



CONFIRE

STAFF REPORT

DATE: November 28, 2023

**FROM: Blessing Ugbo
MIS Manager**

TO: CONFIRE Administrative Committee

SUBJECT: Replace Helpdesk FTE Position with Contractor

Recommendation

It is recommended that the CONFIRE Administrative Committee approves the hiring of a contractor to fill MIS Helpdesk Support position.

Background Information

The Helpdesk Support position at MIS is currently vacant, and it proves challenging to retain staff due to inherently limited career progression options for this position.

This decision empowers the MIS division to focus on its primary functions, utilizing the contractor's specialized skills to improve the efficiency and quality of tasks for internal and external customers.

Fiscal Impact

This will not require additional budgetary funding for the FY23/24. CONFIRE will fund the Helpdesk Contractor position with the \$100,026 allocated for salaries and benefits for a full-time Automated Systems Tech position, offsetting the costs accordingly.