

Recommendation for IT Support Specialist Position

- A. Created as an “in house” IT Support Position
 - a. Support County Offices with minor IT needs
 - i. Troubleshooting
 - ii. Minor fixes
 - 1. Printers
 - 2. Office Devices
 - 3. Laptops
 - b. Available within the hours of the Treasurer’s Office
 - i. Monday – Thursday
 - ii. 8:00 – 4:30
 - iii. 25% of full-time hours dedicated to this position (75% Treasurers Office)
 - c. Position would belong to the Treasurer’s Office
 - i. Treasurer’s Office is currently the IT/Cybersecurity Administrator
 - ii. Stipend would come from Treasurer’s Overtime Allowance
 - 1. 2024 OT budget \$4000
 - 2. Would like to utilize \$3000 or \$250 per month for the IT Stipend.
- B. Current IT Situation
 - a. The Treasurer’s Office, Sheriffs Office and Judges Office (others as well) utilize System Access, owned by Melanie Calhoon, with Donald Calhoon as the serviceman.
 - b. Currently, any time a county office contacts System Access – either through Melanie (or the Treasurer’s Office) or through Donald the following occurs:
 - i. If the need requires Donalds attention and he is off-duty at the Sheriffs Office, he takes care of the need and bills the county accordingly for the contract labor he provides.
 - ii. If the County need requires Donalds attention and he is on-duty at the Sheriff’s Office and can - depending on his first obligation to the SO – he will try to troubleshoot and address the need if he cannot reschedule until he is off-duty, otherwise he will take a look and see what he or Melanie can do. These hours are NOT billable. Neither Donald nor Melanie bill the County for IT work while either are on “county time”.
 - iii. Since Melanie has been a full-time employee of the Treasurer’s Office, I have allowed the use of her IT skills for other offices. We have seen an increase in these calls since she began in September. Again, this time is not billable for System Access.
 - iv. My intention is to create a separation between the business side – that as an elected official I have the right to use – and the employee side, as to not have anything resembling “double-dipping” or showing preferential treatment to my employee. Should we create this defined position, it would insure the above was addressed, and at a benefit to the County as a whole.