TOWN COUNCIL – AGENDA REQUEST FORM

THIS FORM WILL BECOME PART OF THE BACKGROUND INFORMATION USED BY THE COUNCIL AND PUBLIC

Please submit Agenda Request Form, **including back up information**, 8 days prior to the requested meeting date. **Public Hearing requests must be submitted 20 days prior to requested meeting date to meet publication deadlines** (exceptions may be authorized by the Town Manager, Chairman/Vice Chair).

MEETING INFORMATION

Date Submitted: December 11, 2019
Submitted by: Town Manager Eileen Cabanel
Department:

Speakers:

Date of Meeting: December 19, 2019

Time Required: 30 minutes
Background Info. Supplied: Yes: ☒   No: ☐

CATEGORY OF BUSINESS (PLEASE PLACE AN "X" IN THE APPROPRIATE BOX)

Appointment:	☐	Recognition/Resignation/Retirement:	☐
Public Hearing:	☐	Old Business:	☐
New Business:	☒	Consent Agenda:	☐
Nonpublic:	☐	Other:	☐

TITLE OF ITEM

Assistant Technology Coordinator Position Discussion

DESCRIPTION OF ITEM

The Town Council to discuss and consider creating an Assistant Technology Coordinator position.

REFERENCE (IF KNOWN)

RSA:	Warrant Article:
Charter Article:	Town Meeting:
Other:	N/A

EQUIPMENT REQUIRED (PLEASE PLACE AN "X" IN THE APPROPRIATE BOX)

Projector:	☐	Grant Requirements:	☐
Easel:	☐	Joint Meeting:	☐
Special Seating:	☐	Other:	☐
Laptop:	☐	None:	☐

CONTACT INFORMATION

Name:	**Eileen Cabanel**	Address	**6 Baboosic Lake Road**
Phone Number	**424-2331**	Email Address	ecabanel@merrimacknh.gov

APPROVAL

Town Manager: Yes ☒   No: ☐   Chair/Vice Chair: Yes ☐   No: ☐

Hold for Meeting Date: _____

Memo

When the Technology Assistant position was created, our goal was to provide the current Technology Coordinator some much needed assistance. He had been operating as a one-person division for many years and our technological needs are ever increasing. At the time, succession planning was not the top goal. The Technology Assistant was created to assist the Technology in performing the less technical duties of his position. With the position being vacant and our current Technology Coordinator notifying us that he is looking to retire in a year or so, we took a closer look at how the IT Division needs to be staffed into the future.

The Technology Assistant position does not currently require the incumbent to have all the skills and experience necessary in order to be able to fill in or take over when the current Technology Coordinator leaves. The position is currently placed at Grade 11 in the Wage and Classification Plan, which is level with an Executive Secretary position. We would like to recruit someone with the education, experience, and technical skills that would allow them to eventually be considered for the Technology Coordinator position when it becomes available. With that in mind, we have reviewed the job description with the Technology Coordinator and have amended the some of the duties and minimum required skills and experience. See attached.

In order to attract a candidate with the required education, skills, and abilities, it is recommended that we create an Assistant Technology Coordinator position at Grade 15, currently $25.60 – $36.26 per hour. Grade 15 includes positions such as Assistant Planner, Assistant Assessor and Accounting Supervisor. We feel that the Assistant Technology Coordinator position would be more in line with the level of education, skills and responsibilities of these positions.

It is expected that we would be able hire somewhere between the minimum and middle of the recommended pay range. Wage information for IT assistant positions in several Towns and Cities appear below and are in a similar pay range as we are recommending.

    Laconia – IT Assistant, $23.92 - $30.55/hr.
    Rochester – IT Technician, $24.29 – $32.55
    Concord – System Administrator I & II, $23.35 - $37.36
    Derry –Computer Support Specialist, $21.84 - $29.84 & Network Administrator $32.13 - $41.77

See attached proposed Wage and Classification Plan with the position of Assistant Technology Coordinator added.

~~TECHNOLOGY ASSISTANT~~ASSISTANT TECHNOLOGY COORDINATOR

Job Summary

Under general direction of the Technology Coordinator, assisting in the development, implementation, and maintenance of the Town's management information system (MIS) including the computer network and personal applications and operations; trains and assists users of personal computers in resolving daily operational and/or technical problems.

Supervision Received

Works under the general supervision of the Technology Coordinator, who outlines departmental policy, makes work assignments, and evaluates work in terms of effectiveness of results. Performs duties with some independence, exercises judgment and tact in answering inquiries and determining correct course of action with matters warranting superior's attention.

Supervision Exercised

None.

Examples of Duties

(Any position may not include all duties listed, nor do the listed examples include all duties, which may be found in positions of this class.)

1. Performs hardware and software maintenance duties.

~~1.~~2. Assists in the day-to-day operations of computers and devices under the Town of Merrimack's jurisdiction. This includes workstations, servers, network switches, routers, VoIP phones, Copier/Printer/scanners, fax machines, etc~~…~~.located at the Town Hall, as well as multiple off-site locations.

~~2.~~3. Provide assistance in the use of applications of operating system software, personal computer, printer, network and telecommunications hardware.

~~3.~~4. Troubleshoot and correct hardware/software computer and network problems

~~4.~~5. Assists with planning for short and long-term expansion of the IT/GIS.

~~5.~~6. Assists in maintaining and configuring active directory as users change and group policy as necessary.

7. **Assists Technology Coordinator in evaluation of departmental requests for system enhancements/modifications, and performs enhancements/modifications as appropriate.**

8. **Assists the Coordinator in the development and implementation of the Town's Internet strategies, including website development, e-mail access and business strategies via the world wide web.**

9. **Assists with preparation of annual MIS budget.**

6.10. Helps manage the Town of Merrimack's web site.

7.11. Provide prompt, courteous customer service to all Town employees, and vendors as needed with respect to technology needs.

8.12. Assists in the delivery and setup of new computer equipment.

9.13. Provides technical assistance **and training** for the integration of technology to Town departments.

10.14. Other duties, as required.

Knowledge, Skills, and Abilities

Duties require knowledge of computer science as well as knowledge of current principles, practices, and applications of data processing and information systems, knowledge of hardware equipment, knowledge of modern office practices and procedures including experience using personal computers with IT software applications, printers, VoIP telephones, copy machines, and facsimile machines.

Ability to handle multiple tasks and work independently.
Ability to assist the Technology Coordinator in all duties and functions to maintain and support the Town's technology systems and set up and maintain computer workstations and applicable software
Ability to configure and troubleshoot computer problems including Active Directory
Ability to troubleshoot problems arising from Town owned computer workstations
Ability to research and test new server and client software
Ability to keep technology skills current
Willingness to adjust work hours when needed
Be a flexible team player
Willingness to learn new skills and be a team-lead for various tasks

Minimum Qualifications Required

Minimum Qualifications:

Associates Degree in computer science, business administration or related field (Bachelor's degree preferred); minimum of five (5) years of experience in information technology systems management, preferably in a municipal setting or an equivalent combination of education and experience, including experience managing Microsoft and VMWare servers and associated hardware including but not limited to Active Directory, Group Policy, SQL server, and SAN technology. Experience with cloud and hybrid environments. Other duties include PC desktop troubleshooting. Linux/Unix experience is helpful.. Valid driver's license required.

Microsoft certifications, MCP, MCSE, or MCSA desirable, but not required. Microsoft Exchange and SQL experience required; certification desirable but not required. Gateway router and firewall experience required; certification desirable but not required

Required Knowledge: Windows server operation and configuration, IP and routing protocols; DHCP, Active Directory, Exchange, Web, FTP and related technologies; application of diagnostic programs utilized in system maintenance and problem resolution; problem diagnostic programs; parts replacement; and software problem resolution.

~~Associates degree or equivalent experience in computer science or related field. At least 2 years experience in PC and MAC desktop applications and network troubleshooting. Microsoft Windows server and Active Directory experience preferred. Linux/Unix experience is helpful. Experience with Windows network administration, Active Directory administration, TCP/IP, and Network Policies and procedures.~~

<u>**COGNITIVE AND SENSORY REQUIREMENTS:**</u>
Talking: Necessary for communicating with others.
Hearing: Necessary for taking instructions and receiving information.
Sight: Necessary for doing job effectively and correctly.

<u>**DURING AN 8 HOUR DAY, EMPLOYEE IS REQUIRED TO:**</u>
Consecutive   Hours
Sit 1 **2** 3 4 5 6 7 8
Stand 1 **2** 3 4 5 6 7 8
Walk **1** 2 3 4 5 6 7 8

   Total Hours
Sit 1 2 3 4 **5** 6 7 8
Stand 1 **2** 3 4 5 6 7 8
Walk **1** 2 3 4 5 6 7 8

<u>**ENVIRONMENT**</u>: Inside: 90%   Outside: 10%

CONTROLS AND EQUIPMENT: Computers and associated equipment, copy machine, fax machine, telephone, cellular phone

LICENSURE/CERTIFICATION REQUIREMENTS:
Possession of a valid driver's license.

OTHER TRAINING, SKILLS AND EXPERIENCE REQUIREMENTS:

Specific Vocational Preparation Requirement(s):

|__| 1. Short demonstration only.
|__| 2. Any beyond short demonstration up to and including 30 days.
|__| 3. 30-90 days.
|__| 4. 91-180 days.
| | 5. 181 days to 1 year.
| | 6. 1 to 2 years.
| XX| 7. 2 to 4 years.
|XX | 8. 4-10 years.
|__| 9. Over 10 years.

DEFINITIONS OF DURATION OF PHYSICAL ACTIVITIES

Rarely: *Activity exists up to 1/8 of the time on the job.*
Occasionally: *Activity exists up to 1/3 of the time on the job.*
Frequently: *Activity exists up to 2/3 of the time on the job.*
Constantly: Activity exists over 2/3 of the time on the job.

PHYSICAL ACTIVITY REQUIREMENTS

Normal office environment, not subject to extremes in temperature, noise, odors, etc.
Regular lifting and carrying of paper, computers, and printers. Occasionally required to walk, stoop, crawl, climb, and reach with hands.
Regularly uses computer and keyboards and mouse requiring eye-hand coordination, finger dexterity, close vision, color vision, and the ability to adjust focus.

PRIMARY PHYSICAL REQUIREMENTS

LIFT up to 10 lbs.: Frequently
LIFT 11 to 25 lbs.: Frequently
LIFT 26 to 50 lbs.: Occasionally
LIFT over 50 lbs.: Rarely

CARRY up to 10 lbs.: Frequently
CARRY 11 to 25 lbs.: Frequently
CARRY 26 to 50 lbs.: Occasionally

CARRY over 50 lbs.:   Rarely

REACH above shoulder height: Frequently
REACH at shoulder height: Frequently
REACH below shoulder height: Frequently

PUSH/PULL: Occasionally

HAND MANIPULATION

Grasping: Frequently
Handling: Frequently
Torquing: Occasionally
Fingering: Constantly

OTHER PHYSICAL CONSIDERATIONS

Twisting: Occasionally
Bending: Occasionally
Crawling: ~~Rarely~~**Occasionally**
Squatting: Occasionally
Kneeling: Occasionally
Crouching: Occasionally
Climbing: Occasionally
Balancing: Rarely

WORK SURFACE(S)

Standard office desk and chair, carpet floor, tile floor

TOWN OF MERRIMACK
CLASSIFICATION PLAN 2019-20

GRADE 1

        PT COMMUNITY RECYCLING ASSISTANT
        PT CROSSING GUARD
        PT CUSTODIAN
        CALL FIREFIGHTER
        PT CALL EMS ATTENDANT (EMT)
        PT MAINTAINER
        SEASONAL MAINTAINER
        SPECIAL POLICE OFFICER, TRAINEE

GRADE 2

GRADE 3

GRADE 4   PT ANIMAL CONTROL OFFICER

GRADE 5

        ACCOUNT CLERK II, FINANCE OFFICE, TOWN CLERK/TAX COLLECTOR'S OFFICE
        CLERK TYPIST II, COMMUNITY DEVELOPMENT CLERK, POLICE RECORDS CLERK,
        CUSTODIAN

GRADE 6

        PT CALL EMS ATTENDANT (AEMT OR PARAMEDIC)
        SPECIAL POLICE OFFICER (CERTIFIED)

GRADE 7

        PT MEDIA ASSISTANT

GRADE 8

        CALL DISPATCHER
        SECRETARY, COMMUNITY DEVELOPMENT, GENERAL GOVERNMENT, PARKS &
        RECREATION

GRADE 9

        ASSESSING COORDINATOR
        ASSISTANT MEDIA SERVICES COORDINATOR
        RECREATION PROGRAM COORDINATOR

GRADE 10

        ACCOUNT CLERK III, FINANCE OFFICE

TOWN OF MERRIMACK
CLASSIFICATION PLAN 2019-20

GRADE 11

EXECUTIVE SECRETARY, FIRE & RESCUE, PUBLIC WORKS, GENERAL GOVERNMENT
TECHNOLOGY ASSISTANT

GRADE 12

EXECUTIVE SECRETARY, TOWN MANAGER /TOWN COUNCIL'S OFFICE
PT WELFARE ADMINISTRATOR

GRADE 13

PT FIRE INSPECTOR

GRADE 14

DEPUTY TOWN CLERK/TAX COLLECTOR
OFFICE MANAGER, COMMUNITY DEVELOPMENT, POLICE DEPARTMENT
PURCHASING AGENT/ACCOUNTANT

GRADE 15

ACCOUNTING SUPERVISOR
ASSISTANT ASSESSOR
ASSISTANT PLANNER
ASSISTANT TECHNOLOGY COORDINATOR

GRADE 16

SEWER INSPECTOR

GRADE 17

ADMINISTRATIVE ASSESSOR
BUILDING INSPECTOR
PARKS & RECREATION DIRECTOR
TOWN CLERK/TAX COLLECTOR
MEDIA SERVICES COORDINATOR

GRADE 18

PT HEALTH OFFICER/SANITARIAN

EFFECTIVE: July 1, 2019
Amended ~~October 9~~**December 19**, 2019

TOWN OF MERRIMACK
CLASSIFICATION PLAN 2019-20

GRADE 19

BUILDING OFFICIAL
PLANNING & ZONING ADMINISTRATOR

GRADE 20

ASSISTANT PUBLIC WORKS DIRECTOR
DEPUTY FINANCE DIRECTOR
HUMAN RESOURCES COORDINATOR
OPERATIONS MANAGER
TECHNOLOGY COORDINATOR

GRADE 21

PROSECUTOR

GRADE 22

ASSISTANT FIRE CHIEF

GRADE 23

DEPUTY DIRECTOR OF PUBLIC WORKS/TOWN ENGINEER
DEPUTY POLICE CHIEF

GRADE 24

COMMUNITY DEVELOPMENT DIRECTOR
FINANCE DIRECTOR

GRADE 25

FINANCE DIRECTOR/ASSISTANT TOWN MANAGER
FIRE CHIEF
POLICE CHIEF
PUBLIC WORKS DIRECTOR

TOWN OF MERRIMACK
WAGE SCHEDULE 2019-20

			MIN	MID	MAX
	GRADE 1	YRLY	$26,020.80	$31,803.20	$37,585.60
		WKLY	$500.40	$611.60	$722.80
		HRLY	$12.51	$15.29	$18.07
1.03	GRADE 2	YRLY	$27,393.60	$33,467.20	$39,520.00
		WKLY	$526.80	$643.60	$760.00
		HRLY	$13.17	$16.09	$19.00
	GRADE 3	YRLY	$28,828.80	$35,193.60	$41,537.60
		WKLY	$554.40	$676.80	$798.80
		HRLY	$13.86	$16.92	$19.97
	GRADE 4	YRLY	$30,347.20	$37,003.20	$43,659.20
		WKLY	$583.60	$711.60	$839.60
		HRLY	$14.59	$17.79	$20.99
	GRADE 5	YRLY	$31,928.00	$38,916.80	$45,884.80
		WKLY	$614.00	$748.40	$882.40
		HRLY	$15.35	$18.71	$22.06
	GRADE 6	YRLY	$33,612.80	$40,913.60	$48,214.40
		WKLY	$646.40	$786.80	$927.20
		HRLY	$16.16	$19.67	$23.18
	GRADE 7	YRLY	$35,360.00	$43,014.40	$50,668.80
		WKLY	$680.00	$827.20	$974.40
		HRLY	$17.00	$20.68	$24.36
	GRADE 8	YRLY	$37,232.00	$45,240.00	$53,248.00
		WKLY	$716.00	$870.00	$1,024.00
		HRLY	$17.90	$21.75	$25.60
	GRADE 9	YRLY	$39,166.40	$47,569.60	$55,972.80
		WKLY	$753.20	$914.80	$1,076.40
		HRLY	$18.83	$22.87	$26.91
	GRADE 10	YRLY	$41,225.60	$50,024.00	$58,822.40
		WKLY	$792.80	$962.00	$1,131.20
		HRLY	$19.82	$24.05	$28.28
	GRADE 11	YRLY	$43,388.80	$52,603.20	$61,817.60
		WKLY	$834.40	$1,011.60	$1,188.80
		HRLY	$20.86	$25.29	$29.72
	GRADE 12	YRLY	$45,676.80	$55,328.00	$64,958.40
		WKLY	$878.40	$1,064.00	$1,249.20
		HRLY	$21.96	$26.60	$31.23
	GRADE 13	YRLY	$48,089.60	$58,198.40	$68,286.40
		WKLY	$924.80	$1,119.20	$1,313.20
		HRLY	$23.12	$27.98	$32.83

EFFECTIVE: 7/1/2019

Note: Annual and weekly wages shown are base on 40 hour weeks

GRADE 14	YRLY	$50,585.60	$61,172.80	$71,760.00
	WKLY	$972.80	$1,176.40	$1,380.00
	HRLY	$24.32	$29.41	$34.50
GRADE 15	YRLY	$53,248.00	$64,334.40	$75,420.80
	WKLY	$1,024.00	$1,237.20	$1,450.40
	HRLY	$25.60	$30.93	$36.26
GRADE 16	YRLY	$56,056.00	$67,662.40	$79,268.80
	WKLY	$1,078.00	$1,301.20	$1,524.40
	HRLY	$26.95	$32.53	$38.11
GRADE 17	YRLY	$58,988.80	$71,156.80	$83,304.00
	WKLY	$1,134.40	$1,368.40	$1,602.00
	HRLY	$28.36	$34.21	$40.05
GRADE 18	YRLY	$62,088.00	$74,838.40	$87,568.00
	WKLY	$1,194.00	$1,439.20	$1,684.00
	HRLY	$29.85	$35.98	$42.10
GRADE 19	YRLY	$65,353.60	$78,686.40	$92,019.20
	WKLY	$1,256.80	$1,513.20	$1,769.60
	HRLY	$31.42	$37.83	$44.24
GRADE 20	YRLY	$68,785.60	$82,763.20	$96,720.00
	WKLY	$1,322.80	$1,591.60	$1,860.00
	HRLY	$33.07	$39.79	$46.50
GRADE 21	YRLY	$72,384.00	$87,027.20	$101,649.60
	WKLY	$1,392.00	$1,673.60	$1,954.80
	HRLY	$34.80	$41.84	$48.87
GRADE 22	YRLY	$76,190.40	$91,520.00	$106,828.80
	WKLY	$1,465.20	$1,760.00	$2,054.40
	HRLY	$36.63	$44.00	$51.36
GRADE 23	YRLY	$80,184.00	$96,241.60	$112,299.20
	WKLY	$1,542.00	$1,850.80	$2,159.60
	HRLY	$38.55	$46.27	$53.99
GRADE 24	YRLY	$84,406.40	$101,212.80	$118,019.20
	WKLY	$1,623.20	$1,946.40	$2,269.60
	HRLY	$40.58	$48.66	$56.74
GRADE 25	YRLY	$88,836.80	$106,433.60	$124,030.40
	WKLY	$1,708.40	$2,046.80	$2,385.20
	HRLY	$42.71	$51.17	$59.63

EFFECTIVE: 7/1/2019

Note: Annual and weekly wages shown are base on 40 hour weeks