

## SCOTT COUNTY PERSONNEL ACTIONS

HR-4  
4-27-10

BOARD MEETING: April 29, 2010

**NEW HIRES**

Employee/Department	Position	Salary	Effective Date	Remarks
Chris Carter Sheriff	Deputy Sheriff	\$43,306	03/29/10	Replaces Jack Rudsell
Christina Hagedorn County Attorney	Data Clerk/Receptionist	\$27,331	04/05/10	Replaces Alma Bakoylis
Chad Weipert Sheriff	Deputy Sheriff	\$43,306	04/12/10	Replaces Lindsey Ellison

**TRANSFERS AND PROMOTIONS**

Employee/Department	New Position	Salary Change	Effective Date	Remarks
Kelly Lutz Treasurer	Multi-Service Clerk	\$26,582 - \$28,454	Step 2	Promo from Clerk II

**LEAVES OF ABSENCE/OTHER**

Employee/Department	Position	Effective Date	Remarks
None			

**BARGAINING UNIT STEP INCREASES**

Employee/Department	Position	Salary Change	Wage Step	Effective Date
Jessica Eggers Community Services	Case Aide	\$36,816 - \$38,189	Step 4	04/13/10
Timothy Ells Sheriff	Deputy Sheriff	\$43,306 - \$45,282	Step 2	04/23/10
Eric Roloff Sheriff	Deputy Sheriff	\$43,306 - \$45,282	Step 2	04/24/10
Ryan Strom Sheriff	Deputy Sheriff	\$43,306 - \$45,282	Step 2	04/24/10
James Wilkison Sheriff	Deputy Sheriff	\$43,306 - \$45,282	Step 2	04/24/10

**MERIT INCREASES**

Employee/Department	Position	Salary Change	% of Midpoint	Effective Date
Matt Walker Sheriff/Jail	Corrections Sergeant	\$52,890 - \$53,948 (2.0%)	108.234%	03/30/10
Rebecca Wilkison Secondary Roads	Administrative Assistant	\$45,193 - \$46,848 (4.062%)	115%	04/02/10
Brianna Boswell Health	Community Dental Consultant	\$43,691 - \$45,002 (3.0%)	101.354%	4/9/10
William Hyde Sheriff/Jail	Corrections Sergeant	\$44,485 - \$46,709 (5.0%)*	93.71%	04/12/10

\*First or second review following appointment or promotion. Salary adjusted 5% if not above 95% of midpoint & employee receives rating of 3 or better.

**BONUS**

Employee/Department	Position	Effective Date
Sam Samara Information Technology	Network Infrastructure Supr	08/04/09
Troy McClimon Sheriff	Sergeant	10/14/09
Rita Petersen Recorder	Clerk II – P/T	03/08/10
Wendy Costello Treasurer	Multi-Service Clerk	03/17/10

**SEPARATIONS**

Employee/Department	Position	Hire Date	Separation Date	Reason for Separation
Janice Telsrow Health	Public Health Nurse	06/09/08	04/20/10	Voluntary resignation

**REQUEST TO FILL VACANCIES**

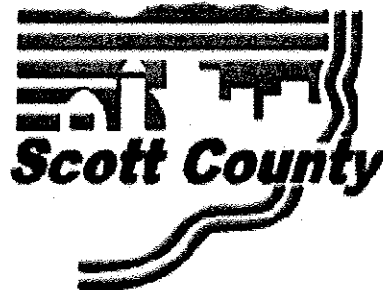
Position/Department	Position Status	Starting Date	Previous Incumbent	Recommendation
Network Systems Admin Information Technology	Vacant / new	7/1/10	NA	Approve to fill
Desktop Service Technician Information Technology	Vacant / new	7/1/10	NA	Approve to fill

**TUITION REQUESTS**

Employee/Department	Position	Course of Study	Course dates(s)
None			

**Scott County, Iowa  
Information Technology Department**

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April 19, 2010

To: Mary Thee  
Assistant County Administrator / Human Resources Director

From: Matt Hirst, Director  
Information Technology

Subject: Network Systems Administrator and Desktop Service Technician Positions

As you are aware, Scott County Information Technology will be functioning as one of the supporting departments for the new Scott Emergency Communications Center (SECC) operation. In order to facilitate this support role, IT needs to add Network Systems Administrator (NSA) and Desktop Service Technician resources to augment current staffing levels. We have requested to fill an additional NSA and Desktop Service Technician as close to July 1, 2010 as recruitment processes will permit. Pursuant to recent Board direction, this memo addresses the need for the positions and the impact that would result from not filling these positions.

The Network Systems Administrator position in Information Technology (we currently have four) are highly skilled technicians in IT. These staff members handle most computer desktop and server configuration, deployment, and maintenance assignments and are relied upon to work independently to resolve complex issues, troubleshoot elaborate computer and application systems and to use their skills, knowledge and experience to solve problems that arise on a daily basis. The systems and issues that are typically assigned to the NSA positions include:

- Provides user support services on desktop computer, server, telephone and network systems;
- Researches, evaluates and tests new technologies in hardware/software;
- Works with vendors to resolve PC/PBX problems and/or improve service levels;
- Engages in troubleshooting network applications to provide accurate advice or obtain assistance from appropriate internal/external sources;
- Installs, tests, configures and maintains complex microcomputer hardware and software;
- Administers PC network by assigning rights, maintaining database of users, mappings and directories for users/groups and applications.

The Desktop Service Technician position in Information Technology (we currently have one) is a skilled specialist in IT. This staff member acts as the initial internal County user customer contact in resolving problems relating to information technology and provides immediate solutions whenever possible. They record all required data into an automated Help Desk system and evaluate, prioritize, resolves and/or assigns problems reported by computer users. The systems and issues that are typically assigned to the NSA positions include:

- Provides general assistance with word processing problems, spreadsheet issues, internet questions and printing questions;

- Fields initial phone calls or electronic mail from internal County user customers experiencing computer related problems or making simple requests;
- Prioritizes and assigns problems requiring more advanced technical assistance to the appropriate information processing member or technology partner;
- Processes hardware repair and replacement request/orders with appropriate vendors;
- Monitors all network servers and notifies the person responsible to restore availability in the event of a server failure.

These are only a small sampling of the type of work we expect and receive from our NSA's and Desktop Service Technician. These positions allow us to perform complex tasks internally rather than relying on outside contractors. They also help us ensure that County technology continues to function properly to meet the business needs of County Offices and departments.

Not filling these positions would be a significant obstacle for IT. We would see a backlog of work develop and, eventually be faced with either contracting more work or deferring tasks. Either outcome would be more costly for our department – either higher costs for contractors or higher personnel costs resulting from poorly performing technical solutions.

These positions are funded as part of the FY'11 SECC budget. I recommend that the Board approve these positions for recruitment.

**Thank you,**

*Matt*

Matt Hirst, Director  
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THE COUNTY AUDITOR'S SIGNATURE CERTIFIES  
THAT THIS RESOLUTION HAS BEEN FORMALLY  
APPROVED BY THE BOARD OF SUPERVISORS ON

DATE

SCOTT COUNTY AUDITOR

## RESOLUTION

### SCOTT COUNTY BOARD OF SUPERVISORS

April 29, 2010

#### APPROVAL OF STAFFING ADJUSTMENTS IN THE INFORMATION TECHNOLOGY DEPARTMENT

BE IT RESOLVED BY the Scott County Board of Supervisors as follows:

Section 1. That the table of organization for the Information Technology Department be increased 1.0 FTE to reflect the addition of a Network Systems Administrator that will be compensated through the Scott Emergency Communications Center.

Section 2. In the Information Technology Department the title of Help Desk Specialist is changed to Desktop Support Technician.

Section 3. That the table of organization for the Information Technology Department be increased 1.0 FTE to reflect the addition of a Desktop Support Technician that will be compensated through the Scott Emergency Communications Center.

Section 4. This resolution shall take effect immediately.

