

RESOLUTION NO.: 85—2024-25

TO THE HONORABLE, THE OUTAGAMIE COUNTY BOARD OF SUPERVISORS

LADIES AND GENTLEMEN:

MAJORITY

1 The County Executive has requested the following Information Technology Department
2 Table of Organization change, and the same has been made a part of the 2025 County
3 Executive Budget:

4
5 Create: One (1) Full-time Systems Engineer position
6

7 NOW THEREFORE, the undersigned members of the Legislative/Audit and Human Resources
8 Committee recommend adoption of the following resolution.

9 BE IT RESOLVED, that the Outagamie County Board of Supervisors does hereby and herewith
10 authorize and approve of amending the Table of Organization for the Information Technology
11 Department, cost center 6040100 by creating one (1) full-time Systems Engineer position effective
12 January 1, 2025 as described in the attached Position Addition Form, Position Description, and Table of
13 Organization, which by reference are made a part hereof, and

14 BE IT STILL FURTHER RESOLVED, that the fiscal change has been included in the
15 aforementioned budget as well as attendant budget expenditures and revenues as are detailed in the
16 attached, and

17 BE IT FINALLY RESOLVED, that the Outagamie County Clerk be directed to forward a copy of
18 this resolution to the Outagamie County Human Resources Director and the Director of Information
19 Technology.

20 Dated this _____ day of November 2024

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Respectfully Submitted,

LEGISLATIVE/AUDIT & HUMAN RESOURCES
COMMITTEE

Cathy Spears

Sara MacDonald

Ryan Ferguson

John Kostelny

Sarah Weinberg

Duly and officially adopted by the County Board on: _____

Signed: _____
Board Chairperson

County Clerk

Approved: _____

Vetoed: _____

Signed: _____
County Executive

POSITION ADDITION FORM		
Completion Checklist		
<ul style="list-style-type: none"> o A visual of your proposed Table of Organization o Job description/class specification for the position request below, highlighting any changes 		
Request Details		
Effective Date of Requested Change:	1/1/2025	
Department:	IT	
Department Head:	Darren Koutnik	
Cost Center Number:	6040100	
Position Title:	Systems Engineer	
Sunset Position? (Yes or No)	No	
Exempt (Salaried) or Non-Exempt (Hourly):	Exempt	
Pay Grade of Position:	165	
Estimated Starting Step:	3	
Position exists in current the Table of Organization?	No	
Is this position full time or part time? <i>(If more than one position, use the worksheet for Multiples)</i>	Full Time:	X
	Part Time:	
If Part Time position, how many hours per week will this position be working?	Hours:	
What other alternatives were considered?	Contracted staff	
If deleting a position to add this position; which position(s) will be deleted?		
<i>(If deleting a position, complete the Position Deletion Form and include the Cost Savings below)</i>		
List any positions in your Table of Organization that have been vacant for 6 months or longer:	Systems Specialist	
Position Justification		
Briefly summarize why this position is needed, as well as areas of revenue and savings.		
<p>The primary purpose of this position is to install, configure, upgrade, and provide daily user support of systems used by over 2400 county employees and other county sanctioned users. The number of on premise and cloud-based systems is consistently increasing year over year at Outagamie County. In addition, this position will improve our cyber security hardening for these systems as the number and complexity of cyber security threats has increased dramatically in the last couple of years. Only 4 System Engineer positions currently exist for all of this work, leaving a high risk of disruption if we incur any attrition, long term absences, or a cyber-security incident.</p>		
Employee(s) Impacted By This Change (if no one in position - leave blank)		
Fiscal Data		
How will this position be funded (choose from drop-down list)?	Other	
PROJECTED 2023 EXPENDITURES - Amounts must agree to amounts included in the proposed budget.		

Salary	\$	84,094
Fringe Benefits	\$	40,487
Travel/Training	\$	-
Supplies - IT		
Supplies - Other	\$	-
Purchased Services - IT		
Purchased Services - Other	\$	-
Capital Outlay	\$	-
TOTAL EXPENDITURES	\$	124,581
COST SAVINGS OR INCREASED REVENUES:		
Please list below the additional revenues pertaining to this position and/or cost savings (reductions in expenditures) that will be shown in the budget.		
<i>Description</i>	<i>Dollar Value (enter as negative)</i>	
Deleted Position (if applicable)		
	\$	-
	\$	-
TOTAL COST SAVINGS/REVENUES	\$	-
NET COUNTY COST (Levy/Fund Bal)	\$	124,581
PARTIAL YEAR FUNDING - ANNUAL PROJECTION		
If you are requesting a position that will only be funded initially for a part of a year, please complete the following for annual (12 month) position cost:		
Salary	\$	-
Fringe Benefits	\$	-
Other Expenditures	\$	-
TOTAL EXPENDITURES	\$	-
Deleted Position (if applicable)		
Less Increased Revenue/Cost Savings (enter as negative)	\$	-
NET COUNTY COST (Levy/Fund Bal)	\$	-

TO BE COMPLETED BY HUMAN RESOURCES:	
Reviewed by HR	
County Executive Decision (Approved/Denied)	

 Now Hiring Employees Invested in Serving!

**Outagamie County
Systems Engineer**

CLASS CODE	1800-13	SALARY	\$79,268.80 - \$103,459.20 Annually
ESTABLISHED DATE	November 17, 2021	REVISION DATE	December 17, 2023

Position Purpose

Reporting to the Systems Engineer, the Systems Engineer is responsible for Outagamie County's systems and server infrastructure which consists of multiple sites, business units and partner entities. Analyze, design, procure, implement, support, maintain, monitor, troubleshoot and document the physical/virtual server environment, server based applications, databases, storage, backup, disaster recovery and email systems. Work on overall systems and server security which includes establishing policy, implementing best practices and regulatory compliance. Manage projects, coordinate vendors and monitor budgets. Assist with overall departmental strategic planning by researching and recommending systems and security solutions.

Key Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Analyze, design, procure, implement, support, maintain, monitor, troubleshoot and document complex:
 1. Physical and Virtual server environment
 2. Backup and Network Storage (SAN, NAS, etc.)
 3. Server operating systems
 4. Databases, server applications and interfaces
 5. Disaster recovery technologies
 6. System management tools
 7. Data Center and Disaster Recovery Data Center sites
 8. Windows Active Directory, Group Policy, Domains, Domain Schemas, DNS, DHCP and security policy configuration
- Maintain integrity of systems by ensuring security and compliance is addressed throughout the enterprise. Identify requirements, then design, implement, monitor and verify security systems and processes that protect servers and systems. Investigate and react to security vulnerabilities and events.
- Administer system and file security. Manage user accounts and access.
- Project manager for systems/server projects. Ensure technical and security feasibility, create technical specifications, define integrations and coordinate purchase. Create, manage, and execute project plans. Generate project status reports, establish project timelines, lead project meetings and resolve technical issues. Document project progress and milestones. Coordinate resources, establish deadlines and assign responsibilities.
- Write and maintain custom scripts (VBScript, PowerShell, etc).
- Train and serve as a resource for the Systems Technicians.

- Establish and maintain relationships with Information Technology vendors. Manage the activity of vendors/contractors.
- Assist in preparing the IT department's server and systems 3-year and capital IT plans. Consult with users to understand needs and recommend new products/procedures that improve operating efficiency in a cost effective manner.
- Assist in the development of IT controls, processes, standards, policies and procedures. Follow existing County standards, guidelines, policies and procedures.
- Document systems, applications, and procedures in an extensive and orderly fashion. Create flowcharts, diagrams, manuals, and detailed instructions.

On-call for functional or hierarchical escalation. Backup Network Engineers/Technicians and assist others in the IT department as needed.

Education/Certifications/Experience Requirements

- Associate Degree in Computer Science or related field with seven years of systems and server experience
- Or any combination of education and experience that provides equivalent knowledge, skills, and abilities.
- Valid Wisconsin Driver License

Required or Preferred Skills

- Strong knowledge of Windows Server operating systems and Microsoft SQL Server.
- Strong knowledge of virtualization technologies including creation and maintenance
- Strong knowledge of network storage (SAN, NAS, Backup, etc)
- Strong knowledge of Citrix including administration and provisioning services
- Strong knowledge of Microsoft Group Policy and security policy configuration and administration. Experience with File Security, Domain Name System (DNS), Dynamic Host Configuration Protocol (DHCP), and Domain and LAN administration
- Working knowledge of Microsoft Exchange.
- Strong knowledge of security principles, best practices, technologies and tools such as anti-virus, encryption, spam filtering, and log management
- Strong project management and organizational skills with ability to prioritize effectively.
- Must have strong technical ability and outstanding troubleshooting skills. Ability to properly utilize logging information to diagnose issues and troubleshoot problems reported by users.
- Excellent communication skills and exceptional customer facing skills with a high degree of professionalism.
- Strong ability to take ownership of assigned tasks and responsibilities.
- Experience and discretion in handling confidential information.
- Considerable ability to adapt and learn new technical concepts with or without formal training.

Physical Requirements

- Frequently required bend, stoop, lift, and move computer equipment.
- Occasionally required to stand, kneel and crouch.
- Ability to lift, carry, push, pull or otherwise move up to 25 pounds regularly and up to 75 pounds occasionally, understanding and utilizing proper body mechanics.
- Ability to reach equipment mounted in racks
- Ability to perform work at remote locations and in confined spaces

Outagamie County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

FUND: GENERAL 604

COST CENTER NAME: INFORMATION TECHNOLOGY

DEPARTMENT NAME: INFORMATION SERVICES

COST CENTER NUMBER: 6040100

<u>POSITION COUNT</u>	<u>2022</u>		<u>2023</u>		<u>2024</u>		<u>2025</u>	
	FT	PT	FT	PT	FT	PT	FT	PT
<u>COST CENTER 6040100</u>								
END USER SUPPORT TECHNICIAN	3	0	3	0	1	0	1	0
I.T. DIRECTOR	1	0	1	0	1	0	1	0
I.T. NETWORK ENGINEERING MANAGER	1	0	1	0	1	0	1	0
I.T. OPERATIONS MANAGER	1	0	1	0	1	0	1	0
I.T. SYSTEMS ENGINEERING MANAGER	1	0	1	0	1	0	1	0
NETWORK ENGINEER	2	0	2	0	2	0	3	0
NETWORK SPECIALIST	2	0	2	0	2	0	2	0
PROGRAMMER/ANALYST	1	0	1	0	1	0	1	0
SENIOR END USER SUPPORT TECHNICIAN	0	0	0	0	2	0	2	0
SENIOR SYSTEMS ANALYST	4	0	4	0	4	0	5	0
SYSTEMS ENGINEER	1	0	1	0	1	0	2	0
SYSTEMS SPECIALIST	2	0	2	0	2	0	2	0
COST CENTER TOTALS	19	0	19	0	19	0	22	0
TOTAL POSITIONS - REGULAR:	19	0	19	0	19	0	22	0
<u>COST CENTER 6040100</u>								
CASUAL CALL - AS NEEDED	0	0	0	0	0	0	0	0
SEASONAL WORKER - AS NEEDED	0	0	0	0	0	0	0	0
COST CENTER TOTALS	0	0	0	0	0	0	0	0
TOTAL POSITIONS - TEMPORARY:	0	0	0	0	0	0	0	0
TOTAL ALL POSITIONS:	19	0	19	0	19	0	22	0

FUND: GENERAL 604

COST CENTER NAME: INFORMATION TECHNOLOGY

DEPARTMENT NAME: INFORMATION SERVICES

COST CENTER NUMBER: 6040100

