our recent featured individuals, Allen’s phone is relatively quiet: “I don’t get many phone calls,





maybe 5 a day, however I can get up to 40 email

**Allen’s formula for collaboration and dedication**

Allen and Scott County employ AssetWorks FleetFocus for their fleet management software solution. Specifically, they utilize a hosted version of FleetFocus so that they can enjoy data security, reliability and integrity when they need it most.

In a typical day, Allen will find himself deep in the FleetFocus system, discovering intricacies and tips that will improve Scott County’s reporting, performance and analyses. At the same time, he communicates his tips and discoveries with their partner organizations, while also receiving tips from them. Allen’s goal for his team and his work is simple: to provide the

best possible service to the County, whether it be through cost-efficiency in vehicle maintenance and costs, environmentally-friendly choices with proactive fuel management or another way. Check out the link to the Scott County case study below this article to learn more about these accomplishments!

**Scott County’s work atmosphere**

The open “pod” area that Allen described earlier isn’t just aesthetically pleasing, it’s functional and conducive to a happy work environment. “Everyone that I work with is super nice,” smiled Allen. “I really have no issues with any one of them. They will help you out if you need it and support you if you don’t.”

In addition, Allen enjoys how encouraging everyone is about

continuing education. In a healthy work environment, you never truly stop learning. “I continue to grow each day,” said Allen. “I learn something new just about every day at work and love knowing that I am making a difference.” As a result, Allen and the rest of his team are strengthened to grow and develop professionally, allowing them to feel confident in their work, while also bringing the best of themselves to the County each day.

**A surprising aspect of the job**

If you thought that Allen’s job was strictly involving FleetFocus, you’d be about 10% correct. “On a given day, I might touch 10 different pieces of software as I administer many different ones,” explained Allen. Between the different departments in the county, they all have legitimate needs for well-run software. If the





software were similar, this job might not seem too crazy – but that’s not how it is for Allen. Each of “the software is different, and it may surprise people how important it is that I work on our 911 software.” Sometimes it is easy to overlook things that have become staples in everyday life – like 911 calling software. Yet, people like Allen must ensure the system is always up and running smoothly, in case an emergency occurs.

**Industry publications**

Allen often takes time to keep up with the blogs and publications from each of the software solutions that he makes use of – including the AssetWorks FleetFocus blog!

**At the end of the day**

Overseeing a lot of systems means that there is a lot of wrap up for Allen. Before he can leave the office, he has a few key things to take care of. “I need to make sure my emails are cleaned up from the day and

that I have responded back to the people that might have needed me,” summarized Allen. Any one of the systems could be malfunctioning, needing updates or otherwise confusing its users, and Allen must be available to provide assistance. With proper upkeep, monitoring and maintenance, these issues are more manageable, and Allen can go home on time!

Speaking of going home – did you know that Allen loves to go to his farm after a tough day at work?

“I love taking care of my different animals that I have,” smiled Allen. “Chickens, rabbits, dogs, cats and a couple of pygmy goats round out my animals.” From herding software bugs at work to herding real animals at home, Allen does it all!

**Allen’s proudest accomplishment**

Like Allen mentioned earlier with the County’s 911 system, his proudest accomplishment comes from working with the Sheriff’s

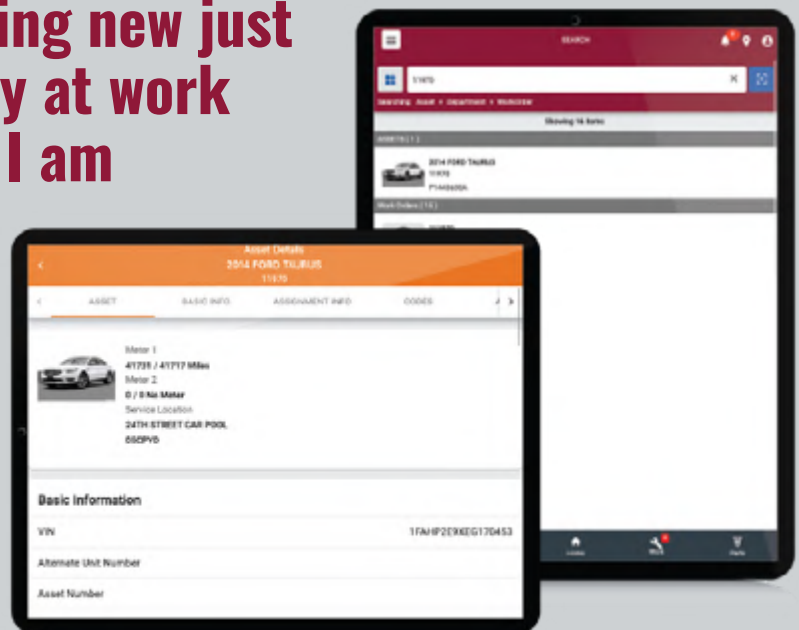
department and dispatch. “I am in charge of addressing at our county and have got our error rate to be down under 2%,” explained Allen. “Just a couple of years ago, it was over 10%.” That’s certainly an impressive feat that the Sheriff’s department is glad to have!

How did Allen do it? What’s his secret to organizational success? “My favorite part of work is the different things I get to do each day. Each day is unique, and I enjoy coming to work,” said Allen. There’s no secret recipe or checklist that enables Allen to succeed – it’s his love for growth, serving his County and working for the betterment of its citizens.

**Allen’s hope for the fleet industry of the future**

Over the course of our featured articles, we’ve seen responses ranging from solar powered cars via their roofs, to more AI-based maintenance and even to flying cars.

**“I learn something new just about every day at work and love knowing that I am making a difference.”**





Allen laughed at that, “10 years ago I said ‘cars would be flying...’ but they’re not, so I can’t say that again. I would say that I believe the industry will be more ‘technical.’ I believe vehicles and equipment will last longer and the cost of items will be coming down... hopefully!”

While the prospect of flying cars and constantly charging vehicles is exciting, we can all admit that we are still a little ways off (but let’s not drop our hopes completely, these things are still on the horizon)! Allen proposes a more realistic, and yet still enjoyable future: one where the consumer’s interests are forefront. In this case consumers are both individuals and organizations, such as city or county fleets. In this future, consumers can shop around for vehicles and equipment assets that last longer without breaking the bank. In recent trends, consumer

goods, particularly smart phones, don’t last very long. As a result, we are constantly thinking of the next product and how long we have to wait for it. In an industry as important to public health as transportation, we can hope that vehicles are engineered to last a long time. If, in the future, they both last longer and cost less, then consumers and organizations everywhere will be better off.

**Allen’s advice for future fleet professionals**

With his years of experience and knowledge with various systems, Allen could recommend a dozen different things for future fleet professionals. So, what did he pick? “Just get in there and do it.” Well, that’s a little easier said than done, so Allen breaks it down a little farther into the most important

parts. “Make a difference. If something stands in front of you, challenging you, knock it down and more forward,” he explained. “Look at data and make good decisions on the data that you see, not what you ‘think will happen.’”

Allen’s advice is to not get discouraged. Push forward and achieve. If something is blocking you, you have several options: turn back and you will progress no further, go around it and risk losing sight of your main goal or study the obstruction, analyze your data and prepare to overcome it. Allen’s greatest accomplishments have been through overcoming a difficulty or obstruction, not turning away.



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