

Riverside Public School District 96

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March, 2020

To: Martha Ryan-Toye, Superintendent of Schools

**RE: Technology Staffing Reassessment**

**Background Information**

On January 3, 2020, a member of the District 96 Technology Department tendered his resignation from his position as Level 1-2 Field Technician, effective immediately.

Changes such as these provide organizations with an opportunity to reassess needs and evaluate short-term and long-term staffing options. A short-term agreement with Technology Resource Advisors, Inc. has partially filled the gap left by the departure of a full-time technician, alleviated some of the workload being placed on our remaining technician, allowed District 96 leadership to reassess the needs of the district and the Technology Department, and has allowed District 96 to begin evaluating Technology Resource Advisors Chromebook repair services as a possible warranty replacement option next school year on Chromebooks associated with the 1:1 Program at Hauser Junior High School. However, the need for an FTE to fill the vacancy left by the resignation of the Level 1-2 Field Technician in January still exists.

**Recommendation**

- Create a new job description and post for an entry-level, Level 1 Field Technician. This position would be at a reduced annual salary compared to the Level 1-2 Field Technician position it replaces. This position would be posted immediately as we continue to assess our needs.
- Begin the interview/hiring process for the new role in early April with an anticipated start date of May 15, 2020.
- Develop a new job description for a Level 3 Technician / Network Administrator. Our existing technician would be elevated to this new role effective July 1, 2020.
- Leading up to July 1, 2020, cross-training for the Level 3 Technician role would occur and responsibilities associated with cloud management of several network services and cloud-managed network hardware would be part of this new role's job description. This shift allows for leadership to focus on additional security and compliance mandates associated with the new student data privacy laws that will go into effect on July 1, 2021.

- With the next purchase of Chromebooks, opt not purchase the standard 3-yr manufacturers warranty as in previous years. Instead the recommendation would be to enter into a multi-year agreement with Technology Resource Advisors, Inc. Thus far, Technology Resource Advisors, Inc. has provided a greater level of service compared to Dell's warranty service. Replacing these warranty services is cost-neutral.

All of the recommended staffing and support changes would be cost-neutral, if not net an overall savings, when compared to the projected FY21 combined salaries utilizing the previous staffing model.