



**GOODHUE COUNTY** MINNESOTA  
TO EFFECTIVELY PROMOTE THE SAFETY, HEALTH, AND WELL-BEING OF OUR RESIDENTS

GOODHUE COUNTY PERSONNEL COMMITTEE  
ADMINISTRATION CONFERENCE ROOM  
GOVERNMENT CENTER, RED WING

JULY 19, 2022  
7:45 A.M.

1. IT Dept - Request To Replace System Support Specialist With Tech Support Supervisor

Documents:

[PERSONNEL COMMITTEE - REQUEST CHANGE TO IT SYSTEM SUPPORT SPECIALIST POSITION.PDF](#)

2. IT Dept - Request To Utilize Contract-To-Hire Services For Network Engineer

Documents:

[REQUEST TO USE CONTRACT-TO-HIRE FOR NETWORKENGINEER.PDF](#)



**John M. Smith**  
*IT Director*  
*Goodhue County*

509 W. Fifth St.  
Red Wing, MN 55066  
Phone – (651) 385-3224

To: Goodhue County Personnel Committee  
CC: Human Resources  
From: John Smith, IT Director  
Date: July 19, 2022  
RE: Request to Replace System Support Specialist with Technical Support Supervisor

### **Summary**

Requesting to eliminate the position of IT System Support Specialist (Grade 84) and replace with a new position, IT Technical Support Supervisor (Grade and Job Description TBD).

### **Background**

In March of 2022, the Personnel Committee and the County Board approved redefining the IT Network Security Analyst position as a full-time county employee, rather than a shared position with the City of Red Wing and the Red Wing Public School District as originally proposed. An internal candidate, Eddy Wyld, applied for and was selected to fill the Security Analyst position.

Eddy's transfer to the Security Analyst position left open the position of IT System Support Specialist. When approving the changes to the Security Analyst position, the Personnel Committee requested that the IT Department return to the committee to discuss and approve backfilling the System Support position before starting the hiring process. At this time, the IT Department is requesting that the position of IT System Support Specialist be eliminated and that the committee approve creating a new position of IT Technical Support Supervisor. The resulting changes to the IT Department organizational structure are shown in Attachment A.

This request is being made for several reasons:

1. The workload of the Security Analyst position is clearly enough to require full time attention. With Eddy continuing to fulfill the responsibilities of the System Support position, he has been unable to devote his full attention to his new job duties.
2. The job description of the System Support Specialist position is essentially the same as that of the Technical Support Specialist position. The workload of the Technical Support staff continues to be consistent and great enough to require three full time employees.
3. The addition of a supervisory position in the IT Department provides professional growth opportunities for some staff, demonstrating the county's commitment to employee development and progress.
4. IT Department staffing levels have not increased in approximately 15 years, while the number and types of systems supported has increased dramatically. The changes requested – full time Network Security Analyst and Technical Support Supervisor – have increased the IT Department staff by less than one-half of one Full Time Employee (based on net operating costs).

Implementing this requested change is the first step in the long range county-wide objective of creating employee growth opportunities and developing sustainable succession planning programs for directors and managers. Future potential organizational changes for the IT Department are shown in Attachment B.

**Expense Analysis**

Eliminating the IT System Support Specialist position and hiring an IT Technical Support Supervisor would result in the following estimated payroll expense changes:

<b>IT System Support Specialist</b>	
Estimated Hourly Rate (Grade 84, Step 3)	\$31.08
Estimated Annual Rate	\$64,646.40
Estimated Total Annual Compensation*	\$94,102.97
<b>IT Technical Support Supervisor</b>	
Estimated Hourly Rate (Grade 85, Step 3)	\$33.76
Estimated Annual Rate	\$70,220.80
Estimated Total Annual Compensation*	\$100,521.89
<b>Estimated Annual Difference</b>	<b>\$6,418.92</b>

\* Includes Salary, PERA, SS, Medicare, Life, and Family Medical

Estimated annual difference is based on 2022 compensation rates for a full year. Actual budget impact in 2022 would be at least half that amount, or less, given the time of year, time to develop a job description, have the job description evaluated, and recruitment.

**Alternatives**

Eliminate IT System Support Specialist Position Only

Reduces overall IT staff; increases workload on existing staff to unsustainable levels; does not address department organization and employee growth issues

Backfill IT Systems Support Specialist Position

Maintains IT staffing levels and workload, but does not address department organization or employee growth potential

Eliminate IT System Support Specialist and create IT Technical Support Supervisor Position

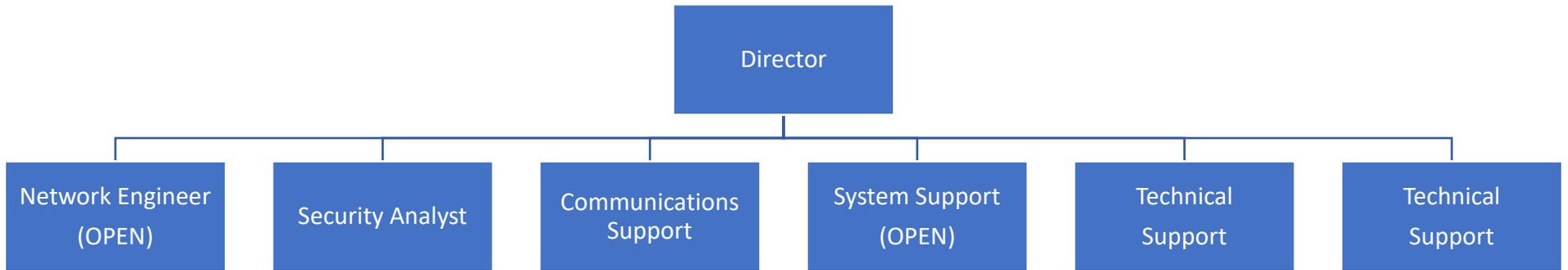
Maintains IT staffing level, provides an improved organizational and reporting structure, and demonstrates the county’s commitment to providing employee growth and advancement

**Recommendation**

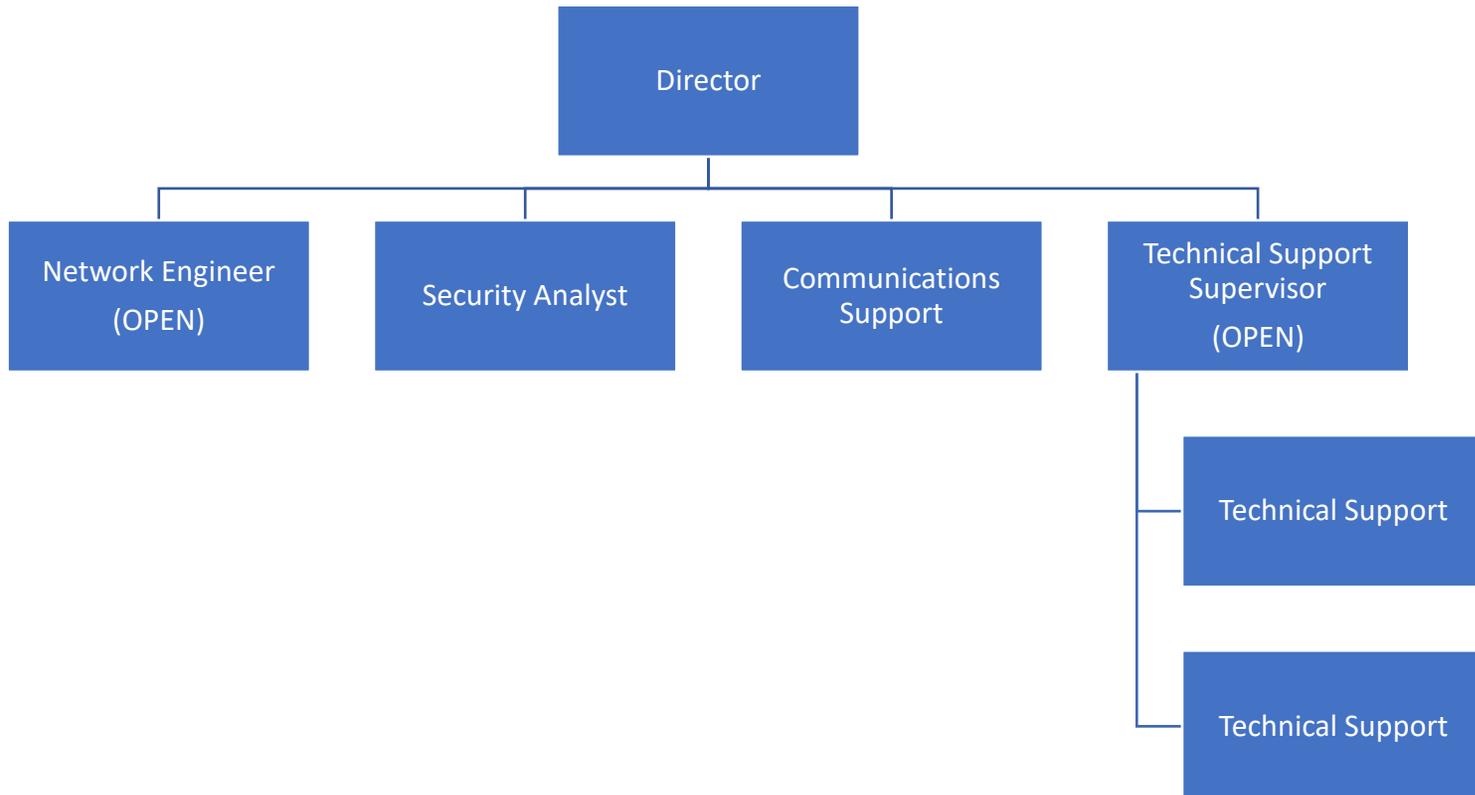
The Goodhue County Information Technology Department requests that the current position of IT System Support Specialist be eliminated and be replaced with a new supervisory position of IT Technical Support Supervisor.

**Attachment A**

**CURRENT IT DEPARTMENT ORGANIZATION:**

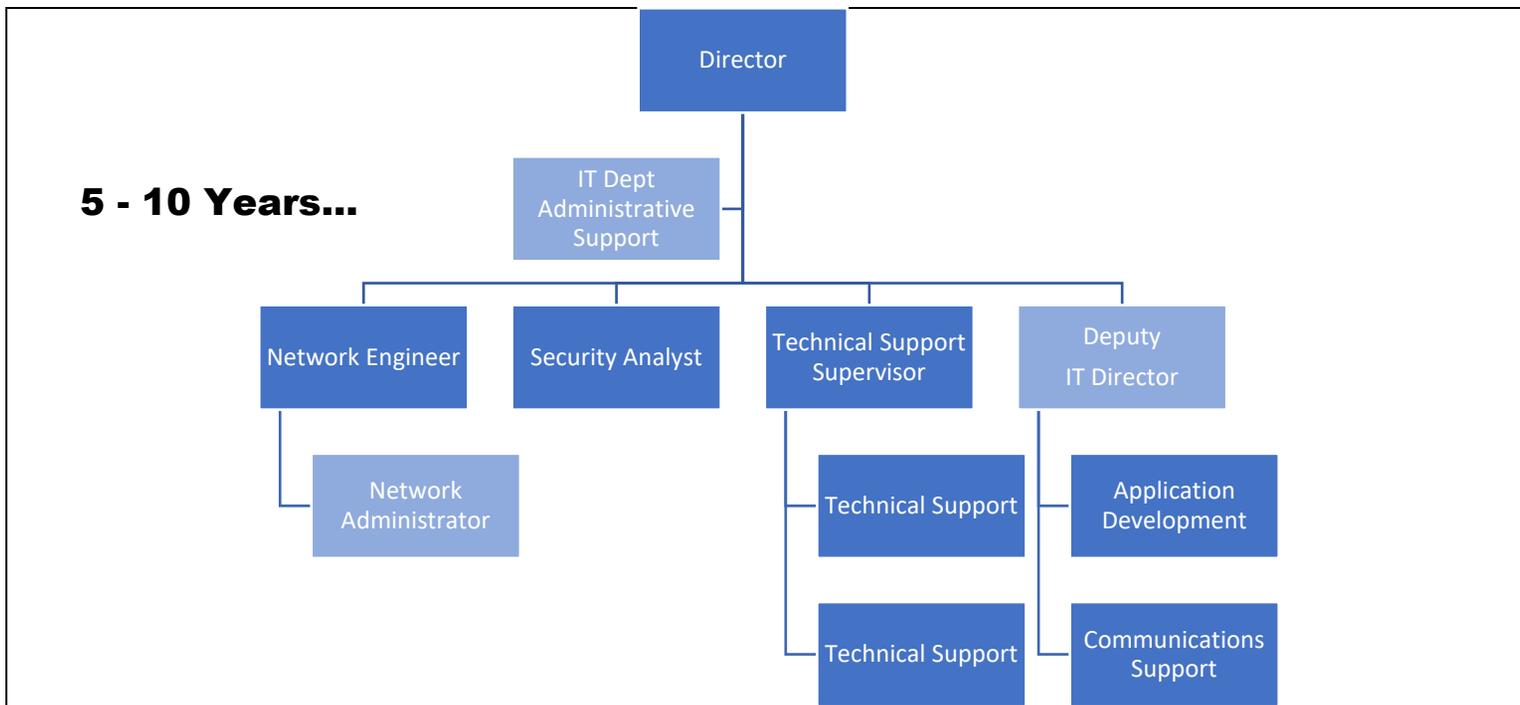
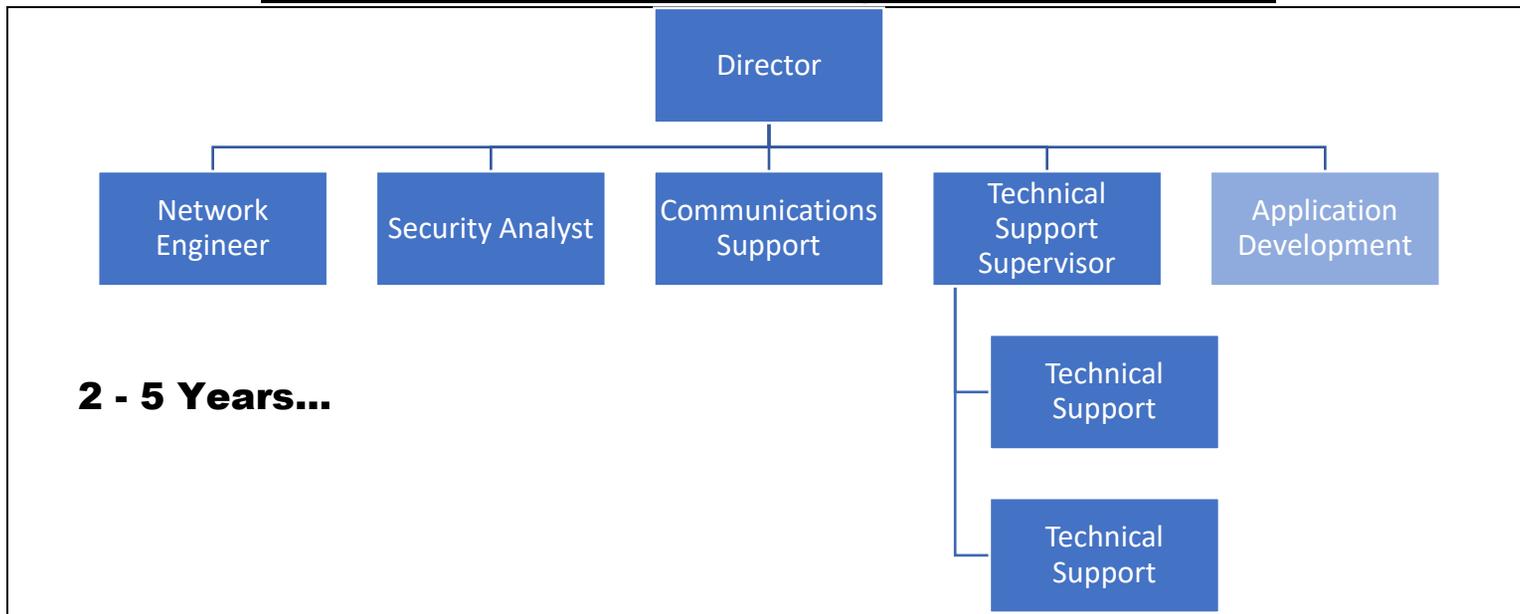


**PROPOSED IT DEPARTMENT ORGANIZATION:**



## Attachment B

### Possible Future IT Department Organizational Structures:





**John M. Smith**  
*IT Director*  
*Goodhue County*

509 W. Fifth St.  
Red Wing, MN 55066  
Phone – (651) 385-3224

To: Goodhue County Personnel Committee  
CC: Human Resources  
From: John Smith, IT Director  
Date: July 19, 2022  
RE: Request to Utilize Contract-To-Hire Services to fill Network Engineer Position

### **Summary**

Requesting approval to use the services of an external recruiting firm to fill the Network Engineer position in a contract-to-hire agreement.

### **Background**

The previous Network Engineer, Aaron Flaugh, left the county in early November of 2021. The county has posted the job opening multiple times and worked with an external firm, DDA Consulting, to assist with the search. During that time, only two candidates reached the interview stage and neither worked out.

Considering the current job market, it is unlikely we will be able to fill this position on our own any time in the near future. While a traditional recruiting agreement can be quite expensive – up to 25% of a new hire's first year annual salary – a contract-to-hire arrangement can be very cost effective, depending on the contract terms and negotiated annual salary.

### **Expense Analysis**

While it impossible to predict the exact costs, the following estimate is provided as an example:

Negotiated Hourly Rate (Grade 85, Step 6)	\$38.36
Fully burdened cost of standard hire	\$111,539.44
Contract-To-Hire cost	\$119,600.75
(assumes hire date between 120 and 180 days after start of contract placement)	
Difference	\$8,061.31

The difference could vary considerably based on the negotiated hourly rate, the contracting organization's benefit costs, and the date of conversion from contract to FTE. At a lower step and/or a longer contract-to-hire period, it is actually possible to break even or even realize a cost savings.

Any difference would be a one-time expense (or savings) and would not have any impact on the ongoing salary expense for the position or the IT Department.

### **Alternatives**

Continue to recruit for the position until filled

It is unlikely, though possible, the county would be able to hire a qualified candidate through continued internal recruitment efforts. During the recruitment period, we would continue to

struggle with the lack of Network Engineer skills and contributions, and continue our current outsourced network support agreement at \$6,000 per month for 30 hours.

Attempt to recruit a minimally qualified candidate and train into position

The minimum qualifications for the position, according to the job description, are a four-year degree or equivalent experience. It is possible the county could recruit a college graduate and provide training to grow into the position, but this would require we continue our outsourced network support agreement as well as additional training expense.

Eliminate the position of Network Engineer and use only contracted services

There would be no cost savings to the county with this option and the total person-hours provided would be less than 40 hours per week.

**Recommendation**

The Goodhue County Information Technology Department requests approval to enter into a contract-to-hire agreement with a technical recruiting firm to help fill the open position of IT Network Engineer.