



Legislation Text

File #: 22-0450, **Version:** 1

Information Technologies Department recommending the Board adopt and authorize the Chair to sign Resolution **053-2022** amending the current Authorized Personnel Allocation to add 1.0 FTE Information Technology Customer Support Specialist I/II in the Information Technologies Department.

FUNDING: General Fund, with partial cost recovery through the A-87 Cost Allocation Plan.

DISCUSSION / BACKGROUND

In December 2021, the Information Technologies (IT) Department requested that Human Resources perform a classification study to determine the best job class to support the countywide Microsoft M365 migration efforts and to provide ongoing customer support to County departments. Because of the additional tasks around the County's planned migration from G-Suite to M365 operating platforms, IT wanted to make sure the requested position fell within the proper class specification. Human Resources determined that based on the essential position duties provided and the analysis conducted, that the additional position be classified as an IT Customer Support Specialist I/II. IT is recommending the Board approve the addition of 1.0 full-time equivalent (FTE) Information Technology Customer Support Specialist I/II to the current authorized personnel allocation.

With the increasing work load within the IT Help Desk, including the M365 Migration, the move from virtual desktops to physical hardware for each workstation, and planned equipment refresh projects, the IT Department would like to add a full-time, regular position to help support these projects.

ALTERNATIVES

The Board could choose not to approve this new allocation and IT would continue to support the Department's needs using extra help.

PRIOR BOARD ACTION

N/A

OTHER DEPARTMENT / AGENCY INVOLVEMENT

Human Resources Department

CAO RECOMMENDATION / COMMENTS

Approve as recommended.

FINANCIAL IMPACT

The annual salary and benefits cost for the Customer Support position is \$106,557. For the remaining two and a half months of Fiscal Year 2021-22, the estimated cost is approximately \$13,320 and will be covered by the IT Department's existing salary savings from vacancies through the fiscal year. If approved, IT will reflect the additional position in the Fiscal Year 2022-23 Recommended Budget and subsequent years' budgets accordingly. Costs will be paid from the General Fund with partial cost recovery through the A-87 Cost Allocation Plan.

CLERK OF THE BOARD FOLLOW UP ACTIONS

Upon Board approval, please provide a copy of the fully executed Resolution to Heather Andersen in Human Resources.

STRATEGIC PLAN COMPONENT

Good Governance

CONTACT

Tonya Digiorno, Director of Information Technologies