

PERSONNEL REQUESTS

From:

For Cost Center No.:

Budget Year Requested (Please Check): 2018 2019 2020 2021 2022

Position Title: I.T. Support Technician

Please check one:

Full-Time Part-Time Hours Per Week Requested

Hours Increased (from 29 to 40), Calvin Kubat

Position Reclass _____ Name of Employee Reclassed

Intern Seasonal

Position Justification/Description of Duties (**Both must be provided**):

- The IT department's role is an invisible one at the City of Ramsey. We maintain computers, software and systems, which allow fellow staff to do their role effectively every workday. We also strive to improve the technologies we have and add new ones in order to facilitate efficient and effective government services.
- The City's IT Department currently responds to well over 1,500 documented service requests annually. That number doesn't include the dozens of walk-in and phone-in requests received daily. Our current count for desktops is 170 and the device count is 69.
- Some of projects in 2016 included: total replacement of all City firewalls, added malware endpoint protection to City computers (most Logis cities will be following this example in coming years), fitted a new squad car, Fire Station 2 support, online fillable forms on the website, utilities data collection tablet, updated police scheduling software (allowing PD staff to view schedules from home), and fitted dozens of cubicles and offices with sit/stand stations.
- With how busy 2016 was, we are already making great strides in 2017. We've already implemented new malicious website blocking software and network analysis software through Logis. These new implementations will significantly lower Ramsey's risk of malicious activity, and, actually saved the City money when looking at the website monitoring software licensing annual costs. On the horizon we have a server replacement this year, audio/visual improvements, as well as the very significant website redesign.

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- Demand on the I.T. Department is growing fast. We are seeing an increased demand from our facilities (new buildings, smart room rentals, park rentals), increased employee counts, increased event AV support, an increased demand for better website offerings, and an increased demand on other I.T. Technologies (phones, tablets, and other devices).

- The City did reach out to neighboring communities, and similarly situated cities across the metro, to see how many full-time-equivalent I.T. staff they employed. As you could expect, the answers were widely varying for a number of reasons, depending on what services are being provided, and how the City approaches providing said services. Responses: Andover: 1, Blaine 4, Coon Rapids 4, Elk River 3, Oakdale 1-3, Roseville 4-5, and Savage 2.5. Ramsey currently has 1.6 F.T.E.s operating I.T. This request is to increase that number to 2.0.

- This request for increasing I.T. hours from 1.6 to 2.0 F.T.E. has been needed for several years. However, staff recognized the City was still recovering from the great recession until recently, and attempted to push this request out as far as possible. Additional hours within the I.T. Department are needed to accommodate the growing needs of the City, and maintain the level of service Ramsey IT is known to provide, while striving to continue to improve City services.

- Lastly, this position will also play a key role in the support and implementation of the City's new website. This position was included in the past 5-year budget. Having a second F.T.E. will provide Ramsey with a trained back up staff person, ready to step in, in the event of staff turn over, or staff leave.

Start Date: 01/01/2018_____

Additional Costs as a result of this request: Example: Uniform, Training, etc.

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Additional Offsetting Revenue Sources: Example Grants: \$ _____

This request must be submitted to the Finance Director no later than **May 22, 2017.**