

## MEMORANDUM

**TO:** Members of the County Council

**FROM:** Jeff Smith, Director of Emergency Communications *JPS*

**RE:** System Tech I Reclassification / Budget Adjustment

**DATE:** June 15, 2022

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The Department of Emergency Communications currently employs three (3) individuals who are responsible for the maintenance and operational readiness on our 911, dispatch and data communication to county police and the county fire and EMS services. These systems have several software and hardware systems that must be maintained and regularly updated: Central Square Technologies Enterprise Computer Aided Dispatch system, Countywide Next Generation 911 system, Police, Fire and EMS mobile data routers, and various other public safety level systems. The three individuals responsible for these systems have evolved from different jobs in the system and consequently currently hold differing job classifications from Systems Engineer to Systems Technician.

In March of this year, it was brought to my attention that one of the three employees, because their historic job description differed from the necessary work being completed over the last year or so to keep these 911 systems, dispatch systems and the police and fire computers up to date was regularly and permanently performing duties outside of and above their classification. Human Resources performed a desk audit of the employee's duties and job classification as the job was actually being performed for over a year.

The HR audit confirmed that the employee was in fact performing well above the current job classification and had been doing so for well over a year and that those job duties are now a permanent part of the position. As a result, HR recommended that employee's position be reclassified to a System Technician II and that their compensation be adjusted accordingly. This is a technical position that is not easy to recruit, train or retain, and I request that it be done midyear.

Therefore, per HR's recommendation request an amendment to the 2022 Emergency Communications budget to support the reclassification of a current System Tech I to System Tech II. The Acting Director of Finance, Tracy Bayne, has confirmed that sufficient funds are available in the 2022 Department of Emergency Communications budget to support the reclassification and resulting increased salary.