

Date: August 6, 1997

**SUBJECT: REGULAR FULL-TIME POSITION - NETWORK SUPPORT
SPECIALIST**

RECOMMENDATION

THAT the Board approve the establishment of one new Information Technology Network Support Specialist position, subject to job evaluation by the General Manager of Human Resources.

POLICY

The Global Budget arrangement with City Council allows the Board to establish staff positions at its discretion if funds are in place.

BACKGROUND

The Information Technology team assigned to the Park Board currently consists of a Manager and two Systems Analysts.

In the past four years, the Park Board computer network infrastructure has grown from having one Local Area Network to twenty-five Local Area Networks interconnected in a Wide Area Network (see Appendix I). The number of supported personal computers at our sites has grown from approximately 75 to 350.

DISCUSSION

The City's Director of Information Technology has recommended two additional support positions be established for the Park Board, based on the number of users we support and our geographically dispersed nature.

These positions are required to support the expanded Park Board infrastructure. We are becoming more and more reliant on this infrastructure with the expanded use of e-mail, the Internet/Intranet and the new point of sale and recreation systems. This reliance will only increase in 1998 as the City replaces the core financial systems with PC/network-based systems.

Along with the Park Board Information Systems 1997 - 1999 Capital Plan funding for \$500,000 is an Added Basic operating budget item for a new Technical Support position starting in 1998 at an annual rate of \$51,000. The second new position would begin in 1999.

As our current infrastructure has already grown beyond the level where Park

Board staff in concert with City I/T can provide adequate support levels, staff recommend bringing one of these positions on board starting in November 1997. Funding for the 2 months of 1997 salary at a cost of approximately \$8500 would come out of existing capital funding. The 1998 salary will be funded out of the Added Basic budget which Council has already approved within the 1997 Capital Budget.

JUSTIFICATION

The growth of the computer network infrastructure at the Park Board and the increased use of computer applications has caused an increase in the amount of support needed. Funding is in place to meet this need.

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