

SUBJECT: Justification for Creation of Job Classification Senior Information Systems Service Operations Engineer or Senior Systems Engineer

### Justification Statement

Currently, several County departments rely on outsourced IT contractors for services such as monitoring, alerting, patching, helpdesk, and infrastructure projects. However, the limited budgets allocated by most departments cover only basic helpdesk and maintenance tasks, resulting in critical gaps in system upgrades, solution implementations, and software maintenance. This approach has hindered the County's ability to address growing IT needs effectively.

Introducing a higher-level IT position will enable the County to:

1. **Close Gaps in IT Solutions:** Provide the expertise required to identify and implement essential upgrades and projects that are often delayed or neglected due to funding constraints with outsourced services.
2. **Enhance Internal Capabilities:** Reduce reliance on outsourced contractors by performing advanced monitoring, infrastructure upgrades, and proactive solution implementation in-house.
3. **Optimize IT Costs:** While the position will involve a higher salary, the County will gain significant cost savings over time by reducing repetitive contractor expenses for project management and advanced IT services.
4. **Ensure Long-Term Stability:** This role will allow for ongoing maintenance while also advancing the County's IT environment through the introduction of modern, secure, and efficient technologies.

This position is a necessary investment to ensure the County can maintain, secure, and enhance its IT systems while meeting the increasing technological demands of its departments and constituents.

### Financial Impact

- **Current Outsourced Costs:**
  - Departments typically budget for basic IT services, which results in a lack of funding for critical upgrades or comprehensive solutions.

- Average contractor rates for advanced IT services range from \$125 to \$200 per hour, leading to high cumulative costs for project-based work or escalations.
- Proposed Senior IT Position Costs:
  - Salary Range: \$94,000 to \$114,000 annually, plus benefits.
  - Estimated Total Annual Cost (with benefits): \$113,000 to \$137,000.
- Cost-Benefit Analysis:
  1. Reduced Contractor Dependency: By bringing advanced IT capabilities in-house, the County can decrease outsourced contractor hours and costs significantly.
  2. Improved Efficiency: Projects and upgrades delayed due to funding constraints can be executed proactively, preventing costly reactive solutions.
  3. Strategic IT Management: The position will allow for the development of a centralized strategy to ensure IT systems remain modern, secure, and aligned with County objectives.

The financial investment in this position will provide the County with the ability to maintain ongoing IT operations while advancing critical infrastructure, leading to long-term cost efficiencies and improved service delivery.