

# ***RESOLUTION NO.: 96—2017-18***

TO THE HONORABLE, THE OUTAGAMIE COUNTY BOARD OF SUPERVISORS

LADIES AND GENTLEMEN:

***MAJORITY***

1       The County Executive has requested the following position, and the same has been  
2       included in the 2018 COUNTY EXECUTIVE BUDGET:

3  
4                   Create: (1) Full-time Network Systems Technician  
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6       NOW THEREFORE, the undersigned members of the Legislative/Audit & Human Resources  
7       Committee recommend adoption of the following resolution.

8       BE IT RESOLVED, that the Outagamie County Board of Supervisors does hereby and herewith  
9       authorize and approve of amending the TABLE OF ORGANIZATION FOR THE INFORMATION  
10       TECHNOLOGY DEPARTMENT, COST CENTER, 1005900, by creating (1) full-time Network  
11       Systems Technician position effective January 1, 2018, as described in the attached which by reference  
12       are made a part hereof, and

13       BE IT FURTHER RESOLVED, that the aforementioned budget is hereby confirmed to include  
14       the new position(s) and the attendant budget expenditures and revenues as are detailed in the attached,  
15       and

16       BE IT FINALLY RESOLVED, that the Outagamie County Clerk be directed to forward a copy  
17       of this resolution to the Information Technology Director and the Outagamie County Human Resources  
18       Department.

19       Dated this \_\_\_\_ day of November 2017

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21                                   Respectfully Submitted,

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23                                   LEGISLATIVE/AUDIT &  
24                                   HUMAN RESOURCES COMMITTEE

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Travis Thyssen

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Cathy Spears

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Shane Griesbach

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Patrick Meyer

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John Foss

Duly and officially adopted by the County Board on:\_\_\_\_\_

Signed:

\_\_\_\_\_  
Board Chairperson

\_\_\_\_\_  
County Clerk

Approved: \_\_\_\_\_

Vetoed:\_\_\_\_\_

Signed:

\_\_\_\_\_  
County Executive



## Organizational Change Request

*Every effort should be made to complete these requests during the annual budget process. Exceptions will be considered outside the budget process when appropriate and necessary*

**This form contains four separate parts. Title Changes require only Part I and Part II to be completed. Forms should be thoroughly completed and submitted to the Human Resources Director. If you have questions when completing this form, please contact the Human Resources Director at 832-1670 or [lisa.lux@outagamie.org](mailto:lisa.lux@outagamie.org).**

### **PART I: GENERAL INFORMATION:**

Change(s) being Requested: Add New Position to TO

Effective Date of Change: 1/1/2018

Department: IT

Department Head: Julie Vanden Acker

Cost Center: 5900

Employee Group: AS&P

#### **Justification for Change:**

(Include: key benefits of adding position, impact of not adding position, amount of overtime currently being worked, backlog situation, etc... Avoid generalities and provide specific data points.)

To keep pace with an ever increasing workload of new requests and required maintenance we need an additional resource. The Network and Systems team have worked an excessive amount of overtime - an average of 700 hrs each of last 4 years – and are on pace to work that much again this year. The estimated backlog of project work for 2018 is almost 2000 hours combined. This doesn't even include basic upkeep/maintenance tasks we should be doing but are behind on or simply don't even have time to do. This level of overtime is not sustainable from both a budgetary and personal perspective.

10 years ago we had 3 people in these roles – a 4<sup>th</sup> was added in 2011. In that 10 years the number of servers we support increased by 266%, number of networks by at least 200%, number of PC's by 43%, and the number of cameras we support went from a couple dozen to well over 300. More and more items require servers and networks: building HVAC systems; duress systems; fire alarms; wireless connectivity everywhere, etc. And the environment is more complex than it was 10 years ago: the number of security threats to guard against rapidly multiplies; servers are no longer a single box but their own ecosystem with virtual servers and external SAN storage; the amount of integration with other systems is increasing, etc.

#### **Other Alternatives Considered:**

X Temporary Help

☐ Part-Time vs. Full-Time

☐ Help from other depts.

X Use of Overtime

☐ Process Improvements



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Fiscal Impact of Change:

☐ Cost Neutral      ☐ Cost Reduction      ☒ Cost Increase

FTE Headcount Impact of Change\*:

☐ Headcount Neutral      ☐ Headcount Reduction      ☒ Headcount Increase

(\*note: any change in FTE count or substantial fiscal impact requires approval by Committee of Jurisdiction, Finance Committee, Leg/Audit/HR Committee, and Board of Supervisors.)

**PART II: CHANGE DETAILS** - Complete the appropriate section below for the type of change being requested.

**POSITION ADDITION** (i.e. addition of entirely new position or one or more of the existing position)

Position Title: Network-Systems Technician

Type of Addition: ☒ Add completely new position      ☐ Add to existing position in TO

How many? 1

Position is: ☒ Full Time: ☐ Part Time:

Additional Communications/Approval Required:

- ✓ Provide updated Job Description to HR
- ✓ Comprehensive Position Questionnaire and Market Analysis completed (as determined by HR Director – for brand new or upgraded positions only)
- ✓ Inform Committee of Jurisdiction
- ✓ Approval from Leg/Audit/HR Committee
- ✓ Board of Supervisors Approval

**PART III: CURRENT AND FUTURE ORG VISUAL**

Attach a copy of your current Table of Organization and proposed Table of Organization for any change(s) indicated in this document.

**PART IV: FINANCIAL DATA** - List the total expenditures, revenues and savings pertaining to this request.

**ANNUAL CURRENT EXPENDITURES**

Salary	\$ 0
Fringe Benefits	\$ 0
Travel/Training	\$ 0
Supplies	\$ 0
Purchased	\$ 0
Capital Outlay	\$ 0
<b>TOTAL</b>	\$ 0

**ANNUAL PROPOSED EXPENDITURES**

Salary	\$ 51,542
Fringe Benefits	\$ 25,775
Travel/Training	\$ 0
Supplies	\$ 4,120
Purchased	\$ 0
Capital Outlay	\$ 0
<b>TOTAL</b>	\$ 80,637



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### REVENUES

Description:

	\$ 0
	\$ 0
<b>TOTAL</b>	\$ 0

### COST SAVINGS

Description:

Transfer of Purchase Service Funds	\$ 80,637
	\$
<b>TOTAL</b>	\$ 80,637

+

- \* If you are requesting a position that will only be funded initially for a part of a year, please complete the Annual Salary and Annual Fringe Benefits Cost using the annual cost based on the start date of the change.

**NOTE:** If any changes are made in the above budget, please contact Human Resources Department, Lisa Lux, ext. 1670, and Financial Services, Brian Massey, ext. 1675 or Julie Beauchamp, ext. 1674. It is extremely important that the information contained here match the figures shown in the budget.

Reviewed By:	Julie Vanden Acker	Date: 9/22/2017
Department Head:	Julie Vanden Acker	Date: 9/22/2017
HR Director:	Lisa Lux	Date: 9/25/2017
County Executive:	<input type="checkbox"/>	Date: <a href="#">Click here to enter a date.</a>

### REQUEST:

☐ Approved   ☐ Denied

Resolution Number: [Click here to enter text.](#)

**Outagamie County  
Position Description**

<b>Position Title:</b>	Network and Systems Technician	<b>Rev. Date:</b>	Sept. 21, 2017
<b>Department:</b>	IT	<b>Affiliation:</b>	AS&P
<b>Reports To:</b>	IT Director	<b>Grade:</b>	9 NE

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**SALARY RANGE**  
\$24.78 - \$31.96 Hourly

**POSITION PURPOSE:**

In conjunction with Network staff, support communication networks and systems. In conjunction with Systems staff, support the physical/virtual server infrastructure and applications. Provide user security management, troubleshooting, break/fix, maintenance, monitoring and documentation for these systems. Perform project management and implementation of basic networks and systems.

**KEY RESPONSIBILITIES:**

The following duties are most critical for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Support, maintain, monitor, troubleshoot, repair and inventory:
  - Voice networks, equipment and associated systems (voice mail, call center, etc.)
  - Data networks and equipment
  - Multi-site wireless networks
  - Video camera networks
  - Audio/Visual control networks
  - Cellular wireless networks
  - Physical and virtual server systems
  - Network storage and backup systems
  - System patches, upgrades and interfaces
- Maintain user security on servers, databases, voice systems and applications.
- Serve as project leader for network and systems projects. Outline scope, write technical specifications and organize the purchase installation and training. Manage the budget and coordinate internal and third party resources.
- Assist in process to research, recommend and justify IT projects for capital and strategic plans
- Document networks, systems, applications and procedures with flowcharts, diagrams, detailed instructions, etc. Create training materials for IT and end users.
- Backup the Network Technician, Network Engineer, Systems Technician and Systems Engineer.

**EDUCATION/CERTIFICATIONS/EXPERIENCE REQUIREMENTS:**

- Associate Degree in Computer Science or related field
- Three years network and/or systems experience
- Or combination of education and experience that provides equivalent knowledge, skills, and abilities.

**REQUIRED OR PREFERRED SKILLS:**

- Experience configuring, supporting and troubleshooting:
  - Local and Wide Area Data Networks (Firewalls, Routers, Switches, DMZ security, Intrusion Prevention, Encryption, Proxy Servers, VPN Technologies, PCI DSS, URL filtering)
  - Wireless technologies (802.11b/g/n/ac, Microwave, Pt to Pt cellular, Security)
  - Voice technologies (VOIP, SIPH, digital, analog, voicemail)
  - Microsoft Group Policy, Domains, Domain Name systems (DNS), Dynamic Host Configuration Protocol (DHCP) and security policy configurations
  - Virtual Servers
- Working knowledge of:
  - Voice Recording, Call Distribution and Call Center systems
  - Video Recording Systems
  - Microsoft SQL Server 2005/2008/2012/2014/2016
  - Microsoft Exchange
  - Network storage
  - Citrix
- Exceptional communication (verbal and written) skills with technical and non-technical audiences
- Demonstrated ability to independently prioritize and complete multiple projects while also actively participating in team projects
- Demonstrate strong troubleshooting skills
- Considerable ability to adapt, learn new technical concepts and perform in unfamiliar environments with or without formal training
- Experience in handling confidential information discretely

**OTHER REQUIREMENTS:**

Frequently required to bend, stoop, kneel and crouch. Able to lift, carry, push, pull or otherwise move up to 25 pounds regularly and up to 50 pounds occasionally.

Outagamie County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

**BLOODBORNE PATHOGENS**  
**Exposure Risk Category C**

**Proposed 2018 IT Org Chart**