

**RESOLUTION
ROCK COUNTY BOARD OF SUPERVISORS**

Finance Committee
INITIATED BY



Diana Arneson, Asst. to IT Dir
DRAFTED BY

Finance Committee
SUBMITTED BY

November 25, 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 low level Help Desk duties within the I.T. department have been reassigned due to the
- 8 reorganization; and,
- 9
- 10 **WHEREAS**, the I.T. Director has determined the User Support team is currently understaffed; and,
- 11
- 12 **WHEREAS**, the elimination of one Help Desk position allows for funding a much-needed additional
- 13 User Support position to perform more complex duties; and,
- 14
- 15 **WHEREAS**, due to a staff promotion, the Help Desk position is currently vacant, providing an
- 16 opportunity to improve services without affecting current staff; 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 and 2020 budgets.
- 22
- 23 **NOW, THEREFORE, BE IT RESOLVED** that the Rock County Board of Supervisors duly assembled
- 24 this 12th day of December, 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.

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

19-12A-383

AUTHORIZING ELIMINATING HELP DESK POSITION AND ADDING USER SUPPORT
POSITION

Page 2

COUNTY BOARD STAFF COMMITTEE

J. Russell Podzilni
J. Russell Podzilni, Chair

Richard Bostwick
Richard Bostwick

Henry Brill
Henry Brill

Betty Jo Bussie
Betty Jo Bussie

Mary Mawhinney
Mary Mawhinney, Vice Chair

Louis Peer
Louis Peer

Absent
Alan Sweeney

Terry Thomas
Terry Thomas

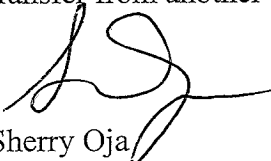
Absent
Bob Yeomans

AUTHORIZING ELIMINATING HELP DESK POSITION AND ADDING USER SUPPORT POSITION

Page 2

FISCAL NOTE:

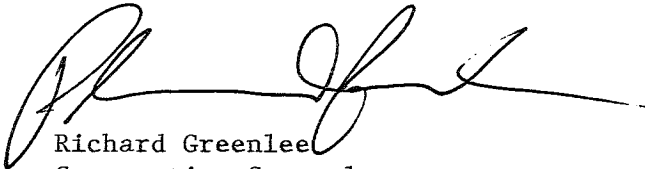
The elimination of a Help Desk position and the addition of an additional User Support position will cost approximately \$9,500 in FY2020. The additional cost could be covered by staff vacancies or a transfer from another account if funds are available.



Sherry Oja
Finance Director

LEGAL NOTE:

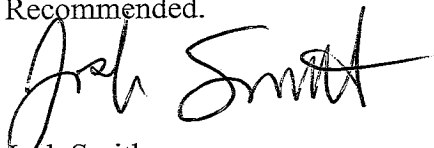
The County Board is authorized to take this action pursuant to §59.22(2), Wis. Stats.



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. The reorganization of the I.T. department has afforded I.T. administration the flexibility to reclassify duties such as those of the former Help Desk to a more all-encompassing Service Desk team approach. Additionally, the I.T. department is preparing to facilitate some large-scale projects to be completed within the next few years including: major user movement within the county to 1717 Center Avenue, the elimination of all Windows 7 devices and the installation of replacement Windows 10 devices, the replacement of old, outdated computer equipment in order to standardize refresh cycles, and the move of the I.T. department out of the Health Care Center building. These projects will require increased effort and capability on the part of a user support staff that is already operating above capacity.

Given the reduction in low level Help Desk duties and the marked increase in more complex 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.