TO: **Human Resource & Information Technology Committee**

FROM: Tony Saucerman, Interim IT Director

DATE: **July 28, 2021**

RE: Request approval of Over-Hire for Help Desk Analyst

There are two Help Desk Analyst positions in the Information Technology Department who provide front-line technical support to all City departments. At the April 14, 2021 meeting of the Human Resources and Information Technology Committee meeting, the committee approved a 60-day over-hire for one Help Desk Analyst position to allow a retiring long-term staff member to provide training to her replacement. Subsequently, a new Help Desk Analyst was hired June 21, 2021 and training has been ongoing ever since and is going very well.

Unfortunately, on July 19th, we were informed that the second Help Desk Analyst, who has been with the City for approximately six years, had found another position outside the City and was resigning. His last day will be July 30, 2021.

Knowing that with this departure, the department would have only one Help Desk Analyst with barely over a month's experience, we reached out to the retiring Help Desk Analyst to see if she would consider delaying her retirement (originally scheduled for August 2, 2021) to provide training to the eventual replacement of the second Help Desk Analyst position. This would allow the department to fully staff the Help Desk during this transition as well as provide an opportunity for the two new staff members to receive valuable training from the highly knowledgeable incumbent.

I am happy to report that she has graciously agreed to do so. I cannot say enough about this generous and caring gesture and am exceptionally grateful for her willingness to stay through this transition process. She has a wealth of institutional knowledge that can not be replaced and allowing her to pass some of this knowledge along to the new staff will benefit both their professional development as well as the City as a whole.

Therefore, we are requesting another over-hire for a 60-day period to begin upon the filling of the vacant Help Desk Analyst position. The hiring process is currently underway and we hope to have someone on board by the middle of August. Under no circumstances will the over-hire extend beyond December 1, 2021 without prior approval from this committee.

The additional budget cost of the over-hire is expected to be approximately $20,000 and can be absorbed within the current 2021 Information Technology Department budget.

Thank you for your consideration of this request. If you should have any questions or would like to discuss further, feel free to contact me.