



**Board of County Commissioners - Staff Report**

**Meeting Date:** Jan 15th, 2018

**Presenter:** Todd Fletcher

**Submitting Dept:** Information Technology  
Provide Library IT Support

**Subject:** Consideration of Two New FTEs to

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**Statement / Purpose:**

Obtain approval for two additional FTEs for County IT to facilitate a request to provide IT support to the County Library.

**Background / Description (Pros & Cons):**

In spring of 2018, the County Library experienced a reduction in available IT staff, from five to one. Given the staffing shortage, Teton County IT stepped in to assist the Library and provide support for their IT needs; that support continues today. Given capacity limitations with existing County staff, the Library also contracted with a local vendor to provide for some additional support services; that relationship also continues today.

In late spring 2018, the County Library released an RFP requesting an assessment of the Library's Information Technology staff and the services it was providing in order to understand how best to manage programs and services through the appropriate staffing level and expertise and the scope of IT services offered. Carson Block was chosen to perform the assessment and he presented a report to the Library board in the fall. Additionally, County IT provided options to the Library Board to consider County IT Division's ability to provide ongoing IT support coverage. After several months of refining, a Proposal of Understanding was approved by the Library Board for County IT to provide IT support to the Library. This proposal obligates County IT to provide Enterprise IT services and Help Desk support. In order to do this, two additional staff will need to be added to the County's IT division; an IT Technician and a Systems Specialist – User Support. This will bring the total number of IT Technicians employed by the County to three, the intent being to provide one technician on-site at the Library Monday through Friday (staff to serve on a rotating basis). The Systems Specialist position would be a new addition to the division's ranks and would provide service across the County, including to the Library. The Library will retain a single IT position under its management umbrella, a Database Analyst Programmer.

The following table outlines the changes in staff positions, and the associated cost savings for the County at large. As noted in the table, the Library has agreed to cover one-third of the staff costs of the three IT Technician positions in County IT and County IT will be responsible for the salary and benefit costs associated with the new Systems Specialist position.



**Board of County Commissioners - Staff Report**

Library IT Staff (budgeted FY 19)			Proposed Revision to IT Staff		
Position	FTE	Salary	Position	FTE	Salary
IT Manager	1.0	\$87,357	IT Manager	1.00	\$0 - Existing County Staff
Network Specialist	0.875	\$74,668	Network Specialist	1.00	\$0 - Existing County Staff
Systems Specialist	1.00	\$68,445	Systems Specialist	1.00	\$59,754 **
Web Developer	0.75	\$53,940	Web Developer	0.00	\$0 – to be replaced by CivicPlus Website
Database Analyst Programmer	0.90	\$75,020	Database Analyst Programmer	0.90	\$75,020
			IT Technician	1.00	\$54,199 **
<b>Total:</b>		<b>\$359,430</b>	<b>Total:</b>		<b>\$188,973</b>
<b>Total Savings to Teton County: \$170,457 annually</b>					
<i>**This is an estimation of the salary expense for one level 2 and one Level 1 position. Amounts will be finalized once the positions are filled.</i>					
<i>NOTE: estimates do not include benefits costs</i>					

The County Library Board has approved the attached Proposal of Understanding. With approval from the Board of County Commissioners, County IT will move forward with hiring two new staff members and begin to facilitate full IT support of the County Library as a part of County IT responsibilities.

Aside from the dedicated IT Technician on-site at the Library 5 days a week, all other services outlined in the Proposal of Understanding are also provided to other Departments and Elected Offices for which County IT has a responsibility to support. The purpose of the proposal is to provide a clear understanding of expectations between the Library and County IT to smoothly facilitate this significant change in the structure and provisioning of the Library’s technology support.

**Stakeholder Analysis & Involvement:**

The Director and Assistant Director of the Library, County IT Manager, Director of General Services, Library Management Team, 3<sup>rd</sup> Party Consultant, and the Library Board were involved in the 9-month process of evaluations which ultimately resulted in this proposal.

**Fiscal Impact:**

The County IT Division would see an increase of the estimated salary costs for a Systems Specialist (\$55,488 to \$59,754 annually depending on hire qualifications) and the Library would cover one third of the rotating IT Technician salaries, estimated between \$50,329 and \$54,199 depending on new hire qualifications. However, the total impact for the County is an annual savings of approximately \$170,457 as outlined in the table above. County IT would also have equipment (e.g. computers and phones) and office furniture expenses for the new hires, approximately \$5,000 to \$7,000 in the current budget year.



## **Board of County Commissioners - Staff Report**

### **Staff Impact:**

With the addition of two new FTEs, staff across the County (including Library staff) should experience an improvement in response time and attention.

### **Legal Review:**

### **Staff Input / Recommendation:**

Teton County Information Technology and the Library Board recommend approving the change.

### **Attachments:**

1. Proposal of Understanding
2. IT Technician Job Description
3. Systems Specialist – User Support Job Description
4. Request for Additional Personnel – Tier 1
5. Request for Additional Personnel – Tier 2

### **Suggested Motion:**

I move to approve the hiring of an IT Technician and a Systems Specialist for the County's IT Division.

## **Proposal for IT Support to the Teton County Library**

Teton County IT Division proposes to provide services to meet the Information Technology needs of the Teton County Library. Through these services, library staff will be provided with stable and modern technology infrastructure support, enterprise information technology, and IT Helpdesk support, hereafter detailed.

This proposal is provided to establish clear expectations for both the Library and IT Staff.

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### **Services**

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Teton County IT will provide the following services and support as typical of duties rendered to the County at-large.

1. Provide support for network infrastructure for library staff (the business network) and for library patrons (patron network), which includes, but is not limited to: network switching, VLAN configurations and changes, network traffic quality of service, power backup, and disaster recovery.
2. Follow and support Library Internet Policy and Policy on the Confidentiality of Library Records, under directions and counsel from the Library Director and the County Attorney's Office.
3. Provide support for network security via implementation of perimeter firewalls, end-point antivirus, and disaster prevention and recovery.
4. Provide support for network servers, server operating system configurations, updates and patches.
5. Provide data backup and recovery management, as part of existing County data backup systems.
6. Provide centralized management for user and endpoint access control.
7. Assist in ensuring network and service access follows applicable regulatory requirements.
8. Provide support for wireless access for both internal staff and library patrons, as a part of existing County wireless overlay system.
9. Provide telecommunications support on existing County telephone systems and internet access, including new builds and changes to user and phone configuration and auto-attendants. This includes working with telecommunications companies on contract management.
10. Provide consulting and support for virtualized servers for either internal staff or patron catalog access.
11. Provide staff hardware support for user desktop computers, laptops, mobile devices and audiovisual equipment owned by the Library. County IT will ensure network connectivity, internet connectivity, and that device hardware is functional.

## **Proposal for IT Support to the Teton County Library**

12. Provide support for operating systems and County productivity software like Microsoft Office, Cisco Jabber and other software installed on County supported systems that is also used outside of the Library. Custom software, or OTS (Off the Shelf) software that is specific to Teton County Library is supported by County IT staff only as far as infrastructure functionality. Vendor specific issues is outside of the County IT support.
13. Participate in monthly library management team meetings for the purpose of ongoing service evaluation.
14. Participate and provide assistance in formal six month and annual evaluation of services rendered. IT service management industry standards that address aspects including quality and service timeframes, as well as library staff end user ratings and feedback will be utilized.
15. Provide technology budgeting assistance.
16. Undertake research on library-specific technology as requested by the Library Director and library management team.
17. Provide a Level 1 IT Technician to be on-site at the library Monday through Friday for HelpDesk support, not to exceed 40 hours per week. This technician would be required to wear a Library name tag while on duty. A Library Administration designee shall participate in interview processes for new IT Technicians hired to assist in providing on-site library support.

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### **Responsibilities of Teton County Library**

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1. Provide funding to the County equal to one third of the total personnel costs for three Level 1 IT Technician positions. Costs will be determined annually and recalculated during the year if a staffing change or vacancy occurs among the Level 1 IT Technicians.
2. Agree to be fiscally responsible for the time in excess of 40 hours a week should an IT staff member be called on-site for a library specific issue.
3. Be responsible for funding of equipment and software used solely by the library business network and computers, and for patron technology needs.
4. Provide proper safeguards to protect access to County network equipment and servers.
5. Agree to follow County cyber security policy and procedures regarding user accounts, data access controls, physical access, confidentiality and integrity of systems and associated data.
6. Agree to use the County support ticketing system for staff support requests and tracking. And agree to cover help desk system costs for any library technology support personnel not under County IT management.
7. Provide 24-hour access for County IT staff to network and computer equipment within Library facilities.



*Core Values → ESPRIT de Teton County*

*Exceed expectations; offer options not obstacles*

*Servant leadership through initiative*

*Positively professional*

*Respect for all people, places and things*

*Integrity in every word and act*

*Teamwork for the good of the whole*

## POSITION DESCRIPTION

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**TITLE:** Information Technology Technician

**LAST UPDATED:** Jun 2015

**DEPARTMENT:** Various

**EXEMPT STATUS:** Non-Exempt

*FLSA designation cannot be assigned to a job class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designations included on the job description are for general administrative guidelines.*

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**SUMMARY:** Under close supervision, provides basic technical support functions for Teton County or a major County department; provides technical support and maintenance duties for Information Technology (IT) system operations; troubleshoots and resolves basic problems, and maintains standard computer applications.

### PRIMARY DUTIES AND RESPONSIBILITIES:

*Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Responds to client inquiries and requests for service; interviews user to collect information about technology problems and technical issues, and leads user through diagnostic procedures to determine source of error; researches and isolates error sources, and implements technical solutions to resolve user problems within scope of authority and training; duties may vary according to job assignment and work skills.
- Provides technical support, training, and assistance to employees; explains IT issues, and resolves problems according to County standards, guidelines, and procedures; repairs and replaces hardware and updates software; follows up with users to verify the basic functionality of the users' systems.
- Refers complex problems which are beyond the skills of the IT Technician to senior technical staff, and tracks the problem until it has been resolved.
- Assists with maintenance of hardware, peripherals, and software applications.
- Assists with troubleshooting operational issues in the network.
- Maintains equipment, computers, and software; troubleshoots malfunctions and corrects them according to standard procedures; inspects and repairs work stations.
- Documents work completed; maintains work log of service requests, equipment malfunctions, errors and failures.
- Supports the relationship between the Teton County staff and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and County staff; maintains confidentiality of work-related issues and County information; performs other duties as required or assigned.

**MINIMUM QUALIFICATIONS:**

**Education and Experience:**

- High School Diploma or GED equivalent; **AND** one year of computer system maintenance experience; **OR** equivalent combination of education, training, and experience.

**Required Licenses and Certifications:**

- Must possess a valid Wyoming/Idaho Driver's License and maintain an acceptable driving record.

**Required Knowledge of:**

- County policies and procedures.
- Basic principles of IT operating systems and technical support.
- Safety rules and regulations, occupational hazards, and safety precautions in IT work sites.

**Required Skills in:**

- Operating computer systems, related software applications, and peripheral devices.
- Effectively communicating job related technical terminology, both verbally and in writing.
- Learning to perform basic initial computer troubleshooting by analyzing descriptions from customers.
- Using basic tools, equipment, and procedures for installing, repairing, and maintaining computer software, hardware, and peripherals.
- Providing technical support and training to County departments and personnel.
- Establishing and maintaining effective working relationships with other staff.
- Communicating effectively verbally and in writing.

**Physical Demands/Work Environment:**

- Work is performed in a standard office and around County facilities; full manual dexterity and visual acuity are required to work in confined spaces and use precision tools and equipment; requires vision capacity to perform fine calibrations and differentiate between colored wires.



## FY2019 Request For Additional Personnel

**Requesting Department/Office:** General Services / Information Technology

**Requested Position Title:** IT Technician

**FTE Equivalent:** 1

**Job Summary of Position Requested:**

Under close supervision, provides basic technical support functions for Teton County or a major County department; provides technical support and maintenance duties for Information Technology (IT) system operations; troubleshoots and resolves basic problems, and maintains standard computer applications.

**Justification for Request** (e.g., need, level of service requirements, etc.):

In the spring of 2018, the County Library experienced a reduction in available IT staff, from five to one. Given the staffing shortage, Teton County IT stepped in to assist the Library and provide support for their IT needs; that support continues today. Given capacity limitations with existing County staff, the Library also contracted with a local vendor to provide for some additional support services; that relationship also continues today.

In late spring 2018, the County Library released an RFP requesting an assessment of the Library's Information Technology staff and the services it was providing in order to understand how best to manage programs and services through the appropriate staffing level and expertise and the scope of IT services offered. Carson Block was chosen to perform the assessment and he presented a report to the Library board in the fall. Additionally, County IT provided options to the Library Board to consider County IT Division's ability to provide ongoing IT support coverage. After several months of refining, a Proposal of Understanding was approved by the Library Board for County IT to provide IT support to the Library. This proposal obligates County IT to provide Enterprise IT services and Help Desk support. In order to do this, two additional staff will need to be added to the County's IT division; an IT Technician and a Systems Specialist – User Support. This will bring the total number of IT Technicians employed by the County to three, the intent being to provide one technician on-site at the Library Monday through Friday (staff to serve on a rotating basis). The Systems Specialist position would be a new addition to the division's ranks and would provide service across the County, including to the Library. The Library will retain a single IT position under its management umbrella, a Database Analyst Programmer.



## FY2019 Request For Additional Personnel

***Fiscal Impacts – please categorize as either an initial or one-time expense (those which will occur only once, such as the purchase of a desk for a new employee), or as a recurring expense (such as salary and benefits that will continue to occur annually).***

**Expenses**

Salary\* (Range 25, Step 3)  
 Benefits  
 Small Capital (furniture, computer, other)  
 Other (vehicle, training, uniforms, etc.)  
 Total Cost  
 Revenue Offset (see below\*\*):  
 Net cost:

<u>Initial or One-Time</u>	<u>Recurring</u>
\$	\$ 54,199.00
\$	\$ 19,709.29
\$ 3,500.00	\$
\$	\$
<b><u>\$ 3,500.00</u></b>	<b><u>\$ 73,908.29</u></b>
\$	\$
<b><u>\$ 3,500.00</u></b>	<b><u>\$ 73,908.29</u></b>

***\*\*Are there alternate funding options available to support position costs?***

Teton County Library Board has agreed to cover 1/3<sup>rd</sup> the costs of the three IT Technicians, because each week the IT Technician will rotate so that one will be on-site at the Library.

***\*\*Does the position create a potential to generate new or additional revenue?***

No

***If the position is NOT approved, what are the consequences and/or alternatives?***

Teton County IT Division would not be able to meet the request needs of the County Library.

*\*Please contact the HR Director for direction on estimating salary for requested position. All FTE requests, if approved, must be vetted through HR with a job description established and job class assignment accomplished prior to hiring.*

† <https://www.thinkhdi.com/~media/HDICorp/Files/Library-Archive/Insider%20Articles/mean-time-to-resolve.pdf>

†† <https://www.business2community.com/leadership/rightsizing-your-help-desk-team-part-3-0402710#qh2BhLtWWfcLzoEi.97>



## FY2019 Request For Additional Personnel

**Requesting Department/Office:** General Services / Information Technology

**Requested Position Title:** Systems Specialist – User Support

**FTE Equivalent:** 1

**Job Summary of Position Requested:**

Provides second level technical support functions for Teton County by handling requests that have been escalated by lower tiers; is responsible for help desk ticket supervision and resolution; supports Information Technology (IT) network systems, technical support, daily operations, and maintenance; troubleshoots and resolves problems, and maintains computer systems, applications, workstations, peripherals, and voice technologies. Provides support for Exchange Online, SharePoint Online, and other server applications. Assists in researching technology solutions.

**Justification for Request** (e.g., need, level of service requirements, etc.):

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## FY2019 Request For Additional Personnel

***Fiscal Impacts – please categorize as either an initial or one-time expense (those which will occur only once, such as the purchase of a desk for a new employee), or as a recurring expense (such as salary and benefits that will continue to occur annually).***

**Expenses**

Salary\* (Range 27, Step 3)  
 Benefits  
 Small Capital (furniture, computer, other)  
 Other (vehicle, training, uniforms, etc.)  
 Total Cost  
 Revenue Offset (see below\*\*):  
 Net cost:

<u>Initial or One-Time</u>	<u>Recurring</u>
\$	\$ 59,754.00
\$	\$ 21,154.98
\$ 3,500.00	\$
\$	\$
<b><u>\$ 3,500.00</u></b>	<b><u>\$ 80,908.98</u></b>
\$	\$
<b><u>\$ 3,500.00</u></b>	<b><u>\$ 80,908.98</u></b>

***\*\*Are there alternate funding options available to support position costs?***

No

***\*\*Does the position create a potential to generate new or additional revenue?***

No

***If the position is NOT approved, what are the consequences and/or alternatives?***

Teton County IT Division would not be able to meet the request needs of the County Library.

*\*Please contact the HR Director for direction on estimating salary for requested position. All FTE requests, if approved, must be vetted through HR with a job description established and job class assignment accomplished prior to hiring.*

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*Core Values → ESPRIT de Teton County*  
*E*xceed expectations; offer options not obstacles  
*S*ervant leadership through initiative  
*P*ositively professional  
*R*espect for all people, places and things  
*I*ntegrity in every word and act  
*T*eamwork for the good of the w“hole”

## POSITION DESCRIPTION

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<b>TITLE:</b>	<b>Systems Specialist - User Support</b>	<b>LAST UPDATED:</b>	Oct 2014
<b>DEPARTMENT:</b>	Various	<b>EXEMPT STATUS:</b>	Non-Exempt

*FLSA designation cannot be assigned to a job class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designations included on the job description are for general administrative guidelines.*

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**SUMMARY:** Under basic supervision, provides first-responder technical support functions for Teton County or a major County department; supports Information Technology (IT) network systems, technical support, daily operations, and maintenance; troubleshoots and resolves problems, and maintains computer systems, applications, workstations, peripherals, and voice technologies. Research technology solutions templates.

**PRIMARY DUTIES AND RESPONSIBILITIES:**

*Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Responds to client inquiries and requests for service; interviews user to collect information about technology problems and technical issues, and leads user through diagnostic procedures to determine source of error; defines problems, researches and isolates error sources, and implements technical solutions to resolve user problems within scope of authority and training; duties may vary according to job assignment and work skills.
- Provides technical support, training, and assistance to employees; explains IT issues, and deploys solutions according to County standards, guidelines, and procedures; repairs and replaces hardware and updates software; follows up with users to assure the optimal functionality of the users' systems.
- Refers complex problems which are beyond the skills of the Systems Specialist to senior technical staff, and tracks the problem until it has been resolved.
- Assists with maintenance of network systems, hardware, peripherals, and applications; provides technical support, and resolves network and customer problems; researches new technology, proposes solutions and implements.
- Identifies problems, troubleshoots operational issues and updates network systems.
- Monitors and enforces security protocols.
- Maintains equipment, computers, and software; troubleshoots malfunctions and corrects them according to standards procedures; inspects and repairs work stations.
- Documents work completed; maintains work log of service requests, equipment malfunctions, errors and failures; identifies and reports trends and technical problems which need to be addressed by improved methodologies, procedures, and policies.
- Maintains project files, documents, and records; maintains inventory records on hardware, software, and IT resources; prepares reports on program activities and performance.
- Research technology projects and implement solutions, as requested.
- Supports the relationship between the Teton County staff and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and County staff; maintains confidentiality of work-related issues and County information; performs other duties as required or assigned.

## **MINIMUM QUALIFICATIONS:**

### **Education and Experience:**

- Associate's Degree in Computer Science, or related field; **AND** three years' technical support and computer system administration experience; **OR** equivalent combination of education, training, and experience.

### **Required Licenses and Certifications:**

- Must possess a valid Wyoming/Idaho Driver's License and maintain an acceptable driving record.
- Microsoft (MCITP/MCSE/MCSA), Cisco (CCNA/CCNP/CCSP), and/or other professional IT certifications are desirable. Additional technical skills training and certifications may be required for some incumbents.

### **Required Knowledge of:**

- County policies and procedures including security protocols.
- Networked computer system environments and peripheral device capabilities.
- Hardware, software, voice systems, and peripheral equipment troubleshooting techniques.
- Technical support principles, processes, and standards.
- Workstation applications, operating systems, and special software applications used in Teton County.
- Administration and maintenance principles of network operating domains, and relational databases.
- Safety rules and regulations, occupational hazards, and safety precautions in IT work sites.

### **Required Skills in:**

- Diagnosing and resolving technical problems in a network environment.
- Assessing customer support needs, and implementing effective solutions.
- Solving technical problems involving integrated operating systems and hardware platforms.
- Using tools, equipment, and procedures for installing, repairing, and maintaining computer software, hardware, and peripherals in a multiple operating system environment.
- Providing technical support and training to County departments and personnel.
- Working independently in a technical environment with interlinked and changing priorities.
- Establishing and maintaining effective working relationships with other staff.
- Communicating effectively verbally and in writing.

### **Physical Demands/Work Environment:**

- Work is performed in a standard office and around County facilities; full manual dexterity and visual acuity are required to work in confined spaces and use precision tools and equipment; requires vision capacity to perform fine calibrations and differentiate between colored wires.