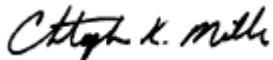


REQUEST FOR COUNCIL ACTION

Date: 7/16/12
Item No.: 12.e

Department Approval



City Manager Approval



Item Description: Consider Establishing a New Position within the Information Technology Division

BACKGROUND

Since 1997, the City Council has consistently approved Joint Powers Agreements authorizing the City of Roseville to provide Information Technology support to area municipalities and governmental agencies. To date, the City has 26 such agreements in place worth a combined total of \$733,000 annually.

Monies derived from the partnerships not only pay for the additional staffing costs that are incurred, but they also offset a portion of Roseville's fixed information system costs.

Over the past several months, the City has been in discussions with the cities of Anoka and St. Francis regarding the provision of IT services. Both of these cities have approved an agreement to turn over the support of their information systems to Roseville. In order to provide services to these two cities, the City will need to add another Network Server Specialist position. The cost of the new position including benefits will be \$75,000 - \$85,000 annually. In contrast, the new JPA's with Anoka and St. Francis will garner us \$157,000 annually.

The IT business partnerships have been successful in large part because each respective organization has similar needs, and have agreed to standardize on similar platforms. Overall savings are achieved because the research, development, and planning on technological issues and the general administrative function is centralized with the City of Roseville thereby removing the burden from the other agencies.

The benefit to the City of Roseville is that these partnerships allow us to recoup our investment in research, training and equipment costs over a broader base. In addition, Roseville retains a much stronger complement of IT Staff to service our own needs than we could if we were to go it alone.

The City currently employs the following positions within the IT Division:

- Information Technology Manager – 1 FTE
- Network Systems Engineer - 2 FTE's
- Network Systems Analyst – 1 FTE
- Network Server Specialist – 1 FTE
- Desktop Support Specialist - 4.5 FTE's

Based upon an assessment of Roseville's current needs as well as the needs of other partnering agencies,

33 Staff has determined that a new Network Server Specialist position is warranted. A copy of the job
34 description for the new position is included in *Attachment A*.

35 **POLICY OBJECTIVE**

36 Joint cooperative ventures are consistent with past practices as well as the goals and strategies outlined in
37 the Imagine Roseville 2025 process.

38 **FINANCIAL IMPACTS**

39 There is no financial impact to the City of Roseville. The position, which is projected to carry salary and
40 benefits in the range of \$75,000 - \$85,000, will be fully funded by monies derived from the partnering
41 agencies. Inflationary-type increases in these revenues are expected to keep pace with increasing personnel
42 costs over time.

43 **STAFF RECOMMENDATION**

44 Based upon the current IT needs for both the City and other partnering agencies and available funding
45 from those same agencies, Staff recommends the City Council approve the creation of this new position.

46 **REQUESTED COUNCIL ACTION**

47 Motion to authorize the creation of a new Network Server Specialist position within the Information
48 Technology Division.

49

50

Prepared by: Chris Miller, Finance Director
Attachments: A: Job description of the Network Server Specialist position

CITY OF ROSEVILLE	JOB DESCRIPTION
Job Description Title: Server Specialist	FLSA Status: Exempt / Non Union
Department/Division: Finance	Position Status: Regular Full-Time
Accountable To: IT Manager	Salary Grade: Exempt Level 12
Prepared By: Terre Heiser	Revision Date: July, 2012

Job Summary:

Design, administer, and maintain the enterprise wide Microsoft Windows server systems.

Scope of Responsibility:

This Server Specialist has the primary role to support Microsoft Windows servers and related components to achieve high availability and performance of the various business applications supported. This individual also participates in the planning and implementation of policies and procedures to ensure server provisioning and maintenance that is consistent with city goals, industry best practices, and regulatory requirements.

The Server Specialist performs advanced troubleshooting and analysis and sets limited precedent under management guidance that may affect a large group and have a large financial impact. Builds and maintains positive and effective working relationships with the City staff, staff key customers and vendor.

Essential Duties and Responsibilities:

- 1) Perform all tasks necessary to fulfill service level agreements regarding server data access, availability, and security.
- 2) Implement policies, procedures, and technologies to ensure server security through secure access, monitoring, control, and routine security evaluations.
- 3) Recommend, schedule, and perform software patches, upgrades, and/or purchases.
- 4) Ensure that server implementations comply with policies, standards, licensing agreements, and configuration guidelines.
- 5) Perform data archiving, retrieval, and deletion according to best-practices for maintaining regulatory compliance.
- 6) Monitor, test, and analyze server software activities to ensure maximum performance, efficiency, and availability.
- 7) Provide additional support for city database servers, messaging (MS Exchange), applications servers, and other systems.
- 8) Provides frequent communication occasionally involving detailed procedural explanation or technical responses.
- 9) Other duties as assigned

83 **Minimum Qualifications:**

- 84 1. Minimum job requirements are a four year degree in a technology related field, and/or
85 equivalent training and 5 years of related experience.
- 86 2. 5+ years of experience with both Microsoft server and application technologies experience.
- 87 3. Current Microsoft Certification with Exchange Messaging Servers.
- 88 4. Experience with large enterprise customers running Windows infrastructure protocols, and
89 standards.
- 90 5. Ability to install, configure and maintain Windows infrastructure running both physical and
91 virtual infrastructure (VMware, Hyper-V and Citrix)
- 92 6. Extensive experience with Microsoft Active Directory.
- 93 7. Ability to troubleshoot and resolve Windows OS and Microsoft Application issues
- 94 8. Possesses strong communication skills as well as analytical and critical thinking abilities, and a
95 valid driver's license.

96 **Physical Demands & Working Conditions:**

97 Most work is in an office environment; however various site locations require driving. There is extensive
98 use of computers and peripheral equipment. Limited lifting of up to 50 pounds or less is required less than
99 15% of the time. The Position is responsible for diverse matters, some of which have deadlines and require
100 significant attention to detail. Approximately 45 - 70% of the time, work is performed at a high level of
101 detail or pressure of deadlines. Some extended hours in the evening or on weekends on a periodic basis.
102