

**RESOLUTION
ROCK COUNTY BOARD OF SUPERVISORS**

Finance Committee
INITIATED BY



Diana Arneson, Asst. to IT Dir
DRAFTED BY

Finance Committee
SUBMITTED BY

June 19, 2019
DATE DRAFTED

**CREATING AN ADDITIONAL NETWORK SUPPORT ADMINISTRATOR
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**, a second recommendation in the Baker Tilly assessment was to optimize technical capacity
 8 for I.T. teams including the Network team; and,
 9
 10 **WHEREAS**, the Network Infrastructure staff currently consists of four positions: a Network Engineer,
 11 a Network Administrator, and 2 Network Technicians; and,
 12
 13 **WHEREAS**, the project workload of the Network Infrastructure staff has increased from 15 projects in
 14 1999 to 130 projected for 2019 or an increase of 766%; and,
 15
 16 **WHEREAS**, the I.T. Director has determined the Network Infrastructure team is understaffed; and,
 17
 18 **WHEREAS**, adding a Network Support Administrator position would provide increased technical
 19 capacity and allow for cross-training and backup for the Network Engineer and Network team; and,
 20
 21 **WHEREAS**, due to unfilled positions and recent retirements the I.T. department has surplus funds in
 22 salary and benefit accounts.
 23
 24 **NOW, THEREFORE, BE IT RESOLVED** that the Rock County Board of Supervisors duly assembled
 25 this 14th day of July, 2019 does hereby approve the addition of one Network Support
 26 Administrator position for the I.T. department at pay range 26.

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

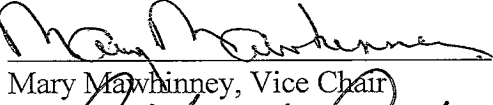
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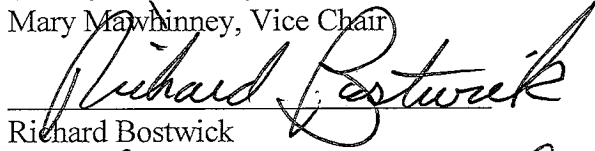
CREATING AN ADDITIONAL NETWORK SUPPORT ADMINISTRATOR POSITION IN THE INFORMATION TECHNOLOGY DEPARTMENT

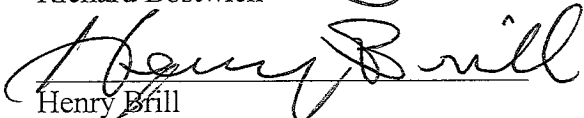
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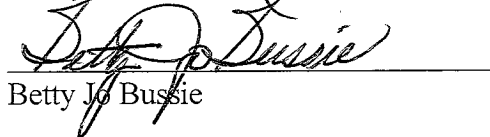
COUNTY BOARD STAFF COMMITTEE

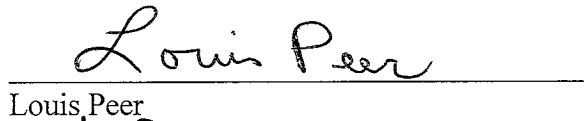

J. Russell Podzilni, Chair


Mary Mahwinney, Vice Chair

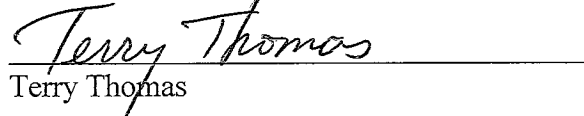

Richard Bostwick

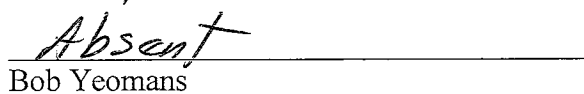

Henry Brill


Betty Jo Bussie


Louis Peer


Alan Sweeney


Terry Thomas


Bob Yeomans


FISCAL NOTE:

The additional 1.0 FTE Network Support Administrator position will be funded by current staff vacancies.


Sherry Oja
Finance Director

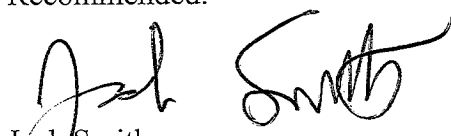
LEGAL NOTE:

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 creation of a Network Support Administrator position in Rock County's Information Technology Department.

In October of 2018, Baker Tilly delivered the Rock County IT Assessment report to Rock County. The first project identified as essential to the success of the Rock County IT department (RockIT) moving forward was the reorganization of the IT Department. In order to achieve this goal and under the direction of RockIT's new Director, RockIT analyzed data from the last twenty years to try and identify capacity levels at each point in time as they related to staffing levels, operations, and projects completed. One of the deficiencies made clear by the analysis was that network staffing levels have not kept pace with project and technology demands. Comparing project data at three different points in time; 15 projects were completed in 1998 with 2 network positions, 53 in 2004 with 4 positions, and 130 so far in 2019 with 5 positions (1 of which is dedicated solely to Public Safety); the analysis exposed an increase of 766% over the last 20 years.

The increased workload of an ever-expanding network infrastructure, the escalating risk associated with cybersecurity threats, and the evolving skillset required to implement new technology has negatively affected the ability of the Network team to effectively and fully resolve challenges and complete projects.

To address these issues and prepare for the future, we respectfully request a new higher level Network Technician position for the IT department. The position title will be Network Support Administrator and the pay range requested is level 26 step 1.