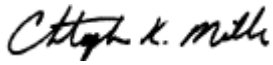


ROSEVILLE
REQUEST FOR COUNCIL ACTION

Date: 04/20/09
Item No.: 12.d

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 20 such agreements in place worth a combined total of \$564,000 annually.

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

During the past two years, the City has added 3 additional partnerships, and has recently been approached by the City of Vadnais Heights who is also interested in a partnership. Based on the scope of services outlined in recently approved JPA's, and in considering the needs of Vadnais Heights, it has been determined that additional staffing is needed. The full cost of salary, benefits, training, equipment, etc. will be borne by the other cities and will not require additional monies from Roseville.

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.

As the City of Roseville continues to engage additional business partners, monies previously spent by other agencies will transfer to the City of Roseville. A portion of these monies will be needed to hire additional IT Staff. In effect, the other agencies will continue to outsource their IT function – only through Roseville rather than a private vendor.

29 The City currently employs the following positions within the IT Division:
30

- 31 • Information Technology Manager – 1 FTE
 - 32 • Network Systems Engineer - 2 FTE's
 - 33 • Network Systems Analyst – 1 FTE
 - 34 • Desktop Support Specialists - 2.5 FTE's
- 35

36 Based upon an assessment of Roseville's current needs as well as the needs of other partnering agencies,
37 Staff has determined that a new Network Server Specialist position is warranted. A copy of the job
38 description for the new position is included in *Attachment A*. This new position will be comparable to the
39 level of responsibility held by the City's Network Systems Analyst.

40 **POLICY OBJECTIVE**

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

43 **FINANCIAL IMPACTS**

44 There is no financial impact to the City of Roseville. The position, which is projected to carry salary and
45 benefits in the range of \$70,000 - \$80,000, will be fully funded by monies derived from the partnering
46 agencies. Inflationary-type increases in these revenues are expected to keep pace with increasing personnel
47 costs over time.

48 **STAFF RECOMMENDATION**

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

51 **REQUESTED COUNCIL ACTION**

52 Motion to authorize the creation of a Network Server Specialist position within the Information
53 Technology Division.
54
55

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 – Messaging Servers	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 / Chris Miller	Revision Date: April 12, 2009

Job Summary:

Design, administer, and maintain the enterprise wide Microsoft Exchange messaging system to include virus protection, spam filtering and security at an enterprise level.

Scope of Responsibility:

The Server Specialist – Messaging Servers primary role is to manage the Microsoft Exchange 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 Exchange provisioning and maintenance that is consistent with city goals, industry best practices, and regulatory requirements.

Essential Duties and Responsibilities:

- 1) Perform all tasks necessary to fulfill service level agreements regarding Exchange-based messaging and collaboration availability and security; including those involving user accounts, shared folders/calendars, mailing lists, and Outlook Web Access.
- 2) Implement policies, procedures, and technologies to ensure Exchange server security through secure access, monitoring, control, and routine security evaluations.
- 3) Manage Exchange database(s), antivirus applications, messaging filtering, and error log tracking.
- 4) Recommend, schedule, and perform software patches, upgrades, and/or purchases.
- 5) Ensure that Exchange server implementations comply with policies, standards, licensing agreements, and configuration guidelines.
- 6) Perform message archiving, retrieval, and deletion according to best-practices for maintaining regulatory compliance.
- 7) Monitor, test, and analyze e-mail system and server software activities to ensure maximum performance, efficiency, and availability.
- 8) Provide additional server support for city database servers, applications servers, and other systems.

Minimum Qualifications:

1. Minimum job requirements are a four year degree in a technology related field, and/or equivalent training and 5 years of related experience.
2. Proven experience with Microsoft Exchange 2003/2007 administration with 5 years experience.
3. Working technical knowledge of current messaging and collaboration systems software, protocols, and standards, including Microsoft SharePoint
4. Hands-on software and hardware troubleshooting experience.
5. Extensive experience with Microsoft Active Directory.

6. Working technical knowledge of Exchange 2007 architecture.
7. Experience with Microsoft SQL Server database management.
8. Previous exposure to server virtualization technologies.
9. Previous migration experience to Exchange 2003.
10. Good understanding of the organization's goals and objectives.

Physical Demands & Working Conditions:

Most work is in an office environment, with extensive use of computers and peripheral equipment. Limited lifting of forty pounds or less is required. The Position is responsible for diverse matters, some of which have deadlines and require significant attention to detail.

The Position entails a scheduled 40 hour work week, but may include extended hours in the evening or on weekends on a periodic basis.

Approximately 20% of the time, work is performed at the highest level of detail and pressure of deadlines.