Notice of Public Meeting **Thursday, July 8, 2021** **3:00 p.m.**	TECHNOLOGY SERVICES COMMITTEE	*Door County Government Center* *Chambers Room (C102), 1st Floor* *421 Nebraska Street, Sturgeon Bay, WI*

TS Committee - Oversight for Technology Services and Register of Deeds

AGENDA

1. Call Meeting to Order

2. Establish a Quorum

3. Properly Noticed / Adopt Agenda

4. Approve Minutes of the May 13, 2021 Technology Services Committee Meeting

5. Correspondence

6. **Register of Deeds**

7. **Technology Services**
   A. **Department Responsibilities/Summary**
      1. City Contract Review
      2. Dual Factor Authentication Project Update
      3. Helpdesk Restructure
      4. Position Reclass – Administrative Technician

8. Review Vouchers, Claims and Bills

9. Matters to be Placed on a Future Agenda or Referred to a Committee, Official, or Employee

10. Next TS Committee Meeting Date: tbd

11. Meeting Per Diem Code

12. Adjourn

This meeting will be conducted by teleconference or video conference. Members of the public may join the meeting remotely or in-person in.

To attend the meeting via computer:
Go To:
https://us02web.zoom.us/j/86769357753?pwd=SUdRWVZjK1J5RzdxVi9iRW1SYllyZz09

Webinar/Meeting ID: 867 6935 7753
Passcode: 427274

To Connect via phone:
Call: 1-312-626-6799

Deviation from order shown may occur

| MINUTES
Thursday, May 13, 2021 | TECHNOLOGY SERVICES
COMMITTEE | *Door County Government Center*
County Board Room/Chambers Room, 1st Floor
421 Nebraska Street, Sturgeon Bay, WI |

TS Committee - Oversight for Technology Services and Register of Deeds

Call Meeting to Order
Chairman Enigl called the Thursday, May 13, 2021 meeting of the Technology Services Committee to order at 3:01 p.m. at the Door County Government Center.

Establish a Quorum
Members present: David Enigl, Richard Virlee, David Englebert, Alexis Heim Peter, Morgan Rusnak; Elizabeth Gauger and Joel Gunnlaugsson appeared virtually.

Others present: Administrator Ken Pabich, TS Director Jason Rouer, and County Clerk Jill Lau.

> "These minutes have **not** been reviewed by the oversight committee and are subject to approval at the next regular committee meeting."

Properly Noticed / Adopt Agenda
Motion by Englebert, seconded by Virlee to approve the agenda. Motion carried by voice vote.

Approve Minutes of the April 8, 2021 Technology Services Committee Meeting
Motion by Virlee, seconded by Rusnak to approve the minutes of the April 8, 2021 meeting. Motion carried by voice vote.

Correspondence
No correspondence was presented.

Register of Deeds
No agenda items.

Technology Services
Department Responsibilities/Summary
Loffler/Revcord – 2.5 Year Contract
This is the recording software for the lines at the Justice Center. A 2.5 year contract will get the contract to a consistent ending date of December 31st. This company does not offer a discount for a longer term contract.

Motion by Gunnlaugsson, seconded by Gauger to approve the contract with Loffler/Revcord. Motion carried by voice vote.

Arbitrator 3 Year Contract
This is for the maintenance of the server and hardware for the squad cameras. Offered is a 1-year, 2-year or 3-year.

Motion by Virlee, seconded by Englebert to approve a 3-year contract at a cost of $3,220. Motion carried by voice vote.

NitroPro 3Year Contract
This is the alternative to Adobe Pro and is used to edit pdf's. This renews the current contract for another 3-years. We have 100 licenses.

Motion by Gunnlaugsson, seconded by Virlee to approve the 3-year contract with Nitro-Pro at a cost of $17,863. Motion carried by voice vote.

1st Quarter 2021 Helpdesk Stats
The quarterly report was included in the meeting packet and was reviewed.

2020 PARS Report
The 2020 hours report was included in the meeting packet and was reviewed.

Webex to Zoom
TS Director Rouer reported the County has moved from the Webex virtual platform to the Zoom virtual platform for all meetings. County Board Supervisors have had the Zoom app pushed to their Chromebooks.

Review Vouchers, Claims and Bills
Reviewed.

Matters to be Placed on a Future Agenda or Referred to a Committee, Official, or Employee
Nothing as of this meeting.

Next TS Committee Meeting Date
At call of the Chair.

Meeting Per Diem Code
332.

Adjourn
Motion by Englebert, seconded by Heim Peter to adjourn. Time: 3:33 p.m. Motion carried by voice vote.

Respectfully submitted by Jill M. Lau, County Clerk

County of Door
Administrative Assistant 3

Job Title	Administrative Assistant 3	Last Revision	04/25/2018
Department	Technology Services Dept.	HR Reviewed	5/1/2018
Division		Employee Group	General Municipal Employee
Report To	Technology Services Director	FLSA Status	Non-Exempt
Pay Range	F	EEO Code	06 – Office/Clerical

General Summary

This position provides administrative support for the Technology Services Department and assists with department operations and efficiencies. Work is to be completed with a high degree of accuracy and literacy. Responsibilities include all financial aspects of the department including receivables, payables, purchase orders, and the annual budget process. Responsibilities also include project tracking, service contracts, licenses, annual maintenance, and capital outlay. Regular attendance and punctuality along with being prepared to commence work at designated work locations, on the assigned or scheduled days and hours is expected.

Duties and Responsibilities

Essential Job Functions
1. Responsible for handling front office reception and administrative duties.
2. Able to manage multiple projects at one time, and be well organized.
3. Responsible for processing accounts receivable / payable as well as maintaining financial records following proper accounting procedures.
4. Assist with and maintain annual TS budget (processing department requests, status updates, quotes, purchases, etc).
5. Track Technology Services items including capital outlay, projects, training, meeting room, and inventory.
6. Augments department technicians where appropriate including such things as SPAM quarantine processing, equipment recycling, and web page updates.
7. Support department operational functions such as schedules, meeting preparation/minutes, time logs, department correspondence, reporting, and other clerical duties as needed.
8. Handles incoming and outgoing correspondence for the department.
9. Ensure all software licenses, contracts, and maintenance agreements are current.
10. Maintains office supply inventory, including purchasing supplies, all licenses, support agreements, and hardware.
11. Processes all mail, returns, and deliveries.
12. Check daily logs for the various systems.
13. Provide truthful and accurate written and verbal communications.

General Job Functions

1. Process, create, and data entry of various departmental reports, and vouchers.
2. Run specialty or departmental requested reports as needed.
3. Monitor internet based bidding and purchasing (Ebay or other bid forums). Use the INET to research best price for specific TS gear.
4. Maintain office equipment, order and replace consumables.
5. Other miscellaneous duties as requested by TS Director.

County of Door
Administrative Assistant 3

Requirements

Training and Experience

1. High School diploma or equivalent.
2. Two (2) year Associate Degree in Accounting or closely related business program is strongly preferred.
3. Two (2) or more years of recent progressive work experience with accounting and / or clerical functions.
4. Strong knowledge of MS Microsoft® Office Suite with extensive experience with excel.
5. One (1) to two (2) years' current work experience in an office setting.
6. Ability to type a minimum of 40 words per minute determined by a standard keyboard test.
7. Current valid Wisconsin driver's license and ability to maintain it is required.

Knowledge, Skills, and Abilities Required

1. Ability to read, comprehend, and communicate, both verbally and in writing.
2. Strong ethical conduct and demeanor.
3. Strong knowledge with Microsoft® Office Suite and database programs.
4. Knowledge of general office procedures and the operation of normal office equipment.
5. Strong organizational skills and ability to multi-task a must; process driven, with exceptional time management practices.
6. Ability to work with frequent distractions from work due to walk-in or phone-in clients.
7. Ability to work with private information in a confidential and professional manner.
8. Ability to use tact and courtesy in maintaining an effective working relationship with department employees, county supervisors, county officials, and public.
9. Ability to work independently.

Physical & Working Conditions

Nearly 100% of time work is performed in a normal office setting with little or no discomfort from temperature, dust or noise. Interacting with other employees or the public may be encountered.

Over 75% of work is performed seated at a desk, working on a computer keyboard and/or telephone with about 10% of work performed standing and walking. Over 75% of the work is performed by talking, hearing, and using both far and near vision. Occasional lifting is required up to 10 lbs. (i.e. paper and equipment).

In an effort to provide for continuity of County government and to cope with the problems of the emergency, you may be required to work during a proclaimed state of emergency, consistent with Sec. 323.14, Wis. Stats. and County emergency management plans and programs.

The above is intended to describe the general content of the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements. They may be subject to change at any time due to reasonable accommodation or other reasons.
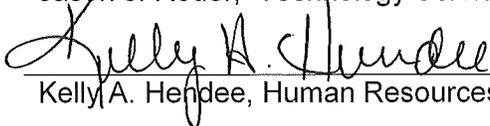
Approvals:

Jason J. Rouer, Technology Services Director	5/23/18 Date
Kelly A. Hendee, Human Resources Director	5/21/2018 Date

Jason Rouer
Technology Services Director
Phone (920) 746-5983
jrouer@co.door.wi.us

To: Technology Services Committee

From: Jason Rouer

Date: July, 8th 2021

RE: Administrative Technician

Background

Technology Services has worked hard over the last several years to better ourselves and evolve as a department. This has included such things as working through the audit conducted in 2017, security audit in 2020, improved metrics, creating documentation/procedures, training/cross training, coverage, better budgeting, better committee/department communication, restructuring, and splitting into project/end user experience teams. While all of these things have helped to build confidence in us and improve efficiencies/consistency, in the end it's the people that make the department work. Technology Services is and continues to be a mainstay for County operations. It is integrated into most every County function, from the interconnects we supply between our various buildings, our County website, or the security we provide to keep our systems safe, to the things we use every day like the very machine I'm using to type this memo, internet, phones, and e-mail. This need, and these services continue to grow along with technological advances and with that the responsibilities of my department and need for good qualified individuals to guide our County through them. As part of our County training and disaster planning they asked us to look at succession planning and identifying key positions/services within the organization that are necessary for its operations and Technology Services as a whole is one of those services. We expect a lot from our staff where unlike larger organizations that can have specific specialties ours are required to be well rounded and experts in many areas. As we continue to do more with less, the notion of coming to the County to not have to work very hard has proven false. Both of our retirees who had years of experience in the industry have reported that we have a lot going on and they've worked harder here than they have anywhere else. This is a positive thing and shows we as a department are certainly providing value and are beyond just being "good with computers" we're an enterprise that needs enterprise level skills.

Discussion

Having been in the director role for only 3 years and working with leadership I've continually tried to build on efficiencies and continuity of operations. As mentioned in the background one of those items that has been focused on are our positions and staffing those positions.

It's difficult out of the gate to know exactly what you need as a director. The experience I've gained and evolution of our department during those 3 years has allowed us to make adjustments including those related to workloads. This occurs by allowing department staff to seek out and take on more responsibility or be given more to fill the need. The time has also allowed us to identify crucial roles

to which our current Administrative 3 position meets all 3. This position has evolved to take on more technical aspects of our department that more closely align with our Network Specialist positions. This includes helpdesk functions, augmenting staff, working on hardware, and even projects/deployments. While it continues to carry administrative duty/functions as we've improved efficiencies it's allowed this position to be utilized in other ways which in turn brings more value to the organization and helps meet department goals. This evolved position we've come to rely on and I'd like to reflect that by properly following the budget cycle reclassing the position to include these duties and also more accurately reflecting compensation to align with current duties. Currently the position is in the pay grade of F with the Network Technicians in H.

Recommendation
My recommendation would be to reclass the Administrative 3 position to Administrative Technician with a pay grade of G

County of Door
Administrative Technician

Job Title	Administrative Technician	**Last Revision**	05/25/2021
Department	Technology Services Dept.	**HR Reviewed**	
Division		**Employee Group**	General Municipal Employee
Report To	Technology Services Director	**FLSA Status**	Non-Exempt
Pay Range	G	**EEO Code**	03 – Technicians

General Summary

This position provides administrative support for the Technology Services Department and assists with department operations and efficiencies. Along with these duties this position aligns itself with the other more technical positions of the department providing similar functions. Work is to be completed with a high degree of accuracy and literacy. Primary responsibilities include all financial aspects of the department including receivables, payables, purchase orders, and the annual budget process. Responsibilities also include project tracking, service contracts, licenses, annual maintenance, capital outlay, and working with networking, hardware and software of the organization where applicable. Regular attendance and punctuality along with being prepared to commence work at designated work locations on the assigned or scheduled days and hours is expected.

Duties and Responsibilities

Essential Job Functions
1. Assist with and maintain annual TS budget (processing department requests, status updates, quotes, purchases, etc).
2. Provides application support for enterprise and department specific software
3. Assist with internal and external department efficiencies through software/procedure.
4. Maintains equipment including OS updates/patches, repairs, replacements and disposal.
5. Deploy Technology Services initiatives/projects where applicable
6. Provides troubleshooting, guidance, and training for various technological functions and may be required to participate on the helpdesk where needed.
7. Configures and maintains Microsoft Active directory users, groups, and permissions
8. Conduct daily verification of critical functions including daily backups.
9. Evaluates current hardware and software capabilities making recommendations for future improvements/expenditures while utilizing our inventory and budget process.
10. Assists with auditing and security/HIPAA related initiatives/compliance for the organization.
11. Able to manage multiple projects at one time, and be well organized.
12. Responsible for processing accounts receivable / payable as well as maintaining financial records following proper accounting procedures.
13. Track Technology Services items including capital outlay, projects, training, meeting rooms, and inventory.
14. Support department operational functions such as schedules, meeting preparation/minutes, time logs, department correspondence, reporting, and other duties as needed.
15. Handles incoming and outgoing correspondence for the department.
16. Ensure all software licenses, contracts, and maintenance agreements are current.
17. Maintains office supply inventory, including purchasing supplies, all licenses, support agreements, and hardware.
18. Processes all mail, returns, and deliveries.
19. Provide truthful and accurate written and verbal communications.

County of Door
Administrative Technician

General Job Functions

1. Augment the technical aspects of the department
2. Process, create, and data entry of various departmental reports, and vouchers.
3. Run specialty or departmental requested reports as needed.
4. Monitor internet based bidding and purchasing (Ebay or other bid forums). Use the INET to research best price for specific gear.
5. Maintain office equipment, order and replace consumables.
6. Other miscellaneous duties as requested by TS Director.

Requirements

Training and Experience

1. High School diploma or equivalent.
2. Two (2) year Associate Degree in Accounting or closely related business program is strongly preferred.
3. Two (2) or more years of recent progressive work experience with accounting and / or clerical functions.
4. Education and/or experience in the technological field including enterprise systems is strongly preferred
5. Strong knowledge of MS Microsoft® Office Suite with extensive experience with Word/Excel.
6. Ability to type a minimum of 40 words per minute determined by a standard keyboard test.
7. Current valid Wisconsin driver's license and ability to maintain it is required.

Knowledge, Skills, and Abilities Required

1. Ability to read, comprehend, and communicate, both verbally and in writing.
2. Strong ethical conduct and demeanor.
3. Strong knowledge with Microsoft® Office Suite and Windows platforms.
4. Above average knowledge of technology including networking, hardware and software.
5. Knowledge of general office procedures and the operation of normal office equipment.
6. Strong organizational skills and ability to multi-task a must; process driven, with exceptional time management practices.
7. Ability to work with frequent distractions from work due to walk-in or phone-in clients.
8. Ability to work with private information in a confidential and professional manner.
9. Ability to use tact and courtesy in maintaining an effective working relationship with department employees, county supervisors, county officials, and public.
10. Ability to work independently.

County of Door
Administrative Technician

Physical & Working Conditions

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In an effort to provide for continuity of County government and to cope with the problems of the emergency, you may be required to work during a proclaimed state of emergency, consistent with Sec. 323.14, Wis. Stats. and County emergency management plans and programs.

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Approvals:

Jason J. Rouer, Technology Services Director	Date

Kelly A. Hendee, Human Resources Director	Date