Aitkin County Board of Commissioners
Request for County Board Action/Agenda Item Cover Sheet

To: Chairperson, Aitkin County Board of Commissioners   Date: _____10/15/2013_____

Via: Patrick Wussow, County Administrator

From: ___Bobbie Danielson, HR Manager,___ *Bobbie Jo Danielson*

Title of Item:

_____Personnel Committee Recommendations_____

Requested Meeting Date: __10/22/2013__   Estimated Presentation Time: 5-10 Minutes_____

Presenter: __Patrick Wussow or Bobbie Danielson_____

Type of Action Requested (check all that apply)

___ For info only, no action requested   ___ Approve under Consent Agenda

___ For discussion only with possible future action   ___ Adopt Ordinance Revision

___ Let/Award Bid or Quote (attach copy of basic bid/quote specs or summary of complex specs, each bid/quote received & bid/quote comparison)

_x_ Approve/adopt proposal by motion   ___ Approve/adopt proposal by resolution (attach draft resolution)

___ Authorize filling vacant staff position

___ Request to schedule public hearing or sale   ___ Other (please list) _____

___ Request by member of the public to be heard

___ Item should be addressed in closed session under MN Statute _____

Fiscal Impact (check all that apply)

Is this item in the current approved budget? Yes __x____ No _____(attach explanation)

What type of expenditure is this? _x_ Operating __ Capital __ Other (attach explanation)

Revenue line account # that funds this item is: _____

Expenditure line account # for this item is: _____Salaries & Wages, Fringe Benefits_____

Staffing Impact (Any yes answer requires a review by Human Resources Manager before going to the board)

Duties of a department employee(s) may be materially affected. __ Yes _x_ No

Applicable job description(s) may require revision.   __ Yes _x_ No (new job desc attached)

Item may impact a bargaining unit agreement or county work policy. __ Yes _x_ No

Item may change the department's authorized staffing level. __ Yes _x_ No

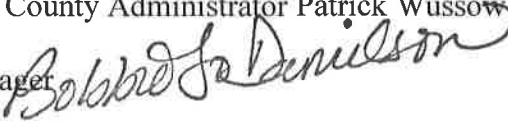> BJD
>
> HR Review

Supporting Attachment(s)

_x_ Memorandum Summary of Item

___ Copy of applicable county policy and/or ordinance (excerpts acceptable)

___ Copy of applicable state/federal statute/regulation (excerpts acceptable)

___ Copy of applicable contract and/or agreement

___ Original bid spec or quote request (excluding complex construction projects)

___ Bids/quotes received (excluding complex construction projects, provide comparison worksheet)

___ Bid/quote comparison worksheet

___ Draft County Board resolution

___ Plat approval check-list and supporting documents

___ Copy of previous minutes related to this issue

_x_ Other supporting document(s) (please list) __job description, pay scale, and memo from IT Director Steve Bennett__

Provide (1) copy of supporting documentation NO LATER THAN Wednesday at Noon to make the Board's agenda for the following Tuesday. *(If your packet contains colored copies, please provide (4) paper copies of supporting documentation as we do not have a color printer or copier.)* Items WILL NOT be placed on the Board agenda unless complete documentation is provided for the Board packets.

AITKIN COUNTY HUMAN RESOURCES

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To: County Commissioners and County Administrator Patrick Wussow

From: Bobbie Danielson, HR Manager

Date: October 15, 2013

Subject: Personnel Committee Recommendations

Background

The Personnel Committee met on October 15, 2013, and recommends the following 3:1, with Commissioner Wedel, Commissioner Neimi, and County Administrator Wussow in favor. HR Manager Danielson is in favor contingent upon reorganization within the IT Department to provide higher technical utilization of the existing Computer Specialist/iSeries position and to train/allow interested departments to update their own web pages, thereby freeing up the Computer Specialist/Web position to provide training and/or higher level troubleshooting.

Refill one full-time Network/Application Support Specialist position. This is a budgeted position that is vacant due to a resignation, effective November 1, 2013. Grade N, $32k to$58k salary range. (Current incumbent is at $47,278.40.)

Action Requested

Motion to fill one full-time Network/Application Support Specialist position.

If you have any questions or require additional information prior to the meeting, please feel free to contact Steve Bennett or the Personnel Committee members.

Memo

To: Aitkin County Personnel Committee

From: Steve Bennett

Date: 10/15/2013

Re: Computer Specialist Position

Chungchi Nakamitsu has tendered her resignation from the position of Computer Specialist with the IT Department. Her last day is scheduled for November 1, 2013.

Ms. Nakamitsu has been with the County in that capacity since July 2008. Her present salary is $47,278.40. This exempt position has a Hay grade of N with a salary range from $32,676.80 to $58,884.80. This position within the new system will be Network/Application Support Specialist with a salary to be determined. I request that the position be re-filled and it be advertised with the new position title and requirements.

This job is the lead troubleshooting position in the IT Department. Day to day and advanced support are provided for user problems as well as application system problems. Network, server, PC, printing, installation, and many other areas are covered. The public safety applications of the Sheriff's Office and the social welfare applications of HHS are heavily depend on this position for support.

IT systems are constantly evolving, security requirements have exploded, and departments are adding new applications at increasing rates as State and Federal programs expand. This equates to continual troubleshooting and user support. This position needs to be re-filled to maintain the continuity of operations for all departments within the County.

APPENDIX A

SALARY SCHEDULE

Employees covered by these compensation guidelines shall receive an annual salary as approved by the Aitkin County Board of Commissioners. This schedule is based on a forty (40) hour workweek.

Effective 1/1/2011 through 12/31/2013

Grade	Minimum	Midpoint	Maximum
G	$68,011.33	$95,328.44	$122,645.54
H	$63,640.42	$89,221.60	$114,802.77
I	$56,412.69	$79,084.59	$101,756.49
J	$49,253.14	$69,015.76	$88,778.39
K	$43,707.33	$61,242.54	$78,777.75
L	$39,525.25	$55,435.35	$71,345.45
M	$35,752.28	$50,116.83	$64,481.38
N	**$32,683.90**	**$45,787.01**	**$58,890.12**
O	$30,115.55	$42,195.87	$54,276.19
P	$27,729.04	$38,843.39	$49,957.73
Q	$26,047.11	$36,513.69	$46,980.27
R	$24,887.95	$34,865.86	$44,843.77
S	$23,660.60	$33,161.21	$42,661.81
T	$22,546.90	$31,638.38	$40,729.87
U	$21,592.28	$30,286.02	$38,979.75
V	$20,751.33	$29,070.04	$37,388.74
W	$20,205.83	$28,331.35	$36,456.87

NETWORK / APPLICATION SUPPORT SPECIALIST

Department   IT Department
DBM/Grade   To be determined
Reports to   IT Director / May also receive work assignments from Network Administrator
FLSA Status To Be Determined
Union Status Non-union Position

Final Appointing Authority
This position shall not be filled until final approval of the County Administrator. All offers of employment are made in writing by the Human Resources Department.

Job Summary
To monitor network computer system activities, operate, maintain, and repair computer equipment, and to ensure that all computer systems are up-to-date. To provide technical assistance to users, respond to user error messages and requests, and provide resolutions in a timely manner.

This is the lead troubleshooting position in the IT Department, requiring advanced knowledge, providing 1st and 2nd level support for the computer systems, as well as providing backup to the other computer specialist positions. This position covers a wide variety of areas including network, servers, workstations, printers, hardware and software installations, other peripheral devices, application support, and user training.

Supervision Received
Employees working in this job class work under general supervision and usually receive some instruction with respect to details of most assignments, but are free to develop their own work sequences within established procedures, methods, and policies. They are often physically removed from their supervisor and are only subject to periodic supervisory checks.

Supervision Exercised
No formal supervisory authority.

Essential Functions
This position description is not intended to be all-inclusive. Employee may perform other essential and nonessential functions as assigned or apparent to meet the ongoing needs of the department and organization. Regular attendance and punctuality are essential requirements of this position.

1. Supports County specialty systems including: E-911 systems, the Sentinel Computer stations for answering 911 calls and recording, 911 CAD mapping, Enfors database system, finger print machine, booking picture link, jail phone system, Jail Door lock, camera control systems, video conferencing, video manager, AS/400, CAMA, SSIS, BlueZone, and RtVision customized databases.

2. Performs network administration tasks including creations, deletions, maintenance of user network accounts, email accounts, assignment of rights to users, groups and shared files, file restore, and network printers installation and configuration.
3. Responds to user error messages and requests, and provides technical support for mobile communication devices, desktop/laptop computer hardware and software, and software applications, as well as specialized internal information systems.
4. Installs, replaces, and configures servers, personal computers, printers, monitors, keyboards, mouse, and other peripheral devices; and implements OS, hardware/software, applications, web, and any other computer related updates.
5. Acts as liaison between end-users, vendors, and State Office network and technical support staff to resolve hardware and software problems, and implement updates when necessary.
6. Assists user in audio and video editing, and creating CD and DVD copies.
7. Conducts one-on-one training in form design with Word, Infopath, Acrobat, and Access Database creation; assists users in the proper operation and use of personal computer, peripheral devices, and software applications.
8. Identifies, troubleshoots, and resolves technology related problems and determines whether problems are due to hardware, software, or end-user issues.
9. Assists AS/400 users with issues that occurred in Windows XP and Windows 7 operating system.
10. Provides support for digital voice and video recording. Works with the County, State, Local Police or general public on encoding issues to ensure access to the recordings.
11. Assists with the telephone switch and voicemail systems as needed, runs communication cable and installs associated connecting hardware.
12. Performs County Website updates and assists with design changes.
13. Performs AS/400 and file servers system backup, and transfers backup data to off-site storage.
14. Attends training and meetings as needed.
15. Performs other related duties as assigned or apparent.

Minimum Qualifications

Associate's degree in Computer Information Technology or a closely related field, plus three or more years experience performing day to day troubleshooting of systems, upgrading and repair, and supporting end user technologies in an organizational setting; or equivalent combination of education and experience sufficient to perform the essential duties of the position.

Valid Minnesota driver's license required. U.S. Citizenship required. Employment reference checks and a criminal background check will be performed as part of the pre-employment process.

Must be willing to work flexible hours and weekends when required for projects and/or Sheriff's Office 24/7 coverage issues.

Knowledge, Skills, and Abilities Required

Knowledge of:
1. County and departmental policies, procedures, and practices.

2. Working knowledge of PC Servers, networking equipment, AS/400, including hardware installation, and understanding the relationship between switches, routers, hubs, patch panels and nodes.
3. Principles of computer operating systems, peripheral compatibility, software installation, and the capabilities and limitation of hardware and software; computer practices and procedures; and the emerging trends of Information System Technology and its development.
4. Working knowledge of DNS, RDP, VPN, Group Policy, Windows XP & Windows 7, Windows based applications, virtual machine, mobile devices, web design, and the principles of customer service.

Skill in:
1. Communication and interpersonal skills as applied to interaction with staff sufficient to exchange or convey information and to receive work direction.
2. Typing skill sufficient to complete 40 net words per minute without errors.
3. Reading, writing, and speaking English proficiently.
4. Effectively organizing and prioritizing workload.
5. Use of power and hand tools.
6. Setting up and managing Windows Servers, workstations, DNS, TCP/IP, DHCP, and WINS services.
7. Managing and configuring Windows security, sharing, patches, and group policies, etc.
8. Defining problems, troubleshooting, configuring, and providing resolutions with connectivity issues.
9. Diagnosing and fixing Trojan, Spyware, Adware, Worm, Malware, and Virus problems.
10. Experience and understanding of routers, firewalls, and terminal services.
11. Proficient data entry, use of spreadsheets, word processing, making presentations, database management, web design applications, Adobe Acrobat, and the ability to assist users with these applications.

Ability to:
1. Present a positive attitude in the workplace, promote a spirit of teamwork and cooperation, and be able to treat co-workers, supervisor, and staff with respect, honesty, and consideration.
2. Maintain strict data privacy and confidentiality as required.
3. Multi-task and work under pressure in a sometimes demanding environment.
4. Travel to off-site locations and work in excess of standard hours when necessary.
5. Identify, diagnose, document computer malfunction causes and provide solutions.
6. Think logically, analyze and interpret problems, and take the appropriate action to correct problems.
7. Organize and provide direction for both technical staff and user personnel using good oral and written communication, research, and time management skills.
8. Demonstrate good judgment and maintain a good work ethic.
9. Learn principles of new types of peripheral equipment and software applications commonly used with computer systems.

Language Skills
High Skills – Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence,

and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills
High Skills – Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Skills
High Skills – Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills
To perform this job successfully, an individual should be proficient at using the following software.

County Financial System (IFS), County Payroll Software, E-time, Webfusion, Microsoft Word, Excel, Outlook, Publisher, Access, PowerPoint, SQL, HTML, XML, scripting, Microsoft Windows OS's and AS/400, DOS, Text editor, Disk storage/defrag, Anti-virus, backup, Yosemite Server Backup, Symantec, Law Enforcement software - Odyssey, APS, Taser X26, Jail and Dispatch software - PC ENFORS, Picture Link, CAD, Web Expression, HTML Coding, Adobe Acrobat, and more. Requires ability to evaluate and utilize all types of software with minimal or no formal training.

Ability to Travel
Travel required for trainings and meetings in and out of Aitkin County and to non-campus locations, including the License Office, Land Shop, Highway Department, and Long Lake Conservation Center.

Competencies
To perform the job successfully, an individual should consistently demonstrate the following competencies (definitions attached or available upon request):

Ethics, attendance/punctuality, safety and security, dependability, analytical, design, problem solving, project management, technical skills, customer service, interpersonal skills, oral communication, written communication, teamwork, change management, leadership, quality management, business acumen, cost consciousness, diversity, organizational support, judgment, motivation, planning/organizing, professionalism, quality, quantity, adaptability, initiative, strategic thinking, and innovation.

Work Environment
The noise level in the work environment is usually moderate.

Equipment and Tools
Computer, copier, fax, telephone, cell phone, remote access equipment, printer, shredder, power tools, hand tools, measuring and metering devices, emergency weather-alert system, county-owned vehicles, and personal vehicle (requires proof of insurance on file).

Physical Activities/Requirements
Climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, carrying, use of fingers, grasping, talking, hearing, seeing, and repetitive motions. Must have the ability to lift and/or carry up to 40 pounds.

While performing the duties of this job, the employee performs light to medium work, exerting up to 40 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

Working safety is a condition of employment. Aitkin County is a drug-free workplace.

Disclaimer
The above statements are intended to describe the general nature and level of the work being performed by employees assigned to this job classification. This is not an exhaustive list of all duties and responsibilities. Aitkin County reserves the right to amend and change responsibilities to meet organizational needs as necessary. This job description does not constitute an employment agreement between the employer and employee.

Reasonable Accommodation Notice
The County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

05/2013

"Providing Quality Services and Efficient Resource Management for the Citizens and Guests of Aitkin County."