

Report

Date December 21, 2022
Subject Pre-Budget Approval for IT Client Support Specialist

File:

PURPOSE

To obtain pre-budget approval for hiring a full-time Information Technology Client Support Specialist.

BACKGROUND

At the December 13, 2022, Committee of the Whole meeting, staff was directed to include a Client Support Specialist in the Information Technology (IT) department in the 2023-2027 financial plan.

DISCUSSION

In 2021, Council recognized the need for additional Client Services support by funding a temporary Client Support Specialist from 2021 to the end of 2022 using the COVID-19 Safe Restart Grant funding. As the position ends at the end of the year, approval to begin the hiring process immediately is required to ensure no loss of service.

IT staff provide support for all Council and Committee meetings as well as daily support to all staff in the organization. Prior to being able to fill this position, the Help Desk backlog reached an all-time high of 856 service requests in April of 2021, which is equivalent to more than two months of work. After hiring and training the additional position, the backlog was reduced to 306 by the end of 2021. However, when the incumbent left for a permanent position in another department in early 2022, the backlog increased steadily to 589 requests. The backlog showed signs of decreasing as the new staff person began working on the backlog.

Should the position not be posted as soon as possible, lack of staffing will again create a backlog in the service requests of the department. This will likely result in senior IT resources being pulled from their responsibilities, leaving critical areas of network sustainment and cyber security under resourced.

OPTIONS

1. **(Recommended Option)** THAT Council give pre-budget approval for a permanent full-time Information Technology Client Support Specialist position beginning in 2023.
 - By giving pre-budget approval, Council is authorizing staff to begin the recruitment process for this position, helping ensure no loss of service throughout the organization. The position can be filled with potentially no disruption to staffing levels.
2. THAT Council direct staff to delay permanently filling the Information Technology Client Support Specialist position until the 2023-2027 financial plan bylaw is adopted.
 - The hiring process can take several months as positions are posted and people are interviewed. Frequently the successful candidate needs time to provide notice to their current employer. If

Council does not adopt the financial plan bylaw until the deadline in May, the position will be vacant for more than half the year. This will cause increased workloads on the few remaining staff and will increase the Help Desk backlog creating unacceptable service levels that impact all areas of the Municipality.

IMPLICATIONS

This position has been filled temporarily and currently ends at the end of 2022; if pre-budget approval is not provided, the position will be vacant until approval is confirmed and the position can be posted and filled. This could take up to six months resulting in a significant backlog of service requests and additional stress on the remaining staff members in the department. The total budget impact of this position is \$90,130, or 0.26% of taxes.

RECOMMENDATION

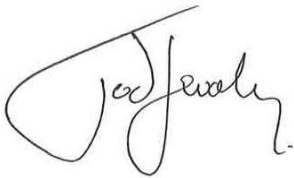
THAT Council give pre-budget approval for a permanent full-time Information Technology Client Support Specialist position beginning in 2023.

Report prepared by:



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Approved to be forwarded to Council:



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