

Title: New Position – Systems Administrator – Enterprise Resource Planning (ERP) Systems

Description of Request:

Provide a staff position that will perform configuration and management services for city and county entities utilizing our ERP system's products (i.e., CentralSquare Public Administration, Community / TRAKiT). The need for continual configuration of services as well as reporting support has been identified as a critical success factor by the City and County ERP customers.

Justification:

City and County Community agencies have identified the need for enhanced onsite support of their systems. Presently, there is no current IT&S staff available to assist the user community with anything from basic system configuration to enhanced web and reporting services.

Filling this support role will meet a referenced objective for the IT Assessment related to improving the customer experience.

This request will provide ongoing support for critical operational systems and the growth thereof. This position will address our customer identified business requirements for more robust configuration and management services from IT&S.

Should this position not be approved or funded, city and county ERP customers will continue to struggle to realize the full potential of the systems they have chosen **without any support from IT&S**. Additionally, routine maintenance and more robust enhancements will require significantly increased costs based on vendor contract services quotations.

Projected Cost:

Year 1: \$87,557

Ongoing: \$87,557 with associated personnel increases as approved.

Contact Information:

Art Pembroke, Director IT&S

Other Stakeholders Endorsing this Request

Sharon Haugen, City Director Community Development

Peter Italiano, Director County Community Development