

### Regional Emergency manager – WT as fiscal agent

The county approached me to ask if West Tisbury would be willing to act as the fiscal agent for the regional EMD, because the candidate they have already works for the county directly 40 hours/week. Russ, Jen, Bruce, Martina and I met last week to discuss this and have sketched out the following rough parameters as a starting point for you to consider:

- There would be an MOU in which both practical and financial commitment and responsibility would be spelled out.
- WT role would for a period of up to three years
- Structure it much like the current Fire Training Council, where the agreed upon financial commitment is billed and paid up front at the beginning of the fiscal year so WT is not in a position having to advance funds
- The MOU would spell out who and how the payroll and bills would be signed off to meet WT's warrant schedule.
- The costs of adding this employee (employer's side of Medicare, unemployment charges (if any), workers' compensation insurance, etc. would be charged to the regional entity
- The pay scale is set by the County and it is an under 20 hours/week position so no benefits or OPEB costs are associated with it.

### Capital Improvements – PSB working group

At our meeting on December 11<sup>th</sup>, the Capital Improvements Planning Committee (CIPC) reviewed the various needs for the Fire/EMS portion of the PSB. These include imminent repairs to the fire truck bay exhaust system for firefighter safety, the need for some space for WT-based EMS (and occasional emergency firefighter) to sleep when on duty if they do not live in town, and the request from the Energy Committee that we move that building toward resilience, which would include solar panels on the roof.

I am here to convey our recommendation to the Select Board on behalf of the CIPC that you appoint a working group of 3-5 people to work on these various issues in concert. This is not even at the level of a feasibility study – just a working group with perhaps a small amount of money allocated at town meeting or from your discretionary funds. This group would work the various issues and make a recommendation for next steps at the next town meeting. We feel that a wise composition would include the following representation/experience:

- Fire Chief
- Energy Committee
- Someone (Health department?) to help with the septic issues on the property
- Someone with building experience – and perhaps also building committee experience
- Someone from Tri-Town Ambulance

### IT staffing – need a new model

Bruce and I have been saying for some time that the current model of handling the town hall and COA IT needs would not work much longer. With Bruce retiring in June, we asked Kim Leaird to consider whether she might be willing to consider adding this role to her plate, and she was not sure, so we agreed to include Kim in all of our IT-related emails for 3-4 weeks, so that she could have a sense of what this work involved. Based on some preliminary discussions that Jen and Bruce and Kim Leaird and I have had, and some work on the IT budget, it is clear that it is now past time to talk about this.

Our outside IT consultant, Ben Hopkins, is doing an absolutely stellar and very proactive job, but we do need someone in-house to do triage and have local knowledge, etc. As Jen predicted, this exercise brought to the fore the fact that Bruce and I have been doing this work – a LOT more than we were consciously aware of – without even really thinking about it most of the time. This led Kim to pull together a very rough draft of the types of roles and responsibilities this work involves, and that is attached here so that you can get some sense of it.

I don't expect answers this week, but we need to develop

- What should the future model (or evolution of model(s)) be
- How to budget for the IT Personal Services for FY 2025

## **IT Support Technician, duties and responsibilities**

The primary focus of someone working in an IT Support position is ensuring that a company's employees can use software and hardware to complete their daily tasks.

Common IT Support job duties include:

- Resolving IT support requests from employees
- Answering employee questions regarding computer systems
- Gathering and analyzing data to diagnose problems with computer systems
- Changing configurations, settings and permissions to fix computer issues
- Generating sign ins for new hires during the onboarding process
- Installing new software and hardware drivers and updating existing ones as needed
- Updating employees on the status of their service requests
- Logging all service requests and updating tickets as needed

### **SAMPLE JOB DESCRIPTION:**

We are looking for technically skilled candidates with good problem-solving abilities for the position of IT Support Technician. The duties include being a point of contact for all IT related questions at the user level, responding to user needs in a timely manner, and ensuring the optimal running of all systems, among other duties.

You are expected to display good interpersonal skills as you will interact with different departments. You are to listen to their technical needs, understand their problems and implement solutions for them.

### **Responsibilities:**

- Provide support to users and be the first point of contact for problem resolution.
- Troubleshoot hardware, software, and network issues for several different town departments (Assessors, Building, Health, Permitting, Police, etc.)
- Set up email accounts for new employees.
- Maintain inventory of printer supplies, toner cartridges, etc.
- Order hardware equipment as needed.
- Manage daily and weekly Back-up protocol for Town Hall to ensure system security.
- Manage annual \$100,000+ IT budget, process invoices.
- Manage network subscriptions (City Hall Systems, Vadar, Budget Sense, Permitting software, Full Circle, Zoom, etc.)
- Install and configure hardware and software components (with Ben, as needed).
- Repair and/or replace damaged computer hardware (with Ben, as needed).
- Proactive in staying up to date on current cybersecurity protocols, make recommendations for staff.

Emails		11/27-12/1 - 7 emails; 12/4-12/8 - 36 emails; 12/11-12/15 - 21 emails ; 12/18-12/19 - 6 em.
DATE	# emails	NOTES
Tue-Nov. 28	5	1) Ordered three new 3TB passport drives, format for backups. (Inventory, Backup, Point w/Ben)
Fri-Dec. 1	2	1) Triage headphones for staff
Tue-Dec. 5	11	1) Cybersecurity webinar, eye towards K. managing it if taken on 2) Passport drives, backup, IT rotation in IT room, Ben 3) City Hall Systems & Full Circle tech support re: complaint module 4) Consult on MVT fiber hookup to Town Hall & other buildings 5) City Hall Systems, compiling data for Dog licenses, technical mail merge, format doc 6) Email triage for re: WT survey
Wed-Dec. 6	10	1) Printer triage for Town Hall staff - 2) Printer triage for 3rd floor Plotter printer 3) City Hall Systems - more technical work on Dogs file
Thu-Dec. 7	10	1) Full Circle: technical, liaison bet. Fire and burn module work, process invoice 2) City Hall Systems - more technical work on Dogs file 3) Passport drive, backups - swapping out 4) Triage blue screen, contact Ben
Fri-Dec. 8	5	1) Equipment order and inventory 2) Email management
Wed-Dec. 13	9	1) Cert Vault - receipt of insurance certificates 2) Software triage, error message
Thu-Dec. 14	4	1) External drives failing 2) Spam email uptick 3) Budget for FY25
Fri-Dec. 15	8	1) Printer service calls 2) External drives failing 3) Equipment upgrade inventory
Mon-Dec.18	4	1) Storms, server offline 2) Equipment triage (plotter)
Tue-Dec. 19	2	1) New equipment purchases
	70	Emails total, 3 weeks

IT List of Responsibilities		
Frequency	Task	Level of Responsibility
	Point person for coordination of all IT issues with Ben	
	Triage at Town Hall for computer issues -- this could be printers and other network issues, software updates, etc.	
	Triage at Town Hall for server room	<i>High level of responsibility</i>
	Setting up new email for employees including Police dept.	
	Responsible for Town Hall backups 2-3 times per week. This includes ensuring backups are actually happening, swapping	<i>Very high level of responsibility</i>
	Process and Manage IT invoices, including annual subscriptions for Full Circle, Zoom and others	
	Responsible for IT Budget: \$112,190.00	<i>High level of responsibility High level of knowledge re: details of City Hall annual sub, Vadar Tax Collection software, Budget Sense, Permitting software license/support, GIS software, Website maintenance, Software licenses (Adobe, Zoom, etc), E-Sig DocuSign, network licenses, network support, trainings needed, Tell/internet, Office supplies (toner, etc.), Equipment (printers, etc.); consulting cybersecurity</i>
	Responsible for Equipment orders	
	Responsible for coordinating Cyber Security training for staff	
	Responsible for troubleshooting the annual gathering of dog licenses data via .csv files and City Hall Systems	<i>Technical knowledge</i>