

**RESOLUTION
ROCK COUNTY BOARD OF SUPERVISORS**

Finance Committee
INITIATED BY



Diana Arneson, Asst. to IT Dir
DRAFTED BY

Finance Committee
SUBMITTED BY

June 28, 2019
DATE DRAFTED

**ELIMINATING ONE HELP DESK POSITION AND ADDING ONE USER
SUPPORT POSITION IN THE INFORMATION TECHNOLOGY
DEPARTMENT**

1 **WHEREAS**, the Rock County Board of Supervisors did pass a resolution in August of 2018 to contract
2 with Baker Tilly to perform an Information Technology Department assessment; and,
3
4 **WHEREAS**, as a result of the Baker Tilly assessment the first project recommended for I.T. to complete
5 was to reorganize the department; and,
6
7 **WHEREAS**, the Help Desk duties within the I.T. department have been reduced and/or reassigned due
8 to the reorganization; and,
9
10 **WHEREAS**, the I.T. Director has determined the User Support team is currently understaffed; and,
11
12 **WHEREAS**, the Rock County Information Technology Department recently had one Help Desk
13 Technician retire; and,
14
15 **WHEREAS**, the elimination of one Help Desk position allows for funding a much needed additional
16 User Support position; and,
17
18 **WHEREAS**, the I.T. department requests the former Help Desk position pay range 13 be eliminated and
19 a new User Support position be added at pay range 18; and,
20
21 **WHEREAS**, the I.T. department can absorb the cost difference in the 2019 budget.
22
23 **NOW, THEREFORE, BE IT RESOLVED** that the Rock County Board of Supervisors duly assembled
24 this 11th day of July, 2019 does hereby approve the elimination of one Help Desk position
25 at pay range 13 and the creation of one User Support position at pay range 18.

19-7A-281

Respectfully submitted,

FINANCE COMMITTEE

Mary Mawhinney
Mary Mawhinney, Chair

Mary Beaver
Mary Beaver, Vice Chair

Brent Fox
Brent Fox

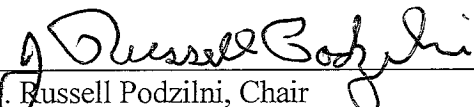
J. Russell Podzilni
J. Russell Podzilni

Bob Yeomans
Bob Yeomans

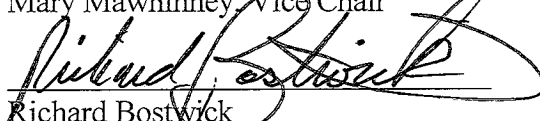
AUTHORIZING ELIMINATING HELP DESK POSITION AND ADDING USER SUPPORT POSITION

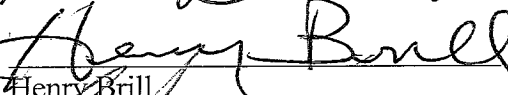
Page 2

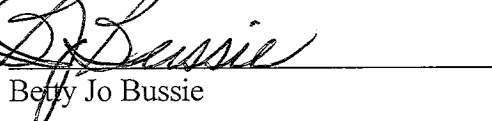
COUNTY BOARD STAFF COMMITTEE



J. Russell Podzilni, Chair



Mary Mawhinney, Vice Chair

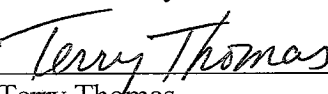

Richard Bostwick

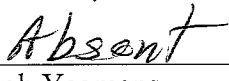

Henry Brill


Betty Jo Bussie


Louis Beer


Alan Sweeney


Terry Thomas


Bob Yeomans

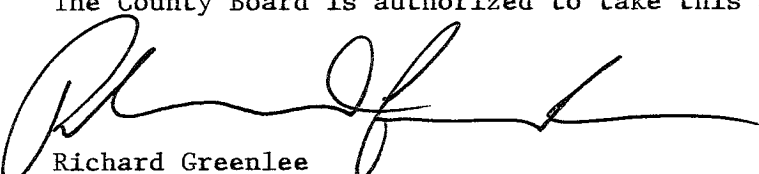
FISCAL NOTE:

The additional 1.0 FTE User Support position will be funding by staff vacancies and the elimination of a 1.0 FTE Help Desk Position.


Sherry Oja
Finance Director

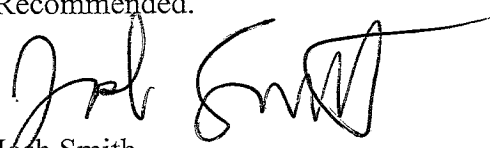
LEGAL NOTE:

The County Board is authorized to take this action pursuant to §59.22(2), Wis. Stats.


Richard Greenlee
Corporation Counsel

ADMINISTRATIVE NOTE:

Recommended.


Josh Smith
County Administrator

Executive Summary

This resolution authorizes the elimination of a Help Desk position and the addition of a User Support position in Rock County's Information Technology Department.

Information Technology has changed much over the years and no longer requires the same level of Help Desk operations and duties as in the past. Print services, job management, and backup scheduling are no longer relegated to just the Help Desk since they can be performed by online applications and sometimes by the users themselves. Conversely, the duties in the User Support area have grown in tandem with the number of supported devices and applications. In the 1998 budget, the I.T. Support team was increased from 2 to 5 full-time user support positions. At that time, the county had 31 terminals, 137 printers, 523 county networked PCs and less than 100 software applications. In 2019, I.T. has 7 full time user support positions (1.5 positions support the sheriff and 5.5 support the rest of the county). These 7 positions support 1402 PCs/laptops/tablets, 405 printers, 132 scanners, 623 cellular devices, and hundreds of applications.

The recent retirement of a Help Desk technician creates an opportunity to add a User Support position and eliminate a Help Desk position. The addition of a User Support Specialist position is more indicative of the technology and skillset required in the current County technology environment. Additionally, the move would help the I.T. department align with the department reorganization recommended by the Baker Tilly Assessment. Given the reduction of Help Desk duties and the marked increase in User Support activities, the addition of a User Support position will help the Information Technology department better serve both the citizens of Rock County and its workforce.