**IT Support Technician**

**CORPORATE AND FINANCIAL SERVICES**


**BUSINESS CASE PROPOSAL**


**FOR**

**WHEATLAND COUNTY**

**PREPARED BY: TRACY BUTEAU**


**November 10, 2020**

**Executive Summary**

The Wheatland County GM of Corporate and Financial Services is proposing to hire a full-time IT Support Technician. This position is necessary to increase effectiveness for the IT department by delivering enhanced support to Council, staff and residents while allowing the Manager of IT Services to focus on the creation of an Asset Management/Project Management function area, overseeing GIS, Records Management, increasing inhouse skillset, and supporting the Broadband project. The Manager will also be able to better implement knowledge of change management, project management, and business analysis within the County and create business process efficiencies through Laserfiche workflow automation (transferring manual processes to automated processes), Diamond ERP (improvements to effective and business process in finance, work orders, PO's, EFT's, and a future online site for residents to see their bills, taxes, assessments, etc.), and other tools.

Currently, the Manager is fulfilling requests for IT support from Council and staff, which include setting up meeting rooms, deploying laptops, fixing cell phones, and minor items that could be solved by an IT Support Technician in a more cost-effective manner.

Due to the fundamental shift towards higher reliance on technology, it is imperative that we continue to increase our security, overall process efficiencies, and able to resolve IT issues in a timely manner for a higher and better stakeholder experience.

The addition of the position will enable current staff to:

- Receive a timely response to their IT issues, leading to increased productivity and down time
- Increase job satisfaction
- Create efficiencies through Laserfiche and other tools both internally for staff and externally for residents

The most important benefits of hiring a full-time IT Support Technician include:

- Timely responses for user requests
- Reduce staff overtime incurred
- Provide support services when the Manager of Information Services is absent
- Help to increase the number of specific projects that are accomplished
- Align more closely to the ratio of IT staff to business users in other municipalities
- Reduces risk to business continuity – back up to manager

The investment in the Wheatland County Corporate Services department is critical to the success of all departments; in this case, the necessity for a full-time IT

Support Technician will equate to:

- Increased productivity of existing staff
- Enabling them to better meet department and individual goals
- Providing increase customer service to our residents

**Position Objectives and Descriptions**

The position description has been attached to the business case.

**Needs Assessment**

*At issue (what is the problem):*
- The Manager of Information and Technology Services is responsible for managing several function areas, while also spending time supporting day to day IT requests such as setting up cell phones, deploying laptops, resolving all on-site support issues, etc.
- The Manager is responsible for overseeing the implementation of the Asset Management function area. This position will also provide training and best practices regarding project management to the organization.
- GIS is implementing a change from Munisight to ESRI.
- Records Management is currently migrating from hard copy to digital information management of records and is involved in creating forms through Laserfiche that will allow staff to electronically fill in information rather than a manual hard copy. An example of this is the Vehicle Inspection Forms that are currently being developed and deployed through MRF.
- Broadband Project – The Manager is the Project Sponsor and will oversee this potential multi-year and multi-million dollar project.

*Who is impacted?*
- Council, all staff, and residents of the County.

*Benefits from correcting the problem:*
- Allows the IT Manager to focus on the growth and continuous improvement of processes, policies, skillsets, staff, and tools for Asset Management, Project Management, GIS, Records Management, and the Broadband project.
- Increased customer service focus to staff and County residents through automated processes.
- Allows the IT Manager to pass along his knowledge to staff in change management, project management, road maps, enterprise solutions, business partnering, and helping the municipality become more efficient through information services, process improvement, and technology.

**Project Work Plan**

*January 2021 – IT Support Technician*

1. Full-time IT Support Technician begins at the County.
2. Orientation on-boarding (internal), including set up of network access
3. Review County Policies and current bylaws
4. Organize training on IT process and hardware/software
5. Meet with the Department General Manager and other staff to review programs and services and establish expectations
6. Commence work and complete IT requests for support
7. Work on the completion of stated objectives
8. Participate in the annual performance evaluations and creating obtainable future goals and objectives

**Financial Plan**

The creation of this position will result in an increase to salary and benefits. Please see Appendix A of the attached documents. There will also be a slight increase to the training budget, office supplies, and computer equipment.

| **Expenditures** | **2020** |
|---|---|
| Salary & Benefits estimate | $97,715 to $107,950 |

This increased expenditure will be allocated to the Administration cost center.

**Wheatland County**
**Corporate and Financial Services**
**Organizational Chart - November 10, 2020**

**Purpose:** Current organizational chart - funding and position changes

| Positions | Step on Salary Grid | Range | | Midpoint | Benefits (27%) total | Total |
|---|---|---|---|---|---|---|
| IT Support Technician | Step D | 76,431 | 94,000 | 85,000 | 22,950 | 107,950 |
| Totals | | | | | | |
| <mark>Total Potential Added Costs</mark> | | | | | | <mark>$ 107,950</mark> |

| | |
|---|---|
| Benefits (employer paid) | LAPP (largest expense), Health and Dental, Critical Illness, WCB, Health Spending Account, Employer portion of EI and CPP. |

# Position Description

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**Position Title:** IT Support Technician

**Position Reports To:** Manager of IT Services

**Date Approved:**

**Incumbent's Signature:**                                      **Date:**

**CAO's Signature:**                                                **Date:**

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**Position Summary:**

As a member of the IT team, the IT Support Technician provides technical support and performs proactive IT duties to support the County's overall operations. This includes, but is not limited to customer service, helpdesk & deskside support, working with external vendors, monitoring, maintaining technology, supporting 24/7 access, creating/maintaining documentation, assisting in the development and support of workflow automation tools, evaluating security, and helping to support systems reliability throughout all County facilities.

**Key Responsibilities:**

- Provide customer service, training, technical support, and request fulfillment in a helpdesk, deskside and remote work capacity to Council and all staff with regards to computer hardware, network, internet, software issues, and requests.
- Determine and document problems and create/maintain a knowledge base.
- Maintain updates of windows and applications and support VPN accounts and assist VPN users.
- Install and maintain desktop hardware and software, printers, mobile devices, peripherals, and ensure that IT and AV equipment in Council Chambers and all meeting rooms are in good working order, as well as maintain proactive asset management.
- Perform onboarding, offboarding, user account administration including active directory, E-mail, cloud service, and applications.
- Support and assist records management in maintaining user's file permissions.
- Develop tips, tricks, and guides for staff on applications, processes, or tools.
- Assist and support in the rolling out of new software, workflow automation tools, and processes.

- Responsible for using confidential information appropriately and maintaining the confidentiality and security of all information related to the County.
- Act as back up to building maintenance staff with security and access to buildings
- Ensure adherence to all applicable Wheatland County policies and bylaws.
- Perform tasks, consistent with the position, including special projects / assignments, as may be required on an ad hoc basis, and as assigned by the Manager of Information Services.

**Occupational Health and Safety (OH&S):**

- Ensure compliance with OH&S including attendance at safety meetings, being properly trained in OH&S related topics (e.g., Emergency Management training and exercises), and ensuring work is completed in a safe manner.

**Qualifications:**

- Completion of a post-secondary education in Information Systems or 3 – 5 years of experience, ideally with a rural municipality.
- A+ Certified and/or equivalent proven experience working in a diverse technology environment supporting hardware and software in a tier 2 capacity.
- ITIL Foundations Certified and/or proven equivalent IT operations knowledge/experience.
- Excellent communication and customer service skills including written, verbal and interpersonal.
- Effective problem solving and decision-making skills.
- Effective organizational and time management skills; comfortable managing many different priorities concurrently in a fast-paced environment.
- Valid Class 5 Alberta drivers' license.

**Expected Skills and Attributes:**

- Proficient computer skills and strong understanding of MS Office (M365) and general productivity tools.
- Can work with all levels of a diverse organization.
- Proficient with supporting desktop hardware, Windows 10, and applications.
- Proficient in supporting Android and/or Apple mobile devices.
- Familiarity with supporting corporate networks an asset.
- Familiarity with Microsoft Hyper-V, VMware, Mobile Device Management (InTune), Azure, Microsoft Virtual Desktop and/or SQL/SQL Server considered an asset.
- Knowledge of document management and workflow automation tools such as Laserfiche, SharePoint, MS Flow, or Livelink considered an asset.
- Knowledge of Microsoft Dynamics GP considered an asset.
- Web development or design concerned an asset.

**Working Conditions:**

- This position works a 5-day work week, Monday to Friday, with one day off in a 3-week cycle; hours of work: standard 37.5-hour work week
- On-call shifts and working outside normal office hours may be required.
- Working at all municipal buildings including repair shops, server rooms, and other external sites will be required. Suitable personal protective equipment will be required depending on environment.