



Naperville

CITY COUNCIL AGENDA ITEM

SUBJECT: Authorize the City Manager to recruit externally and fill one vacant Technical Services Coordinator position in the Information Technology Department

TYPE OF VOTE: Simple Majority

ACTION REQUESTED:
Grant approval to recruit externally and fill one vacant Technical Services Coordinator position in the Information Technology Department

BOARD/COMMISSION REVIEW:
N/A

COUNCIL ACTION PREVIOUSLY TAKEN:

Date	Item No.	Action

DEPARTMENT: Information Technology/Fire Department

SUBMITTED BY: Pam LaFeber, Ph.D., Director
Mark Puknaitis, Fire Chief

FISCAL IMPACT:
The recommended action will transfer a vacant Administrative Assistant position from the Fire Department to the Information Technology Department (IT) and reclassify it to a Technical Services Coordinator. Transferring the new position of Technical Services Coordinator will result in no additional FTEs for the City, however reclassification of this specialized position will result in an estimated additional cost of \$29,500 in salary and benefits. Also, a budget transfer will be necessary as the position will be assumed by IT. The hire will have Tier 2 benefits.

BACKGROUND:

On September 16, 2008, the City Council implemented a hiring freeze, requiring the City Manager to seek their approval prior to filling positions. On February 3, 2009, the City Council authorized the City Manager to fill vacancies internally without Council approval provided that a) the transfer is cost neutral or saves money, b) there is no increase in FTE's, and c) external hiring will be approved by the City Council.

Since 2010, the Fire Department has held an Administrative Assistant position vacant as it evaluated the department's needs for administrative and technical services. In July 2012, the Fire Department made the determination that the vacant Administrative Assistant position would better serve the City and the department if changed to an IT position. A Fire Department Bureau Chief currently handles all the records management, computer aided dispatch (CAD) and other ancillary assignments such as maintaining the network and support for the new Harris radio system used with the Police Department and other data, cellular phone and technical issues that were previously handled by the City's Telecommunications Manager. This position would aid in filling this needed gap along with succession planning for a key support role within the City.

In order to improve coordination, project management, and technology procurement, IT has seen success in embedding IT staff in departments. In this structure, the IT staff member is included in the design and planning phases of Fire Department initiatives and is also able to communicate IT work plans in order to best schedule projects and assign necessary resources. The dedicated IT employee is able to provide a global view of technology projects in the City, promote collaboration, ensure projects are aligned with the upcoming Strategic Technology Plan, and confirm there are available resources to implement the project. While primarily dedicated to the Fire Department, this employee is a resource to any IT initiative citywide as needed.

In response to these needs, staff recommends that the Administrative Assistant position is reclassified to a Technical Services Coordinator position. The City Manager supports this IT staffing philosophy and the request to advertise and hire the position.

DISCUSSION:

DEPARTMENT	JOB TITLE	RESULT	CHANGE IN BUDGETED HEADCOUNT	SALARY GRADE & RANGE	TIER 1 or 2
Fire Department	Administrative Assistant	Position transferred to Information Technology	-1 FTE	Grade N05 Min \$31,314 Mid \$39,556 Max \$47,799	N/A
Information Technology	Technical Services Coordinator	Vacant position filled via external means	+ 1 FTE	Grade P04 Min \$48,225 Mid \$62,190 Max \$76,155	2

The Technical Services Coordinator will be an IT position dedicated to the Fire Department and responsible for the following duties:

- Serve as the IT liaison to the Fire Department regarding technical system requirements and integration issues;
- Provide day-to-day Fire Department support and troubleshooting for PCs, mobile computers, phones, radios and teleconferencing equipment and related software;
- Perform network system administration functions for Fire Department-specific applications including system monitoring, troubleshooting, updating and problem resolution;
- Support and/or lead projects related to technical resource assessment;
- Acquisition, implementation, integration and upgrades as appropriate;
- Develop and provide user training on technical resources;
- Develops queries from various Fire Department databases and prepares reports; and
- Maintains an inventory of technology and telecommunications equipment for the Fire Department.

Part-time Consideration

The Technical Services Coordinator position is recommended as a full-time position with Tier 2 benefits. The support of a department that is staffed 24/7 is limited if this is hired as a part-time position. A full-time position will also provides a greater level of consistency on managing issues, leading projects, and supporting IT in the event of a citywide system problem.

RECOMMENDATION:

Authorize the City Manager to recruit externally and fill one Technical Services Coordinator position in the Information Technology Department.