



Budget Presentation

05-21-2024

Department of Information Technology

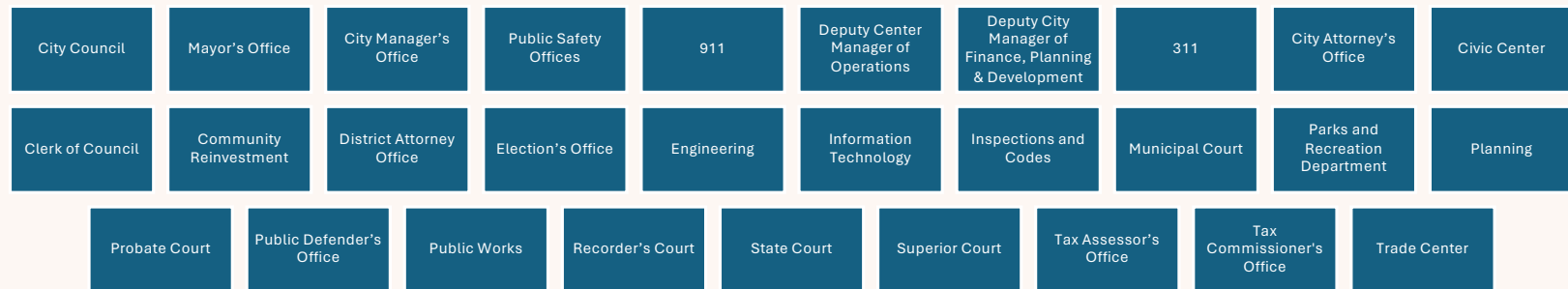
Dr. James Forrest Toelle

Department of Information Technology Facts

Information Technology has only 27 staff members

Provides the platforms to facilitate more efficient citizen interaction with the Columbus Consolidated Government

One I.T. Department for all the CCG:



I.T. provides support to over 3,000 full-time employees

I.T. services over 3,500 user devices

Assists in managing the enterprise systems, consisting of the Courts, Financial, HR, Business Licensing, Planning, Inspections, Engineering, Public Safety, etc.

Manages and maintains the CCG's network infrastructure, camera fleet, CCG's employee and guest internet connection, Wi-Fi, and other critical equipment



Requested
Positions

Administrative
Assistant –
Full Time

Field
Technician

Junior
Network
Engineer

Application
Developer

GIS
Coordinator

Administrative Assistant – Full Time


- The current employee works in this position as a Temporary Full-Time position authorized by the City Manager
- Requesting to move employee to permanent Full-Time position
- The department is facing issues due to the absence of a dedicated full-time administrative assistant
- With our relocation to City Hall (where we have a dedicated reception area) and the decommissioning of the Mainframe and Lotus Notes, Information Technology no longer has a mainframe operator to assist with administrative duties

Administrative Assistant – Full Time

- Essential Functions Summarized:
 - Serves as the office receptionist; answers the telephone and forwards calls; processes service requests or forwards to the appropriate person; serves as the principal IT liaison for persons walking into the office
 - Assists with the entry of purchasing documents into the financial system
 - Processes the payment of several IT-managed service accounts (e.g., Cable bills)
 - Aids in the delivery of packages to the correct IT personnel
 - Processes the mail received and digitizes it to the correct location
 - Reviews and Submits payroll and employee leave
 - Processes service requests from other city departments
 - Researches and corrects errors to prevent improper data records
 - Balances, logs, and maintains control records of source data used in the preparation of reports
 - Performs other related job duties as assigned.

A large orange shape on the left side of the slide, consisting of a vertical rectangle on the left and a quarter-circle on the right.

Field Technician

- The position is needed to serve as I.T. liaison for the new Judicial Center Construction Project.
 - The Field Technician will serve as the primary I.T. point of contact for the new Judicial Center Project.
 - This position will be crucial in overseeing the technology going in the new building from selection to location as well as learning the as-builts as the building progresses.
 - This position will be essential as the new Courthouse will be the most technologically advanced building in CCG and will need continuous daily support from the start of construction to post-construction.
- 
- Three blue curved lines of varying lengths and orientations, located in the bottom right corner of the slide.

Field Technician

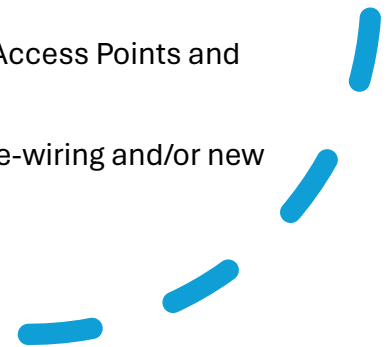
- Essential Functions Summarized:
 - Troubleshoots, tests, repairs, and services client workstations or any other technology equipment
 - Provides initial network issue triage
 - Provides service and customer support during field visits
 - Manages on-site installation, repair, maintenance, and testing
 - Diagnoses errors or technical problems and determines proper solutions
 - Produces detailed service reports
 - Documents processes
 - Operates vehicles and machinery in a safe manner
 - Follows company procedures and protocols
 - Cooperates with other IT Divisions and shares information across the organization
 - Makes appropriate recommendations on repairs, diagnostics, and equipment specifications

Junior Network Engineer

- Creating a junior network engineer position addresses the need for additional support in managing CCG's complex infrastructure.
- This role will allow senior CCG engineers to focus on strategic tasks, project planning and execution, and additional long-term goals related to network infrastructure.
- Current network engineers provide highly skilled, full-time administration of data center servers, telephony, and complex switching (including cloud), and it is not cost-effective, skill level appropriate, or good time management for them to do work a Junior Network Engineer can do for less cost and fewer skills.
- This position mitigates risks, enhances compliance and security, and offers long-term cost-effectiveness while aligning network optimization with broader business objectives.
- The position will bridge skill gaps by learning from the Network Engineers, help foster innovation, and ensure reliability and scalability for future growth.

Junior Network Engineer

- Essential Functions Summarized:
 - Rack/replace network devices and utilize good cable management
 - Install/replace VoIP phones
 - Hang wireless Access Points on walls and in ceilings
 - Set up/replace UPS's in wiring closets
 - Inventory and organize equipment in the field
 - Troubleshoot network connections from endpoints to switches
 - Assist with configuring phones in Cisco Call Manager or other VoIP System
 - Configure voicemail in Cisco Unity Connection or other VoIP System
 - Assist with configuring network devices , including Access Points and Switches
 - Assist with and/or supervise the Vendor in cabling/re-wiring and/or new wiring
 - Performs other duties as assigned.



Application Developer

- This position stems from the increasing demand for software support for CCG's business operations and innovation.
- This position is essential moving forward as I.T. will run out of application developers to be the lead developers on the software with the acquisition of another major software package that is currently being implemented.
- Too many applications assigned to each developer creates a time management issue that can only be solved by adding new staff.
- This position would allow greater flexibility in staff support for new software applications that are being leveraged by Columbus Consolidated Government.
- This position improves efficiency, brings fresh skills and perspectives, and accelerates project delivery and support.
- The position enables the organization to focus on specific areas of software support and continue to meet business process needs.

Application Developer

- Essential Functions Summarized:
 - Develops an in-depth knowledge of the company's application portfolio, development tools, and development procedures.
 - Maintains existing applications, including creating reports, system modifications, and troubleshooting system problems.
 - Consult with users to evaluate new or modified applications to determine feasibility, cost, time required, compatibility with current systems and processes, and system capabilities.
 - Provides software support and technical assistance for all enterprise-grade software utilized by Columbus Consolidated Government.
 - Organizes, plans, and heads projects related to the supported enterprise software, such as software upgrades, maintenance, and user training.
 - Designs, plans, and builds software applications to act as necessary interfaces between existing enterprise software.
 - Manages relations with software vendors and ensures contracts and agreements are met to standards required by all involved parties.
 - Produces technical documentation that accurately and thoroughly depicts the software design and code base to sufficiently assist QA testing and production support activities.
 - Provides updates to appropriate leadership on work in progress, work completed, and work planned, as well as issues potentially impacting the on-time completion or quality level of work.
 - Performs adequate unit testing of own and other developers' application development work.

GIS Coordinator

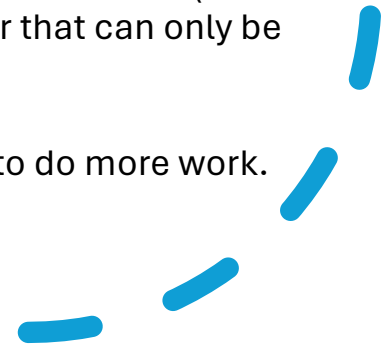
- This role would streamline the management, analysis, and integration of geographic information systems (GIS), improving operational efficiency and accuracy.
- This position will increase the reliability and accuracy of the GIS system by performing database maintenance, general upgrades, and patches that are GIS-specific and ensure the data sets meet the most current formats for stakeholder consumption.
- As GIS is increasingly used to support various areas of everyday business, such as public safety, engineering, tax assessment, inspections, public works, and METRA, the issue of time management becomes more complex and essential. In order to address this, a new position may need to be created.
- The position would facilitate cross-departmental collaboration and ensure proper utilization of GIS technology, underscoring the organization's commitment to leveraging spatial data effectively for strategic advantages.

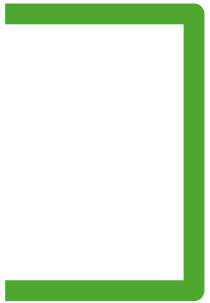
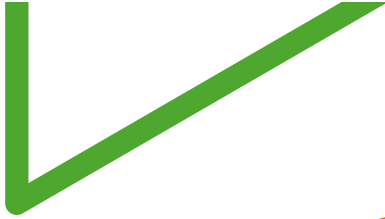
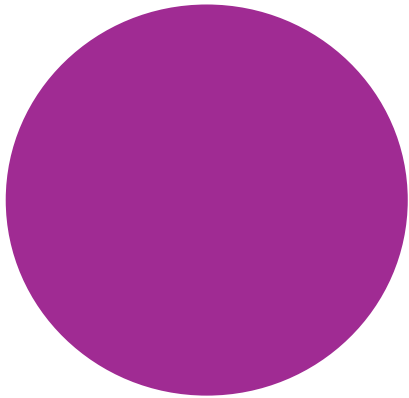
GIS Coordinator

- Essential Functions Summarized:
 - Manages ongoing GIS projects using current acceptable project management methodology
 - Plans future projects for GIS.
 - Manage GIS activities with other departments and divisions, the general public, vendors, and consultants.
 - Manage the evaluation, development, and programming of computer software applications to automate data capture, conversion, analysis, and maintenance as it relates to GIS function.
 - Manage the preparation of complex maps and data analysis in response to internal and external customer requests.
 - Administers the GIS databases, network, and applications.
 - Assists the general public and other departments with GIS and addressing related problems.
 - Research, recommend, install, test, and implement applicable GIS software; stay abreast of emerging technologies.
 - Trains, assigns, supervises, evaluates, and disciplines personnel. Provide regular updates to the GIS Steering Committee
 - Performs other related duties as assigned

Summary of Need for New I.T. Positions

- The Time Management Issue or the lack of enough time to ensure sustainability, security, and reliability:
 - More work, the latest equipment, better security, and more sophisticated technology systems have become an increasing expectation of CCG for the Information Technology Department.
 - Every I.T. job function, piece of equipment, software or hardware system, etc. is being leveraged more and more, becoming harder to secure, increasingly sophisticated, and absolutely business critical for everyday CCG and Public Safety business functions. The time management issue (or lack of time to do it right) is a pressing matter that can only be solved with new positions.
 - The bottom line is that it takes more people to do more work.





Questions?