COUNTY OF KENDALL, ILLINOIS
HUMAN RESOURCES & INSURANCE
Kendall County Office Building, 111 W. Fox Street
County Board Rm 209 & 210, Yorkville, IL 60560
Monday, November 4, 2024 at 5:30 p.m.
MEETING AGENDA

1. **Call to Order**

2. **Roll Call:** Ruben Rodriguez (Chairman), Jason Peterson (Vice Chairman), Elizabeth Flowers, Zach Bachmann, and Matt Kellogg

3. **MOTION (VV):** **Approval of Agenda (pages 1-2)**

4. **MOTION (VV):** **Approval of Minutes for the October 7, 2024, Human Resources & Insurance Committee Meeting (pages 3-6)**

5. **Committee Reports and Updates**
   A. **Alliant Insurance Services, Inc. and ICRMT – Kendall County Insurance Renewal**
      * AFTER PRESENTATION, MOTION (VV) (Forward to CB 11/19/2024 Meeting): Committee's recommendation for FY 2025 Insurance

   B. **Monthly Benefits Report (pages 7-8)**

   C. **Monthly Human Resources Department Report (page 9)**

   D. **Executime & Tyler Munis Update (page 10)**

6. **New Committee Business**
   A. ***MOTION (VV) (Forward to CB 11/19/2024 Meeting):** Revised Finance & Budget Analyst Job Description **(pages 11-16)**

   B. ***MOTION (VV) (Forward to CB 11/19/2024 Meeting):** Full-Time Code Enforcement Officer Job Description **(pages 17-22)**

   C. ***MOTION (VV) (Forward to CB 11/19/2024 Meeting):** Chief Information Officer Job Description **(pages 23-29)**

   D. ***MOTION (VV) (Forward to CB 11/19/2024 Meeting):** IT Systems Manager Job Description **(pages 30-35)**

   E. ***MOTION (VV) (Forward to CB 11/19/2024 Meeting):** IT Project Manager Job Description **(pages 36-40)**

If special accommodations or arrangements are needed to attend this County meeting, please contact the Administration Office at 630-553-4171, a minimum of 24-hours prior to the meeting time.

F. ***MOTION (VV) (Forward to CB 11/19/2024 Meeting):** Revised Deputy Director of Information, Communication and Technology **(pages 41-45)**

G. ***MOTION (VV) (Forward to CB 11/19/2024 Meeting):** Revised Systems Administrator Job Description **(pages 46-48)**

H. ***MOTION (VV) (Forward to CB 11/19/2024 Meeting):** Helpdesk Supervisor Job Description **(pages 49-53)**

I. ***MOTION (VV) (Forward to CB 11/19/2024 Meeting):** Revised Computer Support Specialist Job Description **(pages 54-57)**

J. ***MOTION (VV) (Forward to CB 11/19/2024 Meeting):** Revised Organizational Chart & Approved Headcount **(pages 58-59)**

7. **Old Committee Business**

8. **Chairman's Report**

9. **Public Comment**

10. **Executive Session**

11. **Items for Committee of the Whole**

12. **Action Items for County Board**

    A. **Items for Consent Agenda**

    B. **Items under Committee Business**

13. **Adjournment**

If special accommodations or arrangements are needed to attend this County meeting, please contact the Administration Office at 630-553-4171, a minimum of 24-hours prior to the meeting time.

COUNTY OF KENDALL, ILLINOIS
HUMAN RESOURCES AND INSURANCE COMMITTEE
Meeting Minutes for Monday, October 7, 2024, at 5:30 p.m.

Call to Order
The meeting was called to order by Committee Chair Ruben Rodriguez at 5:31p.m.

Roll Call

Attendee	Status	Arrived	Left Meeting
Ruben Rodriguez	Here		
Jason Peterson	Here		
Elizabeth Flowers	Here		
Zach Bachmann	Absent		
Matt Kellogg	Here		

With 4 members present a quorum was established.

Staff Present: Leslie Johnson, Tricia Springman, Kayla Korey

Approval of Agenda – **Member Kellogg made a motion to approve the agenda, second by Member Peterson. With 4 members voting aye, the motion was carried by a vote of 4 -0.**

Approval of Minutes- Member Peterson made a motion to approve August 5, 2024, minutes, second by Member Flowers. With 4 members voting aye, the motion was carried by a vote of 4-0.

Committee Reports and Updates –

A. **Monthly Benefits Report**

Human Resources Director Leslie Johnson guided the committee to page 6 of the packet to review the Deputy Treasurer's monthly report. She noted that the dental insurance premium for this year has exceeded the budgeted amount, as the allocation for this year was inexplicably lower than last year's.

B. **Monthly Human Resources Department Report**

Ms. Johnson directed the committee to page 8 in the meeting packet. Leslie Johnson introduced Kayla Korey, the fall intern from the Kendall County Human Resources Department. Kayla is currently assisting the department with the transition to Laserfiche, preparing benefit spotlight emails, and ensuring compliance with OSHA requirements for all positions. Ms. Johnson would also like to inform the committee that, due to the property appraisal, the premium for ICRMT is likely to increase by up to 18%. This anticipated increase is also attributable to the number of vehicles purchased and the extent of insured inland marine equipment.

Ms. Johnson informed the committee that the Benefits Fair is scheduled for November 6th and 7th. Open enrollment will begin on November 11 and conclude on November 30. Ms. Johnson attended the first board of directors meeting with IPBC, and a copy of the meeting's report has been emailed to the Kendall County Board. Lastly, nominations for the Employee of the Year award are due by October 31, 2024.

C. **Executime & Tyler Munis Update**

HR Generalist Tricia Springman provided an update to the committee regarding the Tyler Munis project. Since the last meeting, the following tasks have been successfully completed:

- Auditing and revising employee codes for accruals
- Conducting an audit for hourly and salary classifications
- Assigning classifications for hourly and salary positions
- Addressing duplicate positions
- Configuring hourly pay codes in both Munis and Executime

The following items remain pending:

- Implementation of geofencing
- Testing across departments
- Importing testing data
- Transitioning from test to live environment
- Gradience import

The departments that have undergone testing include Assessments, Treasurers, Circuit Clerk, Veterans Assistance Commission (VAC), Coroner, County Clerk & Recorders, Administration, Human Resources, Planning, Building & Zoning (PBZ), State's Attorney, Geographic Information Systems (GIS), Emergency Management Agency (EMA), Forest Preserve, and the Highway Department. The departments that still require testing include Health and Human Services (HHS), Court Services, Public Defender, Probation, and Highway.

New Committee Business –
   A. Business Associate Agreement Between Kendall County and the Intergovernmental Personnel Benefit Cooperative Effective January 1, 2025

This agreement is established between Kendall County and IPBC and is mandated by HIPAA regulations. It necessitates that both Kendall County and IPBC ensure the confidentiality of protected health information.

   Member Peterson made a motion to forward to County Board meeting, second by member Kellogg. With 4 members voting aye, the motion was carried by a vote of 4-0.

   B. Revised Address and Name Change Form.

The updated address and name change form includes a requirement for employees to provide proof of their name change. This can be submitted in the form of a social security card along with one of the following: marriage license, driver's license, court documents, or relevant paperwork. This documentation is necessary to comply with payroll and IMRF requirements.

   Member Flowers made a motion to forward to County Board meeting, second by member Peterson. With 4 members voting aye, the motion was carried by a vote of 4-0.

   C. Revised Generative Artificial Intelligence (AI) Chatbot Usage Policy (Section 9.6 in the Kendall County Employee Handbook) effective January 1, 2025

The updated Generative Artificial Intelligence (AI) chatbot usage policy will replace the current policy outlined in section 9.6 of the Kendall County Employee Handbook, effective January 1, 2025. These

proposed changes are necessary in response to recent amendments to the Illinois Human Rights Act and data privacy regulations.

Member Kellogg made a motion to forward to County Board meeting, second by member Peterson. With 4 members voting aye, the motion was carried by a vote of 4-0.

D. Revised Policy Against Unlawful Discrimination, Harassment and Sexual Misconduct (Section 2.1 in the Kendall County Employee Handbook) Effective January 1, 2025

The revised policy addressing Unlawful Discrimination, Harassment, and Sexual Misconduct will supersede the existing policy in section 2.1 of the Kendall County Employee Handbook, effective January 1, 2025. The changes in purpose align with the recent amendments to the Illinois Human Rights Act, which include "actual or perceived family responsibilities" and "actual or perceived reproductive health decisions" as additional protected categories under the state's anti-discrimination law.

Member Peterson made a motion to forward to County Board meeting, second by member Flowers. With 4 members voting aye, the motion was carried by a vote of 4-0.

E. Revised Insurance Benefits Policy (Section 7.1 in the The Kendall County Employee Handbook) effective January 1, 2025

The revised Insurance Benefits Policy is intended to replace the current policy outlined in Section 7.1 of the Kendall County Employee Handbook, effective January 1, 2025. The proposed changes aim to provide employees with clear guidance on when and how to inform the County's benefits administrator of any changes to their personal status, including the addition or removal of dependents from any of the County's employee benefit plans. This update to the County's existing Insurance Benefits Policy has been recommended by the IPBC.

Member Peterson made a motion to forward to County Board meeting, second by member Flowers. With 4 members voting aye, the motion was carried by a vote of 4-0.

F. Revised Organizational Chart and Headcount

The Revised Organizational Chart and Headcount reflect an update to the County's organizational structure, including the addition of a part-time GIS Cadastral Technician position.

Member Flowers made a motion to forward to County Board meeting, second by member Kellogg. With 4 members voting aye, the motion was carried by a vote of 4-0.

Old Committee Business – None

Chairman's Report –None

Public Comment – None

Executive Session – for the purpose of the review of discussion of minutes of meetings lawfully closed under the Open Meetings Act, whether for purposes of approval by the body of the minutes or semi-annual review of the minutes as mandated by section 2.06, 5ILCS 120-2/21.

Elizabeth Flowers	Yes
Jason Peterson	Yes

Matt Kellogg	Yes
Zach Bachmann	Absent
Ruben Rodriguez	Yes

Open Session reconvened at 5:57pm

Items for the Committee of the Whole Meeting – None

Action Items for County Board –

1. **Under Consent Agenda**
   a. Business Associate Agreement Between Kendall County and the Intergovernmental Personnel Benefit Cooperative effective January 1, 2025
   b. Revised Address and Name Change Form
   c. Revised Generative Artificial Intelligence (AI) Chatbot Usage Policy (Section 9.6 in the Kendall County Employee Handbook) effective January 1, 2025
   d. Revised Policy Against Unlawful Discrimination, Harassment and Sexual Misconduct (Section 2.1 in the Kendall County Employee Handbook) effective January 1, 2025
   e. Revised Insurance Benefits Policy (Section 7.1 in the Kendall County Employee Handbook) effective January 1, 2025
   f. Revised Organizational Chart and Headcount

2. **Items for Committee Business**

Adjournment – Member Flowers made a motion to adjourn, second by Member Kellogg. **With members present in agreement, the meeting was adjourned at 5:57 p.m.**

Respectfully submitted,
Nancy Villa
Executive Administrative Assistant

MONTHLY MEDICAL INSURANCE REPORT
FY 24

EMPLOYEES
Total Enrolled

PLAN	Non-Union	Union	Oct-24	Nov-24	Annual ER Plan Cost	
HMO EE	12	11	23	23	$8,562.78	
HMO EE + SP	1	3	4	4	$13,066.83	
HMO EE + CH	2	3	5	5	$12,710.13	
HMO FAM	3	13	16	16	$17,324.01	
H.S.A. $1600 EE	73	53	127	126	$13,229.77	*
H.S.A. $1600 EE + SP	8	9	17	17	$20,899.69	*
H.S.A. $1600 EE + CH	14	10	24	24	$20,411.05	*
H.S.A. $1600 FAM	24	27	52	51	$26,731.51	*
H.S.A. $3200 EE	2	1	3	3	$12,056.89	*
H.S.A. $3200 EE + SP	0	2	2	2	$19,109.83	*
H.S.A. $3200 EE + CH	0	1	1	1	$18,670.03	*
H.S.A. $3200 FAM	3	0	3	3	$24,358.39	*
BC Options $1600 EE	5	2	7	7	$12,291.36	*
BC Options $1600 EE + SP	1	0	1	1	$19,467.72	*
BC Options $1600 EE + CH	2	0	2	2	$19,018.20	*
BC Options $1600 FAM	1	4	5	5	$24,832.98	*
BC Options $3200 EE	0	0	0	0	$11,001.19	*
BC Options $3200 EE + SP	0	1	1	1	$17,498.80	*
BC Options $3200 EE + CH	0	0	0	0	$17,103.04	*
BC Options $3200 FAM	2	0	2	2	$22,222.60	*
Total Enrolled	153	140	295	293		

Employees

Dental EE	163
Dental Family	165
Total Enrolled	328

Retirees/COBRA (12/1/23 -11/30/24)	(52 Retirees / 2 COBRA)		
Vision	Family	13	1344.44
Vision	Single	16	970.30
Medical	Family	2	7,928.50
Medical	Single	8	57,650.41
Dental	Family	32	11,772.67
Dental	Single	19	19,265.92
TOTAL			98,932.24

NOTES:
1) Premiums and headcount paid as of monthly report date
* 2) Includes Employer HSA contribution *

FY 24   MONTHLY MEDICAL INSURANCE INVOICES   BUDGETED $7,144,922   94.58% of total budget

	December	January	February	March	April	May	June	July	August	September	October	November	Totals	BUDGET per Line item	% of budget
BCBS Medical Premium	951670	489801	474064	479759	498476	491948	502924	488397	490926	497320	488655		$5,853,939	6,230,253	93.96%
BCBS Dental Premium	39526	28294	45175	28046	28019	28259	28330	27820	27936	28096	27934		$337,434	303,332	**111.24%**
BCBS Life Premium	624	661	642	636	632	637	651	623	634	630	631		$7,000	7837	89.32%
Health Savings Account	125	529125	3875	5500	4500	3875	875	6750	1250	500	1750		$558,125	600,000	93.02%
FSA Admin Fee	98	102	129	129	129	118	121	121	121	121	118		$1,307	3,500	37.35%
TOTALS	$992,043	$1,047,982	$523,885	$514,070	$531,756	$524,836	$532,902	$523,712	$520,867	$526,666	$519,087	$0	$6,757,805	7,144,922	94.58%

FY 23   MONTHLY MEDICAL INSURANCE INVOICES   BUDGETED $6,430,808   96.07% of total budget

	December	January	February	March	April	May	June	July	August	September	October	November	Totals	BUDGET per Line item	% of budget
BCBS Medical Premium	467114	896081	424612	438627	453121	431875	431265	436721	433971	434132	456685	-8013	$5,296,191	5,438,252	97.39%
BCBS Dental Premium	28221	-218	28489	27428	28208	27358	26922	27246	-4026	26989	28720	55462	$300,799	381,879	78.77%
BCBS Life Premium	595	612	591	610	615	606	604	619	593	640	630	627	$7,342	9677	75.87%
Health Savings Account	375	540750	7230	895	5250	4000	3875	4000	2250	2375	500	1250	$572,750	597,500	95.86%
FSA Admin Fee	95	95	112	116	109	102	98	95	95	95	98	98	$1,204	3,500	34.40%
TOTALS	$496,399	$1,437,320	$461,033	$467,675	$487,303	$463,941	$462,764	$468,681	$432,882	$464,230	$486,633	$49,424	$6,178,287	6,430,808	96.07%

FY 22   MONTHLY MEDICAL INSURANCE INVOICES   (BUDGETED: $6,423,600)   91.44% of budget

	December	January	February	March	April	May	June	July	August	September	October	November	Totals
BCBS Medical Premium	422061	417593	769160	397470	415868	423977	418344	406923	411574	412983	412883	-4843	$4,903,995
Met Life Dental Premium	56127	56874	56863	-988	32394	27529	28184	28471	27867	27921	28245	-250	$369,237
BCBS Life Premium	601	613	604	619	591	622	623	622	608	616	610	616	$7,344
Health Savings Account	625	547000	4125	9625	8125	2875	3250	6375	3500	4375	750	750	$591,375
FSA Admin Fee	0	792	98	105	105	201	98	102	102	105	102	98	$1,906
TOTALS	$479,415	$1,022,872	$830,850	$406,831	$457,083	$455,203	$450,499	$442,493	$443,651	$446,000	$442,589	-$3,629	$5,873,857

FY 21   MONTHLY MEDICAL INSURANCE INVOICES   (BUDGETED: $5,830,200)   *94.22% of budget

	December	January	February	March	April	May	June	July	August	September	October	November	Totals
BCBS Medical Premium	394306	382127	383663	390497	395525	385509	380010	379496	377980	370643	354481	378537	$4,572,773
Met Life Dental Premium	27132	33543	25246	27489	27247	27533	27462	26611	26822	27068	26674	27641	$330,468
BCBS Life Premium	604	541	603	611	616	616	615	613	605	602	603	633	$7,262
Health Savings Account	555000	0	6750	5750	2250	2000	750	750	3750	2375	625	1750	$581,750
HRA Admin Fee	0	0	0	0	0	0	0	0	0	0	0	0	$0
FSA Admin Fee	102	103	102	102	105	91	91	221	91	91	91	88	$1,276
TOTALS	$977,143	$416,314	$416,363	$424,448	$425,743	$415,749	$408,928	$407,691	$409,247	$400,778	$382,474	$408,649	$5,493,529

KENDALL COUNTY HUMAN RESOURCES DEPARTMENT
REPORT TO HUMAN RESOURCES & INSURANCE COMMITTEE
November 4, 2024

Here are a few highlights from the Human Resources Department for the month of October 2024:

COMPLIANCE & RISK MANAGEMENT:

- Continue working with Alliant and ICRMT regarding renewals for auto, property, casualty, liability, and workers compensation insurance coverage.

RECRUITMENT, ONBOARDING & OFFBOARDING:

- We are currently recruiting for the following positions: Finance Analyst (Administration), Veteran Services Officer (VAC), Part-Time Driver (VAC), Maintenance I (Facilities), and PT Code Official (PBZ).
- Welcome to the following new hires:
    - Emily Heiden, Full Time Kennel Technician (Animal Control)
    - Gabrielle Behrens, Part Time Kennel Technician (Animal Control)
    - Katie Niermann, Full Time Cadastral Technician (GIS)
    - Sylvia Angelova, Part Time Cadastral Technician (GIS)
    - Hunter Sphar, Full Time Computer Support Specialist (ICT)

EMPLOYEE BENEFITS:

- Every Tuesday from 9/17/2024 to present: attend meetings with PlanSource regarding build out of online benefits administration portal. The portal is now live as of 10/25/2024.
- 10/22/2024: attended meeting with Delta Dental regarding benefits administration.
- 10/24/2024: attended meeting with PlanSource regarding ACA reporting and administration portal.
- Published our weekly Benefits Spotlight every Friday to highlight the various employee benefits for the 2025 plan year.
- 11/6/24 & 11/7/2024: Benefits Fair
- 11/11/24-11/22/2024: Open Enrollment

LABOR RELATIONS:

- We are conducting union negotiations with the following four FOP units whose contracts expire November 30, 2024: Full-Time Records Clerks, Patrol Sergeants, Corrections Deputies, and Corrections Sergeants.

MISCELLANEOUS:

- We received 12 nominations for Employee of the Year Award. The Employee Community Outreach Committee is scheduled to meet and review the nominations on November 8, 2024.

Tyler Munis Update
11/4/2024

ITEMS COMPLETED SINCE 10/7/2024 MEETING
The HR Department has begun building out the live platform in preparation for the conversion from the test to live environment.

The Departments we have tested: Assessments, Treasurer's Office, Circuit Clerk's Office, VAC, Coroner's Office, County Clerk & Recorder's Office, Administration, HR, PBZ, SAO, Facilities, ICT, Animal Control, GIS, EMA, Forest Preserve, Highway, HHS, Court Services, Public Defender's Office.

The Departments we still need to test: Judicial

Kendall County Agenda Briefing

Meeting Type:	Human Resources and Insurance
Meeting Date:	11/4/2024
Subject:	Revised Finance and Budget Analyst Job Description
Prepared by:	Leslie Johnson, Human Resources Director
Department:	Human Resources Department

Action Requested:

Approval to forward the revised Finance and Budget Analyst Job Description to the Kendall County Board for approval.

Board/Committee Review:

N/A

Fiscal impact:

N/A

Background and Discussion:

The attached Finance and Budget Analyst job description replaces the existing job description for the Finance and Budget Analyst. It changes this position from an hourly, FLSA non-exempt position into a salaried, FLSA exempt position. The substantive duties for this position will not change.

Staff Recommendation:

Approval to forward the revised Finance and Budget Analyst job description to the Kendall County Board for approval.

Attachments:

1. Revised Finance and Budget Analyst job description

Kendall County Job Description

TITLE: Finance & Budget Analyst
DEPARTMENT: Administrative Services
SUPERVISED BY: Deputy County Administrator
FULL TIME/PART TIME: Full time
FLSA STATUS: Exempt
APPROVED: TBD

I.   Position Summary:

Under the supervision of the Deputy County Administrator, performs budgeting, financial analysis, administrative, and research functions. Develops and implements the County's Fiscal Recovery Fund (FRF) provided through the American Rescue Plan Act (ARP) of 2021. Manage grant/loan programs including Kendall Area Transit (KAT), FRF, Revolving Loan Fund (RLF) and other county grant/loan programs. Coordinates, manages, and monitors the funding of community growth projects as impacted by COVID 19. Analyzes County fiscal operations and evaluates programs and funding requests.

II.   Essential Duties and Responsibilities:

A.   Performs primary duties requiring office or non-manual work directly related to the management or general business operations of the County, particularly in the area of County finance and budgeting from ARP County funds, including, but not limited to the following:

1.   Prepares month-end and annual expenditure and revenue reports, financial reports, and budgeted vs. actual reports.
2.   Be aware of, and conduct research regarding new issues, methods, and advances in finance and budgeting.
3.   Assists Deputy County Administrator by conducting various surveys, research, data analysis, cost-benefit analysis, and expenditure and revenue forecasting.
4.   Ensures compliance with new grant awards established using FRFs, including but not limited to completing reporting requirements, submitting progress reports, performing sub-recipient monitoring, and other administrative oversight duties.
5.   Assists community with County Grant Applications
6.   Executes transactions within the integrated budget, accounting, and purchasing system which may include purchase requisitions, invoicing, contract payment vouchers, budget data entry, appropriate revisions, and salary and budget imports.
7.   Develops, organizes, and maintains files, documents and materials related to budgetary practices according to County policies.
8.   Provides information to departments and elected offices regarding budgets and other requested data.
9.   Creates financial models and develops automated reporting and forecasting tools to support County decision making.
10.   Oversees and manages all financial and reporting aspects of the Kendall County RLF Program.
11.   Researches and evaluates current and historical financial data.
12.   Develops automated reporting and forecasting tools.

13.   Produces other financial reports, as requested.

B.   Performs primary duties which require the exercise of discretion and independent judgment with respect to matters of significance, and which recommendations are given great weight by the final decision makers, including, but not limited to the following:

1.   Assists in developing the County's overall budget, including the ARP budget, to increase efficiency of the County's spending and provide recommendations regarding the budget, which recommendations are given significant weight by the final decision maker.

2.   Assists in creating and developing the revenue manual, ARP manual, budget preparation manual, budget policies and procedures manual, and other documents as needed, and recommend modifications regarding the same, which recommendations are given significant weight by the final decision maker.

3.   Assists in developing long- and short- term budgetary objectives for the County and provide recommendations regarding the same, which recommendations are given significant weight by the final decision maker.

4.   Serves as Program Compliance Oversight Monitor (PCOM) for KAT.

5.   Serves as staff liaison for Finance Committee in absence of Deputy County Administrator.

6.   Advises and consults with the Finance Committee regarding the new issues, methods, trends, and advances in the area of finance and budgeting.

C.   Maintains a comprehensive and current understanding of policies, procedures, codes, and regulations, including all State, Federal, and local laws and regulations relating to finance and budgeting.

D.   Remains current on finance and budget related information, updates, and other professional literature.

E.   Researches and stays abreast of on ARP Federal Treasury Guidelines.

F.   Maintains professional affiliations as required.

G.   Attends meetings, conferences, workshops and training sessions as approved or assigned.

H.   Participates in County Board and Committee meetings as requested, both during and after business hours.

I.   Handles confidential matters daily relating to all functions of Administrative Services, the Kendall County Board, and its committees, and maintains confidentiality of said information.

J.   Complies with all applicable federal and state laws and regulations regarding or relating to assigned job duties including, but not limited to the ARP, Illinois Open Meetings Act, the Illinois Freedom of Information Act, and the Illinois Local Records Act.

K.   Complies with all applicable policies and procedures regarding or relating to assigned job duties.

L.   Provides backup support to Administration in preparing agendas and minutes and recording Finance Committee meetings.

M.   Provides backup support to Administration by expediting County mail.

N.   Maintains regular attendance and punctuality.

O.   Performs other duties as assigned.

III.   Supervisory Responsibilities.

This job has no supervisory responsibilities.

IV.   Qualifications:

To perform this job successfully, an individual must be able to perform all essential duties satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required for the position.

- A.   Language Skills:
    1.   Ability to research, read, and interpret documents and simple instructions.
    2.   Ability to prepare documents and correspondence.
    3.   Ability to prepare and present clear, concise administrative and financial reports.
    4.   Ability to speak effectively with the public, employees, outside entities, vendors, and the County's elected officials and department heads, in both one-on-one and group settings.
    5.   Requires good knowledge of the English language, spelling, and grammar.

- B.   Mathematical Skills:
    1.   Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
    2.   Ability to apply advanced college algebra and statistical methods such as frequency distributions, reliability and validity tests, normal curve, analysis of variance, correlation techniques, chi-square application and sampling theory, and factor analysis to issues in public organization and public policy.
    3.   Ability to interpret an extensive variety of technical instructions in mathematical or diagrammatic form and deal with several abstract and concrete variables.
    4.   Ability to exercise independent judgment in gathering and analyzing complex data utilizing statistical methods and a cost center analysis.
    5.   Ability to skillfully perform detailed statistical analysis of budget activities.
    6.   Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
    7.   Ability to read and understand workplace data, such as forms, tables, graphs, schedules etc.

- C.   Reasoning Ability:
    1.   Basic understanding of, and ability to conduct cost-benefit analysis.
    2.   Ability to interpret financial data contained in reports and ledgers.
    3.   Ability to analyze situations to identify problems, identifying sources of obstacles, and evaluate possible solutions.
    4.   Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
    5.   Ability to deal with problems involving several concrete variables in standardized situations.

- D.   Certificates, Licenses, and Registrations:
    1.   Any and all other certificates and registrations as required for the specific duties performed.

E. Other Skills, Knowledge and Abilities:
1. Proficient in accounting software.
2. Thorough understanding of the principles of financial analysis and economics.
3. Thorough understanding of accounting and budgeting principles.
4. Strong organization and multi-tasking skills.
5. Ability to carry out duties with minimal supervision.
6. Ability to research materials and develop reports from information gathered.
7. Ability to maintain confidentiality.
8. Comprehensive understanding of the budget and finance field and application of advanced principles, techniques, and theory.
9. Excellent prioritization skills and the ability to meet deadlines.
10. The ability to display a positive, cooperative, professional, and team-orientated attitude even in stressful situations.
11. The ability to listen, understand information and ideas, and work effectively with county personnel, department heads, and elected officials.
12. Proficient knowledge of MS Word, Excel, Outlook, PowerPoint.
13. Knowledge of office practices, principles of modern record keeping, set and maintaining filing systems.
14. Skills in operating a personal computer, facsimile machine, and copier.

F. Education and Experience:
1. A Bachelor's degree from an accredited college or university or commensurate experience; preferred areas of study/experience are Finance, Economics, Accounting or related field.
2. Master's Degree is preferred.
3. CPA is preferred.
4. Three (3) years of experience involving analytical research and reporting of complex financial data.

G. Physical Demands:
While performing the duties of this job, the employee must be able to:
1. Frequently sit for long periods of time at a desk or in meetings.
2. Occasionally walk to other offices in the County Office Building and other County buildings (e.g., Historic Courthouse).
3. Regularly use computers and other electronic equipment to perform assigned job duties.
4. Occasionally lift and/or move up to 40 pounds.
5. Frequently lift and/or move up to 10 pounds.
6. Use hands to finger, handle, or feel.
7. Reach, push, and pull with hands and arms.
8. Specific vision abilities including close and distance vision, as well as depth perception.
9. Travel independently to other County office buildings and to other locations throughout Kendall County and the Chicago region to perform assigned job duties.

V. Work Environment:

The work environment characteristics described here are representative of those an employee

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encounters while performing the essential functions of this job. While performing the duties of this job, the employee is subject to the following working conditions:

A. Mostly inside environmental conditions, except when outside traveling between various buildings/locations in Kendall County and the Chicago region to perform assigned job duties.

B. The noise level in the work environment is usually quiet to moderately quiet.

C. Employee may be exposed to stressful situations while working with staff, department heads, elected officials, vendors, and the general public.

D. Employee may be required to provide their own transportation to travel to and from meetings, training, conferences, etc.

E. Employee must be able to perform all assigned job duties during normal business hours and outside of normal business hours, as needed.

By signing my name below, I hereby affirm that I received a copy of this job description.

_____   _____

Employee Receipt Acknowledgement & Signature   **Date**

_____   _____

Signature of Supervisor   **Date**

cc: personnel file, employee

Kendall County Agenda Briefing

Meeting Type:	Human Resources and Insurance
Meeting Date:	11/4/2024
Subject:	Code Enforcement staffing
Prepared by:	Christina Burns, County Administrator
Department:	PBZ

Action Requested:

Approval of creating a full-time Code Enforcement Officer in lieu of the part-time Code Official.

Board/Committee Review:

N/A

Fiscal impact:

The FY2025 budget includes $26,000 salary and $2,000 FICA costs for a part-time Code Official. A full-time position would have an expected starting salary of up to $65,000, plus FICA and IMRF totaling approximately $8,750 and health and dental insurance costs assumed to be $23,100, for a total cost of $96,850, an increase of $68,850.

Background and Discussion:

The PBZ department currently includes a full-time Code Official, responsible for all building permits, plan reviews and supporting code enforcement. A part-time Code Official working 10 hours a week was created in 2019, focusing primarily on code enforcement. The position has seen significant turnover since its creation, with three individuals holding the position and the most recent individual resigning in September.

The FY25 budget includes the part-time position at 20 hours a week and a higher rate of pay, however the recruitment has so far not been successful.

As outlined in the chart to the right, the County's code enforcement case load and building inspections have increased significantly since 2018.

PBZ Inspections and Enforcement

Permits — Code Enforcement — Total
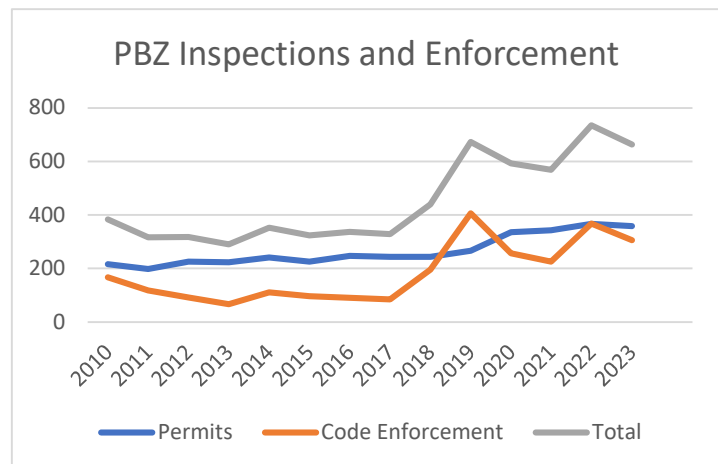
In evaluating staffing needs, we also benchmarked against McHenry County, which had readily accessible data. In 2023, their staff of four (Plans Examiner, two Building Inspectors and a Code Enforcement Officer) handled 900 permits and 768 Code Enforcement cases.

County	Total FTE	Total Case	Av. cases per person
McHenry Co.	4	1668	417
Kendall Co.	1.25	663	530.4

Staff Recommendation:

Based on the County's increased workload, need for stability and redundancy for building inspections and code enforcement, staff recommends moving to a full-time Code Enforcement Officer.

Additionally, there was discussion in 2022 of partnering with Oswego and Seward townships for shared code enforcement, however an agreement was never finalized. As the County adds code enforcement capacity, staff recommends reaching out to the County's townships to see if they would like to discuss an IGA with the County and to support the cost of the added staff.

Attachments:

- Draft job description for full-time Code Enforcement Officer

TITLE: Code Enforcement Officer
DEPARTMENT: Planning, Building and Zoning (PBZ)
SUPERVISED BY: Director/Zoning Administrator
FULL TIME/PART TIME: Part Time or Full Time
FLSA STATUS: Non-Exempt
UNION STATUS: Non-Union
APPROVED/REVISED: TBD

## I.	Position Summary:

Under the supervision of the PBZ Director/Zoning Administrator, this position enforces the zoning and other related provisions of the Kendall County Code of Ordinance and other applicable local, state and federal zoning laws and regulations ("Zoning Ordinances, Laws and Regulations"); provides information to the public on zoning requirements and home construction project violations; and obtains, where possible, voluntary compliance with the Zoning Ordinances, Laws and Regulations. Under general supervision, has authority to request the removal or alteration of conditions or materials, which violate applicable Zoning Ordinances, Laws and Regulations. The employee will conduct field inspection duties independently, according to adopted Zoning Ordinances, Laws and Regulations.

## II.	Essential Duties and Responsibilities:

A.	Explains, applies and enforces the Zoning Ordinances, Laws and Regulations, including, but not limited to non-permitted construction, excavation, trailers, dumping, signs, junk vehicles and weeds, mobile homes and campgrounds.

B.	Conducts field inspections identifies property and building deficiencies that don't comply with applicable Zoning Ordinances, Laws and Regulations.

C.	Enforces zoning, subdivision, flood plain, building, erosion control, storm water management, and related codes at county, state, and national levels.

D.	Contacts persons responsible for violations and issues notice to discontinue, remove or alter conditions that conflict with Zoning Ordinances, Laws and Regulations.

E.	Prepares investigative documentation, including memoranda and photographs required to support findings.

F.	Maintains on-going surveillance of assigned area for compliance with Zoning Ordinances, Laws and Regulations.

G.	Assists Code Official as necessary with any non-licensed inspections such as concrete, flatwork, foundation, form survey and insulation

H.	Attends court, as needed, regarding violation cases submitted for prosecution.

I.	Assists the State's Attorney's Office in pursuing ordinance violations, including, drafting and signing necessary and appropriate documents.

J.	Performs property record searches to determine accuracy of data such as location, ownership, district and legal description.

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K.   Issues inoperable vehicle and junk and debris ordinance violation notices.

L.   Coordinates investigations with Law Enforcement, the Health Department and other investigative agencies, as needed.

M.   Prepares and maintains records regarding and relating to all duties performed by the employee, including but not limited to inspection logs, photographs, violation notices, reports of findings, records of inspections and review.

N.   Evaluates the code compliance process and provides recommendations for improvements to direct supervisor.

O.   Travels throughout Kendall County for zoning ordinance, law and regulation compliance purposes.

P.   Operates county vehicle safely.

Q.   Performs other duties as assigned by supervisor.

R.   Attends conferences, seminars, training, meetings and prepares reports, as needed.

S.   Complies with record retention and destruction procedures in compliance with Illinois Local Records Act and adheres to all work and safety policies.

T.   Adheres to all work and safety polices.

U.   Maintains regular attendance and punctuality.

V.   Maintains positive and professional working relationships with Kendall County's employees, vendors, and the public.

W.   Attends conferences, seminars, training, meetings and prepares reports as needed.

X.   Maintains regular communication with supervisor.

Y.   Performs other duties, as assigned.

III.   Supervisory Responsibilities:

This job has no supervisory responsibility.

IV.   Qualifications:

To perform this job successfully, an individual must be able to perform all essential duties satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required for the position.

A.   **Language Skills:**
1. Ability to research, read, and interpret documents and simple instructions.
2. Ability to prepare documents, reports, citations, and correspondence.
3. Ability to speak effectively with the public, employees, outside entities, vendors, and the County's elected officials in both one-on-one and group settings.
4. Requires proficient knowledge of the English language, spelling and grammar.

B.   **Mathematical Skills:**
1. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
2. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
3. Ability to prepare and analyze statistical data and reports.

C. **Reasoning Ability:**
1. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
2. Ability to deal with problems involving several variables in standardized situations.
3. Ability to independently work to project completion and follow guidance.
4. Ability to listen, understand information and ideas, and to work effectively with County personnel, elected officials, vendors, and the public.

D. **Certificates, Licenses, and Registrations:**
1. Current and valid Driver's License and good driving record is required.
2. Any and all other certificates and registrations as required for the specific duties performed.

E. **Skills, Knowledge, and Abilities:**
1. Strong organizational skills and attention to detail.
2. Knowledge of zoning and related regulations and of the provisions of the County Zoning Ordinance.
3. Knowledge of the principles and practices of construction, repair and land survey.
4. Ability to comprehend complex code problems, to identify alternative solutions and prepare appropriate recommendations.
5. Knowledge of building and property maintenance codes and ordinances.
6. Ability to analyze and interpret plans and determine whether plans conform to the provisions of applicable codes and ordinances.
7. Basic knowledge of the County geography.
8. Knowledge of applicable federal, state and local laws, rules, regulations, codes and/or statues.
9. Ability to investigate code violation complaints.
10. Ability to work with confidential information.
11. Ability to establish and maintain effective working relationships with Department staff, other Departments, Elected Officials and others such as contractors and the general public.
12. Ability to use MS Word Excel, Outlook, PowerPoint, and Teams.
13. Ability to manage projects and multiple priorities simultaneously.

F. **Education and Experience:**
1. A minimum of a high school diploma, general education degree (GED), or equivalent is required.
2. A minimum of at least two (2) years of experience in the construction industry is required.
3. A minimum of at least two (2) years of code enforcement experience is preferred.

V. **Physical Demands:**
While performing the duties of this job, the employee must be able to:
1. Frequently sit for hours in meetings, office and/or in a vehicle;
2. Occasionally lift and/or move up to 40 pounds;
3. Frequently lift and/or move up to 10 pounds;
4. Stand and walk on uneven ground and at development sites;
5. Use hands to grip, handle, push, and feel;

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6.   Reach, push and pull with one and/or both hands and arms;
7.   Bend over at the waist and reach with one and/or both hands and arms;
8.   Climb and balance at development sites;
9.   Able to climb and work from ladders, scaffolding, and personal lifts;
10.   Stoop, kneel, crouch, and/or crawl;
11.   Talk and hear in person and via use of telephone;
12.   Must be able to safely and proficiently use Kendall County vehicles and all other equipment needed to person assigned job duties
13.   Specific vision abilities include close and distance vision, depth perception; and
14.   Travel independently to development sites, public hearings and other meetings and other locations both within and outside Kendall County, Illinois.

VI.   Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is subject to the following working conditions:

1.   Inside and outside environmental conditions, which includes during extreme weather.
2.   Will be exposed to driving and onsite construction conditions.
3.   May be exposed to dust, fumes, odors, mold, smoke, gases, and chemicals.
4.   The noise level in the work environment varies from quiet to noisy.
5.   The employee must be able to perform all assigned job duties during normal business hours and outside of normal business hours.
6.   Employee may be exposed to stressful situations while working with elected officials, consultants, attorneys, applicants, and the general public.
7.   Employee may be required to provide own transportation to travel to and from meetings, training, conferences, etc.

By signing my name below, I hereby affirm that I received a copy of this job description.

_____   _____
Employee Receipt Acknowledgement & Signature   **Date**

_____   _____
Signature of Supervisor   **Date**

cc: **personnel file, employee**

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Meeting Type:	Human Resources and Insurance
Meeting Date	11/4/2024
Subject:	Revised ICT Department Job Descriptions
Prepared by:	Leslie Johnson, Human Resources Director
Department:	Human Resources Department

Action Requested:

Approval to forward the following ICT Department job descriptions to the Kendall County Board for approval:

1. Chief Information Officer Job Description
2. IT Systems Manager Job Description
3. IT Project Manager Job Description
4. Revised Deputy Director of Information, Communication and Technology Job Description
5. Revised Systems Administrator Job Description
6. Helpdesk Supervisor Job Description
7. Revised Computer Support Specialist Job Description

Board/Committee Review:

N/A

Fiscal impact:

Proposed salary revisions are included in the FY2025 budget.

Background and Discussion:

The Information and Communication Technology (ICT) Department is requesting to reorganize the department. This reorganization would revise job titles and reporting structures. It would not add any additional headcount. The ICT's Director job description would be replaced with the Chief Information Officer job description. The IT Systems Manager and IT Project Manager would report directly to the Chief Information Officer. The IT Systems Manager would supervise the Systems Administrator and Helpdesk Supervisor positions. The Helpdesk Supervisor would supervise the existing three Computer Support Specialist positions.

Staff Recommendation:

Approval to forward the following ICT Department job descriptions to the Kendall County Board for approval:

1. Chief Information Officer Job Description
2. IT Systems Manager Job Description

3. IT Project Manager Job Description
4. Revised Deputy Director of Information, Communication and Technology Job Description
5. Revised Systems Administrator Job Description
6. Helpdesk Supervisor Job Description
7. Revised Computer Support Specialist Job Description

Attachments:

1. Chief Information Officer Job Description
2. IT Systems Manager Job Description
3. IT Project Manager Job Description
4. Revised Deputy Director of Information, Communication and Technology Job Description
5. Revised Systems Administrator Job Description
6. Helpdesk Supervisor Job Description
7. Revised Computer Support Specialist Job Description

TITLE: Chief Information Officer
DEPARTMENT: Information Communication and Technology (ICT)
REPORTS TO: County Administrator
FULL TIME/PART TIME: Full time
FLSA STATUS: Exempt
APPROVED: In Progress

A. Position Summary:

The Chief Information Officer, under the supervision of the County Administrator, oversees all aspects of technology infrastructure, information systems, data security, and geographic information systems to ensure alignment with the County's goals and objectives. This position is responsible for the strategic leadership and management of the organization's information technology, GIS, and cybersecurity functions.

B. Essential Duties and Responsibilities:

The essential job duties for this position include, but are not limited to the following:

1. Primary duty is to manage and provide oversight of the ICT and GIS departments (hereinafter collectively referred to as ICT Department) in accordance with Kendall County's (County) organizational policies, goals, and budget parameters.

2. Customarily and regularly directs the work of at least two or more full-time employees (or their equivalent) assigned to the ICT Department.

3. Performs supervisory responsibilities for the ICT Department including, but not limited to, the following:

   a. Interviewing and selecting assigned employees in the ICT Department;
   b. Setting and adjusting ICT Department employees' rates of pay (within pre-approved budget parameters);
   c. Conducting regular performance evaluations of assigned employees in the ICT Department;
   d. Appraising assigned employees' productivity and efficiency;
   e. Oversees new hire orientation and training of ICT Department employees.
   f. Handles both internal and external complaints and grievances related to assigned ICT Department employees;
   g. Makes all final decisions regarding the hiring, firing, discipline, advancement, promotion, and any other changes of status for all ICT Department employees; and
   h. Updates and revises job descriptions for ICT Department employees.

4. Primary duties include the performance of office or non-manual work directly related to the management or general business operations of the ICT Department, which duties include, but are not limited to the following:

   a. Provides leadership, recommendations, and direction to the County Board and County staff regarding the overall management and general business operations of the ICT Department.

   b. Evaluates and recommends technology investments and partnerships to the County Board.

   c. Develops and implements information technology (IT) and Cybersecurity policies, procedures, and best practices.

   d. Ensures compliance with relevant industry regulations and legal requirements such as CJIS.

   e. Fosters a culture of innovation, collaboration, and continuous improvement.

   f. Develops and manages ICT Department budgets.

   g. Establishes and updates a 5-year plan for the ICT Department that provides the County Board with expectations of potential future projects.

   h. Monitors and authorizes expenditures for ICT Department.

   i. Prepares and submits the ICT Department budgets to the County Administrator and final budget approval by the County Board.

   j. Oversees data governance to ensure data integrity, availability, and confidentiality.

   k. Implements robust cybersecurity measures for data and information security.

   l. Continuously assesses and mitigates IT-related risks, including data breaches.

   m. Oversees the maintenance, scalability, and optimization of technology infrastructure.

   n. Manage professional relationships with technology vendors, service providers, and partners.

   o. Evaluates, selects, and negotiates contracts for technology services and solutions that will be provided to the final decision maker.

   p. Serves on planning and policy-making work groups that relate to ICT Department operations and functions.

   q. Recommends appropriate IT policy and budgeting changes/enhancements for ultimate approval by the County Board.

   r. Assists the Administrative Services Department and elected offices in responding to requests for records and information.

5. Adheres to all work and safety policies and governing procedures established by the County Board.

6. Ensures the ICT Department preserves the confidentiality and security of sensitive information.

7. Complies with all applicable federal and state laws and regulations

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regarding or relating to assigned job duties including, but not limited to the Illinois Open Meetings Act, the Illinois Freedom of Information Act, and the Illinois Local Records Act.

8. Complies with all applicable policies and procedures regarding or relating to assigned job duties.

9. Maintains availability outside work hours to respond to emergencies.

10. Maintains regular attendance and punctuality.

11. Travels to and from meetings, training, conferences, and other County office locations to perform job duties.

12. Performs other duties, as required or assigned by the County Board and/or the County Administrator.

C. Qualifications:

To perform this job successfully, an individual must be able to perform all essential duties satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required for the position.

1. LANGUAGE SKILLS:
   a. Ability to research, read, and interpret documents and simple instructions.
   b. Ability to prepare documents, reports, and correspondence.
   c. Ability to speak effectively with the public, employees, vendors, law enforcement agencies and elected officials.
   d. Requires excellent knowledge of the English language, spelling and grammar.

2. MATHEMATICAL SKILLS:
   a. Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.
   b. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
   c. Ability to read and understand basic workplace data such as simple forms, tables, graphs, schedules, etc.

3. REASONING ABILITY:
   a. Ability to analyze situations to identify problems; to identify sources of obstacles; and to evaluate and develop possible solutions.
   b. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
   c. Ability to deal with problems involving several concrete variables in

standardized situations.

4. **OTHER SKILLS, KNOWLEDGE, AND ABILITIES:**
    a. Strong organizational skills and multi-tasking skills.
    b. Knowledge of information technology computer systems and software and the ability to manage the entire spectrum of information technology operations, configuration of computer hardware, including but not limited to LAN and WAN capabilities.
    c. Knowledge of contracting, negotiating, and change management.
    d. Ability to display a positive, cooperative, professional, and team orientated attitude.
    e. Ability to manage several projects.
    f. Ability to participate in and facilitate group meetings.
    g. Proficient knowledge of MS Word, Excel, Outlook, Teams, and PowerPoint.
    h. Knowledge of office practices, principles of modern record keeping, and setting and maintaining filing systems.
    i. Knowledge of principles and practices of local government structure and services.
    j. Ability to comply with all County policies and procedures, and to adhere to set standards.

5. **EDUCATION AND EXPERIENCE:**
    a. A minimum of a Bachelor's degree from an accredited college or university is required. Preferred areas of study include information technology, computer science, or related fields.
    b. A minimum of four (4) years of work experience as a manager or director of an information technology department.
    c. Previous governmental experience in technology and information systems is preferred.
    d. Prior experience in strategic planning, execution and implementation of information technology integration in a 50+ user environment.

6. **CERTFICATES, LICENSES, REGISTRATIONS:**
    a. Current and valid Driver's License and reliable transportation.
    b. Any and all other certificates and registrations as required for the specific duties performed.

D. **Physical Demands:**

    While performing the duties of this job, the employee must be able to:
    a. Frequently sit for long periods of time at a desk, in meetings, and during travel to various locations to perform assigned job duties;
    b. Occasionally lift and/or move up to 40 pounds;
    c. Frequently lift and/or move up to 10 pounds;

d.   Use hands and fingers to grip, handle, type, write, and feel;
e.   Reach, push, and pull with one and/or both hands and arms;
f.   Talk and hear in person and via use of telephone;
g.   Vision abilities include close and distance vision, depth perception, and the ability to view computer monitors and screens for extended periods of time;
h.   Travel independently to other County office buildings and other locations throughout the County, to perform assigned job duties.

E.   Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is subject to the following working conditions:

a.   Mostly inside environmental conditions except when outside traveling between various buildings or locations to perform assigned job duties.
b.   The noise level in the work environment is usually quiet to moderately quiet.
c.   Employee may be exposed to files, videos, and documents of a graphic or sexual nature while performing assigned job duties.
d.   Employee may be exposed to stressful situations while working with others to perform assigned job duties.
e.   Employee must be able to perform all assigned job duties during normal business hours and outside of normal business hours, as needed.
f.   Employee may be required to provide own transportation to travel to and from meetings, training, conferences, work sites, etc.

By signing my name below, I hereby affirm that I received a copy of this job description.

_____   _____
Employee's Signature   **Date**

_____   _____
Signature of Supervisor   **Date**

cc: personnel file, employee

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TITLE: IT Systems Manager
DEPARTMENT: Information and Communication Technology (ICT)
SUPERVISED BY: Chief Information Officer
FULL TIME/PART TIME: Full time
FLSA STATUS: Exempt
APPROVED: Draft

A.   Position Summary:

Under the direct supervision of the Chief Information Officer, the position carries the key responsibility of managing the day-to-day operations of the Information and Communication Technology (ICT) Department, encompassing both helpdesk and operations functions. This includes overseeing support services, infrastructure maintenance, and operational excellence within the ICT Department. This position will also assist in the coordination and oversight of IT projects.

B.   Essential Duties and Responsibilities:

The essential duties for this position include, but are not limited to the following:

1.   Primary duties include the management and oversight of the information systems division of the ICT Department by performing duties including, but not limited to the following:

    a.   Customarily and regularly directs the work of at least two or more full-time employees (or their equivalent) assigned to the information systems division of the ICT Department.

    b.   Interviews and makes recommendations for hiring staff in the information systems division of the ICT Department, which recommendations are given great weight by the Chief Information Officer.

    c.   Trains employees assigned to perform work in the information systems division of the ICT Department.

    d.   Appraises employees' productivity and efficiency for the purpose of recommending promotions or other changes in status to the Chief Information Officer, which recommendations are given great weight by the Chief Information Officer.

    e.   Handles employee complaints and grievances for employees assigned to the information systems division of the ICT Department.

    f.   Sets and adjusts employees' hours of work for the information systems division of the ICT Department.

    g.   Maintains production and operations records for use in supervision and control of the information systems division of the ICT Department.

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      h.   Recommends discipline to the Chief Information Officer, which recommendations are given great weight by the Chief Information Officer.

      i.   Apportions the work among employees assigned to the information systems division of the ICT Department.

      j.   Carries out all other supervisory responsibilities in accordance with all applicable laws, regulations, policies, and procedures.

2.   Primary duties include the performance of office or non-manual work directly related to the management and general business operations of the information systems division of the ICT Department, which duties include, but are not limited to the following:

      a.   Plans for, directs, and administers the day-to-day functions of the information systems division for the ICT Department.

      b.   Assists the Chief Information Officer by providing insight regarding information systems costs for the upcoming annual budget for the ICT Department.

      c.   Performs oversight of daily information technology (IT) operations: work orders, department-requested projects, and ICT department-specific projects

      d.   Co-develops and implements organizational policies and procedures regarding appropriate usage of technology within the Kendall County organization.

      e.   Evaluates vendor products and services while maintaining good working relationships with vendors.

      f.   Provides primary coordination and oversight of IT projects for the information systems division of the ICT Department.

      g.   Compiles and analyzes data and prepares reports, forms, and other documents related to the IT functions of the ICT Department.

      h.   Attends conferences, professional association meetings, and technical symposia to gain awareness of the latest information security technological developments and provides recommendations regarding how to implement necessary security technological developments at the County.

3.   Primary duties include the application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software, or system functional specifications for the County, which duties include, but are not limited to the following:

      a.   Maintains deep knowledge of current and emerging threats and vulnerabilities in IT security.

      b.   Maintains constant communication with Security Operating Center (SOC) to ensure any outstanding or potential threats have been documented and a plan of action to mitigate any potential threat to Kendall County has been performed.

  c. Participates as a member of Kendall County's Security Incident Response Team; evaluates security incidents; develops solutions and communicates results to management; and participates in after-hours, on-call incident management.

  d. Collaborates with the Chief Information Officer to create and manage IT contingency plans for disaster recovery efforts in the Incident Response Plan.

  e. Initiates and/or manages audits performed by third parties to identify areas of vulnerability.

4. The employee's primary duties include the exercise of discretion and independent judgment with respect to matters of significance and their recommendations regarding the same are given great weight by the final decision maker.

5. Maintains regular attendance and punctuality during assigned work hours and after work hours, as necessary, with the possibility of off hours' support.

6. Travels to and from meetings, trainings, conferences, and other locations both within and outside of Kendall County to perform assigned job duties.

7. Attends Kendall County Board meetings, County Board committee meetings, and any other meetings as assigned by the Chief Information Officer.

8. Maintains the confidentiality of all County systems and information contained therein.

9. Maintains positive and professional working relationships with Kendall County's elected officials, department heads, employees, other government agencies, vendors, and the public.

10. Complies with all applicable federal and state laws and regulations.

11. Adheres to all applicable County policies and procedures.

12. Performs other duties and responsibilities, as assigned.

C. **Qualifications:**

To perform this job successfully, an individual must be able to perform all essential duties satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required for the position.

1. **LANGUAGE SKILLS:**
  a. Ability to research, read, and interpret documents and simple

instructions.
b. Ability to prepare documents, reports, and correspondence.
c. Ability to present information and communicate effectively (both orally and in writing) with the public, employees, vendors, law enforcement agencies and elected officials in a timely and professional manner.
d. Requires good knowledge of the English language, spelling, and grammar.

2. **MATHEMATICAL SKILLS:**
a. Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.
b. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
c. Ability to read and understand basic workplace data such as simple forms, tables, graphs, schedules, etc.

3. **REASONING ABILITY:**
a. Ability to analyze situations to identify problems; to identify sources of obstacles; and to evaluate and develop possible solutions.
b. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
c. Ability to deal with problems involving several concrete variables in standardized situations.
d. Ability to build teamwork, organize, prioritize, and perform multiple tasks in a timely manner.
e. Maintains superb troubleshooting abilities, including server and networking troubles.

4. **OTHER SKILLS, KNOWLEDGE, AND ABILITIES:**
a. Strong organizational skills and multi-tasking skills.
b. Knowledge of information technology computer systems and software and the ability to manage the entire spectrum of information technology operations, configuration of computer hardware, including but not limited to LAN and WAN capabilities.
c. Knowledge of contracting, negotiating, and change management.
d. Ability to display a positive, cooperative, professional, and team orientated attitude.
e. Ability to manage several projects.
f. Ability to participate in and facilitate group meetings.
g. Proficient knowledge of Office 365 platform including, but not limited to Microsoft Word, Excel, Outlook, Teams, and PowerPoint and ability to perform application support.
h. General knowledge of networking devices, software, and file transfer protocols
i. Commitment to quality results and customer focused.

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      j.   Dependable, has integrity and willingness to learn.

      k.   Ability to obtain knowledge and learn new skills to enhance job performance and abilities.

      l.   Knowledge of office practices, principles of modern record keeping, and setting and maintaining filing systems.

      m.   Knowledge of principles and practices of local government structure and services.

      n.   Ability to comply with all County policies and procedures, and to adhere to set standards.

5. **EDUCATION AND EXPERIENCE:**

    a.   A minimum of either:

        i.   A Bachelor's degree from an accredited college or university in a computer science or related field and at least five (5) years of prior work experience in Information Technology; or

        ii.   A minimum of a high school diploma or GED and at least eight (8) years or prior work experience in Information Technology is required.

    b.   Previous governmental experience in technology and information systems is preferred.

    c.   Prior experience in strategic planning, execution, and implementation of information technology integration in a 300+ user environment is preferred.

6. **CERTIFICATES, LICENSES, AND REGISTRATIONS**

    1.   Current and valid driver's license and reliable transportation.

    2.   Industry Certifications preferred– PMP, Security+, CISM, CITP, ITIL, CISSP

    3.   Any and all other certificates and registrations as required for the specific duties performed.

D.   Physical Demands:

While performing the duties of this job, the employee must be able to:

1. Frequently sit for long periods of time at a desk, in meetings, and during travel to various locations to perform assigned job duties;
2. Occasionally lift and/or move up to 40 pounds;
3. Frequently lift and/or move up to 10 pounds;
4. Use hands and fingers to grip, handle, type, write, and feel;
5. Reach, push, and pull with one and/or both hands and arms;
6. Climb stairs and ladders and balance;
7. Stoop, kneel, crouch, and/or crawl;
8. Talk and hear in person and via use of telephone;
9. Specific vision abilities include close and distance vision, depth perception, and the ability to view computer monitors and screens for extended periods of time;
10. Travel independently to other County office buildings and other

locations throughout the County, to perform assigned job duties.

E.   Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is subject to the following working conditions:

1.   Mostly inside environmental conditions except when outside traveling between various buildings or locations to perform assigned job duties.
2.   The noise level in the work environment is usually quiet to moderately quiet.
3.   Employee may be exposed to files, videos, and documents of a graphic or sexual nature while performing assigned job duties.
4.   Employee may be exposed to stressful situations while working with others to perform assigned job duties.
5.   Employee must be able to perform all assigned job duties during normal business hours and outside of normal business hours, as needed.
6.   Employee may be required to provide own transportation to travel to and from meetings, training, conferences, work sites, etc.

By signing my name below, I hereby affirm that I received a copy of this job description.

_____   _____
Employee's Signature   **Date**

_____   _____
Signature of Supervisor   **Date**

cc: personnel file, employee

 TITLE: IT Project Manager
DEPARTMENT: Information and Communication Technology
SUPERVISED BY: Chief Information Officer
FULL TIME/PART TIME: Full time
FLSA STATUS: Exempt
APPROVED: TBD

A.   Position Summary:

Under the supervision of the Chief Information Officer, the IT Project Manager serves as a pivotal leader within the Information and Communication Technology Department (ICT Department). This position offers expert guidance in systems analysis, design, and maintenance. This position provides crucial technical counsel to the Chief Information Officer and nurtures vendor relationships to ensure the seamless operation of Kendall County's information systems. The IT Project Manager plays a central role in advancing technological efficiency within Kendall County's operations by performing duties including, but not limited to overseeing website updates, managing procurement for ICT Department, and exercising discretion in critical system decisions (including decisions vital for local elections and ERP systems).

B.   Essential Duties and Responsibilities:

The essential job duties for this position include, but are not limited to the following:

1.   Performs office or non-manual work that directly pertains to management and operations of the ICT Department by performing duties including, but not limited to the following:

   a.   Applies systems analysis techniques and procedures, including consulting with users, to determine hardware, software, and system functional specifications.

   b.   Oversees project management for ICT Department by performing duties including, but not limited to the following:

      i.   Prepares and maintains project tracking, reports on project status, and budget to actual costs.

      ii.   Conducts project review meetings and reports on project slippage, complex or newly identified technical problems, and budget/cost changes.

      iii.   Provides project management leadership and utilizes various methodologies, tools, and techniques to manage all aspects of project execution.

      iv.   Establishes and communicates new project management forecasts as necessary.

   c.   Assists the Chief Information Officer in providing technical guidance and recommendations regarding the County's information systems.

    d.   Develops relationships and maintains regular communications with hardware and software vendors to maintain and update the County's information systems.

    e.   Offers alternative solutions to emerging issues that prevent core functions of County Offices and Departments.

    f.   Manages purchasing and accounts payable for ICT.

2.   Designs, develops, documents, analyzes, creates, tests, modifies, and maintains computer systems or programs (including prototypes) based on user or system design specifications for the following Kendall County systems and programs:

    a.   The technologies required to facilitate local elections through the Kendall County Clerk's Office;

    b.   The Tyler Munis Enterprise Resource Planning (ERP) system for Kendall County; and

    c.   The technology required to run judicial functions for the Kendall County Court House.

3.   Oversees website design and management for Kendall County's website by performing duties including, but not limited to the following:

    a.   Plans, develops, and implements updates for the Kendall County website to ensure the website is current and evolving.

    b.   Designs and develops new forms, pages, and other needs for the Kendall County website.

    c.   Ensures the website is properly integrated with related computer systems and back-end processes.

    d.   Oversees Kendall County website uptime, security, and debugging.

4.   Exercises discretion and independent judgment with respect to matters of significance regarding updates, programming, and technological systems, and the employee's recommendations regarding other critical systems are given great weight by the final decision maker.

5.   Travels to and attends various meetings and conferences both within and outside of Kendall County as a representative of ICT Department.

6.   Trains County employees in the use of new software.

7.   Complies with all applicable state and federal laws and regulations.

8.   Maintains the confidentiality of all County systems and information contained therein.

9.   Adheres to all applicable County policies and procedures.

10. Maintains regular attendance and punctuality during assigned work hours and after work hours, as necessary, with the possibility of off-hours' support.

11. Performs other duties and responsibilities as assigned.

C. Qualifications:

To perform this job successfully, an individual must be able to perform all essential duties satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required for the position.

1. **LANGUAGE SKILLS:**
   a. Ability to research, read, and interpret documents and simple instructions.
   b. Ability to prepare documents, reports, and correspondence.
   c. Ability to present information and communicate effectively (both orally and in writing) with the public, employees, vendors, law enforcement agencies and elected officials in a timely and professional manner.
   d. Requires excellent knowledge of the English language, spelling, and grammar.

2. **MATHEMATICAL SKILLS:**
   a. Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.
   b. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
   c. Ability to read and understand basic workplace data such as simple forms, tables, graphs, schedules, etc.

3. **REASONING ABILITY:**
   a. Ability to analyze situations to identify problems; to identify sources of obstacles; and to evaluate and develop possible solutions.
   b. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
   c. Ability to deal with problems involving several concrete variables in standardized situations.
   d. Ability to build teamwork, organize, prioritize, and perform multiple tasks in a timely manner.
   e. Maintains superb troubleshooting abilities, including server and networking troubles.

4. **OTHER SKILLS, KNOWLEDGE, AND ABILITIES:**
   a. Strong organizational skills and multi-tasking skills.
   b. Knowledge of information technology computer systems and

software and the ability to manage the entire spectrum of information technology operations, configuration of computer hardware, including but not limited to LAN and WAN capabilities.

c. Knowledge of contracting, negotiating, and change management.

d. Ability to display a positive, cooperative, professional, and team orientated attitude.

e. Ability to manage several projects.

f. Ability to participate in and facilitate group meetings.

g. Proficient knowledge of MS Word, Excel, Outlook, Teams, and PowerPoint and ability to perform application support.

h. General knowledge of networking devices, software, and file transfer protocols

i. Commitment to quality results and customer focused.

j. Dependable, has integrity and willingness to learn.

k. Ability to obtain knowledge and learn new skills to enhance job performance and abilities.

l. Knowledge of office practices, principles of modern record keeping, and setting and maintaining filing systems.

m. Knowledge of principles and practices of local government structure and services.

n. Ability to comply with all County policies and procedures, and to adhere to set standards.

5. **Education and Experience:**
   a. A minimum of either:
      i. A Bachelor's degree from an accredited college or university in a computer science or related field and at least five (5) years of prior work experience in Information Technology; or
      ii. A high school diploma or GED and at least eight (8) years or prior work experience in Information Technology

      is required.
   b. Previous governmental experience in technology and information systems is preferred.
   c. Prior experience in strategic planning, execution, and implementation of information technology integration in a 300+ user environment is preferred.

6. **Certificates, Licenses, Registrations**
   a. Current and valid Driver's License and reliable transportation.
   b. Industry Certifications preferred– PMP, Security+, CISM, CITP, ITIL, CISSP
   c. Any and all other certificates and registrations as required for the specific duties performed.

D. **Physical Demands:**
While performing the duties of this job, the employee must be able to:
1. Frequently sit for long periods of time at a desk, in meetings, and during

travel to various locations to perform assigned job duties;

2. Occasionally lift and/or move up to 40 pounds;
3. Frequently lift and/or move up to 10 pounds;
4. Use hands and fingers to grip, handle, type, write, and feel;
5. Reach, push, and pull with one and/or both hands and arms;
6. Climb stairs and ladders and balance;
7. Stoop, kneel, crouch, and/or crawl;
8. Talk and hear in person and via use of telephone;
9. Specific vision abilities include close and distance vision, depth perception, and the ability to view computer monitors and screens for extended periods of time;
10. Travel independently to other County office buildings and other locations throughout and outside the County, to perform assigned job duties.

E.   Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is subject to the following working conditions:

1. Mostly inside environmental conditions except when outside traveling between various buildings or locations to perform assigned job duties.
2. The noise level in the work environment is usually quiet to moderately quiet.
3. Employee may be exposed to files, videos, and documents of a graphic or sexual nature while performing assigned job duties.
4. Employee may be exposed to stressful situations while working with others to perform assigned job duties.
5. Employee must be able to perform all assigned job duties during normal business hours and outside of normal business hours, as needed.
6. Employee may be required to provide own transportation to travel to and from meetings, training, conferences, work sites, etc.

By signing my name below, I hereby affirm that I received a copy of this job description.

_____   _____
Employee's Signature   **Date**

_____   _____
Signature of Supervisor   **Date**

cc: personnel file, employee

TITLE: Deputy Director of Information Communication and
Technology
DEPARTMENT: Information Communication and Technology (ICT)
REPORTS TO: County Administrator
FULL TIME/PART TIME: Full time
FLSA STATUS: Exempt
APPROVED: In Progress

I.   Position Summary:

The Deputy Director of Information, Communication and Technology performs research and analytical work in support of administrative, financial, and personnel functions of ICT & the Geographical Information Systems (GIS) departments. Additionally, serves as GIS Coordinator by supervising, managing, and directing the field and office activities of the Kendall County GIS Department. The Deputy Director of Information, Communication and Technology serves as the Chief Information Officer in their absence.

II.   Essential Duties and Responsibilities:

A.   **GIS Department: Supervises, manages, and directs the operation and maintenance of the Kendall County GIS Department including, but not limited to, the following duties:**
   - Responsible for the overall management of Enterprise GIS.
   - Ensure the orderly and technically sound development and operation of the system and that the needs of the stakeholders and users of the Enterprise GIS are adequately met.
   - Develops and manages the GIS program budget.
   - Procures project management of consultants, vendors, and staff supporting the GIS department.
   - Directs the definition and technical review of database(s) and application designs.
   - Manages the technical development and quality assurance of the Enterprise GIS database
   - Coordinates the creation or revisions of existing maps and charts as relative to county and intergovernmental projects.
   - Produces new maps and viewers at the request of Kendall County's elected officials and County staff.
   - Responsible for problem resolution, software, and hardware contract maintenance.
   - Explains and interprets division activities and policies to the general public.
   - Performs routine to moderately complex cadastral mapping duties.
   - Interprets legal descriptions, records of surveys, tract and parcel maps, and other related documents.
   - Utilizes a data management computer system to retrieve and enter property information.
   - Secures aerial imagery of the county at least every other year taken at leaf-off/spring time.

- Compiles data required for land record map preparation or revision, including aerial photographs, survey notes, records, reports, and original maps to ensure completeness and accuracy.

- Develops and oversees all public relations for the GIS Department, including but not limited to, development, administration, and maintenance of the GIS Department's website to ensure information is current and accurate.

- Serves as the GIS Department's liaison with Kendall County's elected officials, department heads, and local community leaders.

- Provide technical expertise and assistance to meet the needs and requests of other government agencies and the general public related to the GIS system.

- Recommends changes to GIS software, CAD software, hardware, network, and database organizations, in order to maximize efficiencies for better service to GIS users, which recommendations are given significant weight by the final decision- makers.

- Oversees and plans the potential growth and performance of the cloud platform hosting programs for both private and public use.

- Issues work orders for necessary maintenance within the GIS Department.

- Customarily and regularly supervises, manages, and directs the work of at least two (2) or more full-time employees (or their equivalent) working in the Kendall County GIS Department including, but not limited to, the following:
  - Interviews, selects, and trains GIS Department staff.
  - Sets and adjusts employees' hours of work.
  - Provides recommendations regarding the setting and adjusting of employees' rates of pay (within pre-approved budget parameters), which recommendations are given particular weight by the final decision-maker.
  - Prepares and maintains production and operations records for use in supervision and control of the GIS Department's services.
  - Appraises employees' productivity and efficiency for the purpose of recommending
    promotions or other changes in status.
  - Handles employee complaints and grievances.
  - Provides recommendations regarding personnel policies and procedures applicable to GIS Department staff, which recommendations are given significant weight by the final decision-maker.
  - Provides recommendations regarding the hiring, firing, and discipline of GIS Department staff, which recommendations are given significant weight by the final decision-maker.
  - Apportions the work among GIS Department employees.
  - Plans, organizes, and supervises the activities of GIS Department staff.
  - Develops and implements training program for GIS Department staff.

B. ICT Department
- Coordinate various special projects
- Maintain inventory by ordering supplies and equipment

- Schedule meetings, appointments, and training classes
- Research, prepare, create, review, and process paperwork, correspondence, reports, newsletters, promotional materials, and other materials
- Monitor contracts and maintain spreadsheets, logs, and files
- Attend meetings and workshops
- Participate in the development of divisional policies
- Assist with budget research and prepare reports
- Monitor revenues and expenditures
- Compile data relating to financial issues
- Review and process invoices, deposits, payments, and payroll
- Prepare financial documents and billings
- Perform financial calculations, extract and analyze from financial databases, accounts, grants, and reconciling accounts.
- Assists with personnel actions, including:
    - o employee hiring processes,
    - o researching and analyzing employee issues and documenting findings and actions.
    - o Supervises ICT Department staff in absence of Director

C. Shared Intergovernmental Services
- Meet with clients to understand scope of projects
- Provide cost estimates of projects
- Assign work among ICT & GIS employees
- Accurately track services rendered
- Prepare quarterly bills to customers
- Participate in Shared Services meetings

D. Performs other duties and responsibilities as assigned.

III. **Qualifications:**

To perform this job successfully, an individual must be able to perform all essential duties satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required for the position:

A. **Skills, Knowledge and Abilities:**
- Knowledgeable of GIS software and technology, and familiar with a variety of the field's concepts, practices, and procedures.
- The ability to present information and communicate effectively both orally and in writing with staff, county officials, and the general public.
- Relies on extensive experience and judgment to plan and accomplish goals; a wide degree of creativity and latitude is expected.
- Ability to build teamwork, organizes, prioritize, and perform multiple tasks in a timely manner.
- Ability, skill, and knowledge necessary to effectively supervise and manage the GIS Department.
- Ability to deal tactfully and courteously with the public.
- Ability to analyze a variety of complex working procedures.

B. **Work Standards and Best Practice Guidelines:**
- Complies with all applicable state and federal laws and regulations.

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- Complies with all applicable County policies and procedures.
- Commitment to quality results and customer focused.
- Dependable; has integrity and a willingness to learn.
- High degree of professionalism.
- Proven time management skills.
- Proven project management skills.
- Maintains confidential records including but not limited to personnel records, budget, and long-term strategy planning records, etc.
- Proficient in MS Products including office SQL, and Window Server.
- Proficient in ESRI products.

C.   **Education and Experience**
- This position requires a minimum of either a Bachelor's degree from an accredited institution or ten (10) or more years of increasingly responsible experience in the design, development, implementation, and administration of a geographical information system.
- Experience in database administration and implementation related to ArcGIS and enterprise databases is required.
- Proven understanding of land records, legal descriptions, surveys, tracts, and parcel maps is required.
- Working knowledge of GIS and cartographic standards is required.
- Three (3) or more years of personnel management experience is preferred

IV.   **Physical Demands:**
While performing the duties of this job, the employee must be able to:
- Frequently sit for long periods of time at desk or in meetings;
- Occasionally lift and/or move up to 40 pounds;
- Use hands to finger, handle, or feel;
- Reach, push and pull with hands and arms:
- Bend over at the waist and reach with hands and arms;
- Talk and hear in person and via use of telephone;
- Specific vision abilities include close and distance vision, depth perception;
- Travel independently to other County office locations and to GIS-related business meetings and conferences.

V.   **Work Environment:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is subject to the following working conditions:
- Occasionally work outside as required to perform work related tasks.
- The noise level in the work environment is usually quiet to moderately quiet.
- Employee may be exposed to stressful situations while working with users, law enforcement, department heads, elected officials, vendors, and the general public.
- Employee may be required to provide own transportation to travel to and from meetings, training, conferences, etc.

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Kendall County Job Description

By signing my name below, I hereby affirm that I received a copy of this job description.

_____   _____
Employee's Signature   **Date**

_____   _____
Signature of Supervisor   **Date**

cc: personnel file, employee

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Kendall County Job Description

TITLE: Systems Administrator
DEPARTMENT: Information Communication and Technology Department
SUPERVISED BY: IT Systems Manager
FULL TIME/PART TIME: Full time
FLSA STATUS: Exempt
APPROVED: TBD

A.   Position Summary:

This position is primarily responsible for administering, designing, maintaining, and documenting county enterprise systems including, but not limited to 911 Computer Aided Dispatch, Microsoft Windows, Active Directory, Countywide Police Records Management System, Mobile Data Terminals, Microsoft SQL Server Services, Microsoft Systems Center Configuration Manager (SCCM).

B.   Essential Duties and Responsibilities:
1.   Primary duties consist of the following:
   a.   Applies systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications.
   b.   Designs, develops, documents, analyzes, creates, tests, modifies and maintains computer systems or programs, including prototypes, based on and related to user or system design specifications.
2.   Ensures that the hardware systems and network performance meet the functional and strategic needs of the County's information systems.
3.   Provides troubleshooting, support, and resolves system failures.
4.   Designs, installs, and debugs new/upgraded software on server and client platforms.
5.   Assists the IT Systems Manager and Chief Information Officer in providing technical guidance and recommendations regarding the County's information systems.
6.   Serves as backup for networking, virtual server platform, and storage administration.
7.   Provides support and guidance to help desk support team members.
8.   Interacts with hardware and software vendors as appropriate to solve problems.
9.   Designs procedures and training for end users.
10.   Maintains the confidentiality of all County systems and information contained therein.
11.   Maintains positive and professional working relationships with Kendall County's elected officials, department heads, employees, other government agencies, vendors, and the public.
12.   Attendance and punctuality during assigned work hours and after work hours, as necessary, with the possibility of off hours' support.
13.   Complies with all applicable state and federal laws and regulations.
14.   Adheres to all applicable County policies and procedures.
15.   Performs other duties and responsibilities as assigned.

C.   Qualifications:
To perform this job successfully, an individual must be able to perform all essential duties satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required for the position:

1. **LANGUAGE SKILLS:**
   a. Ability to research, read and interpret documents.
   b. Ability to prepare documents, reports, and correspondence.
   c. Ability to speak effectively with the public, employees, outside entities, vendors, and the County's elected officials.
   d. Requires knowledge of the English language, spelling and grammar.

2. **MATHEMATICAL SKILLS:**
   a. Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.
   b. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

3. **REASONING ABILITY:**
   a. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
   b. Ability to deal with problems involving several concrete variables in standardized situations.

4. **CERTFICATES, LICENSES, REGISTRATIONS:**
   a. Industry Certifications preferred but not required – Microsoft A+ Security+
   b. Current and valid Driver's License is required.
   c. Any and all other certificates and registrations as required for the specific duties performed.

5. **OTHER SKILLS, KNOWLEDGE AND ABILITIES:**
   a. The ability to present information and communicate effectively both orally and in writing with staff, county officials, law enforcement officials, and the general public in a timely and professional manner.
   b. Ability to build teamwork, organize, prioritize, and perform multiple tasks in a timely manner.
   c. Superb troubleshooting abilities including server and networking troubles.
   d. Able to work and interact with others in a structured / team environment.
   e. Ability to multi-task and work independently.
   f. Represents department with professionalism and confidence.
   g. Commitment to quality results and customer focused.
   h. Dependable; has integrity and a willingness to learn.
   i. High degree of professionalism and demeanor.
   j. Proven time management skills.
   k. Obtain knowledge and learn new skills to enhance job performance and abilities.
   l. Work with diverse populations.

6. **EDUCATION AND EXPERIENCE:**
   a. Either (i) a minimum of a Bachelor's degree and a minimum of at least two years' prior work experience in information technology or (ii) a combination of post high school education and a minimum of at least six years prior work experience in information technology is required.
   b. Working knowledge of Microsoft software, such as Windows Products, and

ability to perform application support as assigned.
c.   General knowledge of networking devices, software, and file transfer protocols is required.
d.   Industry certifications are preferred but not required: Microsoft, Cisco, A+.

D.   Physical Demands:
While performing the duties of this job, the employee must be able to:
1.   Frequently sit for up to 2-hour periods of time at desk and/or in meetings;
2.   Occasionally lift and/or move up to 40 pounds; frequent lifting requirements of 20 pounds or less.
3.   Use hands and fingers to finger, handle, type, write, and feel;
4.   Reach, push and pull with one and/or both hands and arms;
5.   Bend over at the waist and reach with one and/or both hands and arms;
6.   Climb stairs and ladders and balance;
7.   Stoop, kneel, crouch, and/or crawl;
8.   Talk and hear in person and via use of telephone;
9.   Specific vision abilities include close and distance vision, depth perception; and ability to view computer monitors and screens.
10.   Travel independently to other County office locations.

E.   Work Environment:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is subject to the following working conditions:
1.   Mostly inside environmental conditions except when outside traveling between various buildings or locations to perform assigned job duties.
2.   The noise level in the work environment is usually quiet to moderately quiet.
3.   Employee may be exposed to files, videos, and documents of a graphic or sexual nature while performing assigned job duties.
4.   Employee may be exposed to stressful situations while working with others to perform assigned job duties.
5.   Employee must be able to perform all assigned job duties during normal business hours and outside of normal business hours, as needed.
6.   Employee may be required to provide own transportation to travel to and from meetings, training, conferences, work sites, etc.

By signing my name below, I hereby affirm that I received a copy of this job description.

_____   _____
Employee's Signature   **Date**

_____   _____
Signature of Supervisor   **Date**

cc: personnel file, employee

TITLE: Helpdesk Supervisor
DEPARTMENT: Information Communication and Technology (ICT)
REPORTS TO: IT Systems Manager
FULL TIME/PART TIME: Full time
FLSA STATUS: Exempt
APPROVED: In Progress

A. Position Summary:

The Helpdesk Supervisor, under the supervision of the IT Systems Manager, is responsible for overseeing and managing the County's IT support systems, including Helpdesk software and computer hardware. This position ensures that end users receive timely and efficient assistance, while also designing, maintaining, and documenting IT systems. The role includes responsibility for managing the Helpdesk staff and core applications. The Helpdesk Supervisor provides leadership and support for both technical staff and users, ensuring smooth daily operations.

B. Essential Duties and Responsibilities:

The essential job duties for this position include, but are not limited to the following:

1. Primary duty is to apply systems analysis techniques and consult with users to determine hardware, software, or system specifications. This includes providing documentation, project tracking, and reports to management.

2. Customarily and regularly directs the work of at least two or more full-time employees (or their equivalent) assigned to the ICT Department.

3. Performs supervisory responsibilities for the ICT Department including, but not limited to, the following:

   a. Interviewing and selecting assigned employees in the ICT Department;
   b. Appraising assigned employees' productivity and efficiency;
   c. Conducts annual performance evaluations for all direct reports; and
   d. Makes recommendations regarding the advancement, promotion, and any other changes of status to the Information Systems Manager or Chief Information Officer, which recommendations are given significant weight by the final decision makers.

4. Primary duties include the performance of office or non-manual work directly related to the management or general business operations of the ICT Department, which duties include, but are not limited to the following:

   a. Provides senior-level solutions to helpdesk calls, enter work orders, and ensure timely resolution of hardware, software, and peripheral

issues across the enterprise.

b.   Takes the lead in monitoring and maintaining all county equipment, including laptops, tablets, copiers, and printers.

c.   Manages the assignment of new computer equipment and maintains accurate inventory records.

d.   Oversees the helpdesk work order process from creation to resolution, ensuring timely completion and proper documentation.

e.   Oversees mentorship programs to foster skills development and career progression among helpdesk staff.

f.   Communicates with hardware and software vendors regarding user problems and solutions.

g.   Assists the Technology Services Director in providing technical guidance and recommendations for the County's information systems.

h.   Monitors ticket volume and performance metrics, ensuring the helpdesk team exceeds expectations and addresses issues when necessary. Offers guidance, support, and direction to the helpdesk team.

i.   Collects feedback to identify patterns and recurring issues and develops FAQs or troubleshooting guides to assist users.

j.   Interacts with vendors to resolve hardware and software problems as needed.

k.   Designs procedures and delivers training to end users.

l.   Provides recommendations to the Chief Information Officer and Information Systems Manager regarding the planning of long- and short-term business objectives for Kendall County's help desk operations, which recommendations are given significant weight by the final decision makers.

m.   Formulates, affects, interprets, and/or provides recommendations to implement management policies or operating practices as it pertains to help desk operations, which recommendations are given significant weight by the final decision makers.

n.   Assists the Information Systems Manager and the Chief Information Officer with preparation of budget and capital expenditures as it pertains to help desk operations and needs.

5.   Adheres to all work and safety policies and governing procedures established by the County Board.

6.   Maintains the confidentiality of all County systems and information contained therein.

7.   Complies with all applicable federal and state laws and regulations regarding or relating to assigned job duties including, but not limited to the Illinois Open Meetings Act, the Illinois Freedom of Information Act, and the Illinois Local Records Act.

8.   Complies with all applicable policies and procedures regarding or relating to

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assigned job duties.

9. Maintains regular attendance and punctuality during assigned work hours and after work hours, as necessary, with the possibility of off-hours support.
10. Travels to and from meetings, training, conferences, and other County office locations to perform job duties.
11. Performs other duties, as required or assigned by the Information Systems Manager or Chief Information Officer.

C. Qualifications:

To perform this job successfully, an individual must be able to perform all essential duties satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required for the position.

1. **LANGUAGE SKILLS:**
   a. Ability to research, read, and interpret documents and simple instructions.
   b. Ability to prepare documents, reports, and correspondence.
   c. Ability to speak effectively with the public, employees, vendors, and the County's elected officials.
   d. Requires good knowledge of the English language, spelling and grammar.

2. **MATHEMATICAL SKILLS:**
   a. Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.
   b. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
   c. Ability to read and understand basic workplace data such as simple forms, tables, graphs, schedules, etc.

3. **REASONING ABILITY:**
   a. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
   b. Ability to deal with problems involving several concrete variables in standardized situations.

4. **OTHER SKILLS, KNOWLEDGE, AND ABILITIES:**
   a. Ability to present information and communicate effectively both orally and in writing with staff, county officials, law enforcement officials, and the general public in a timely and professional manner.
   b. Ability to build teamwork, organize, prioritize and perform multiple tasks in a timely manner.

    c.   Superb troubleshooting abilities including server and networking troubles.

    d.   Strong organizational skills and multi-tasking skills.

    e.   Commitment to quality results and customer focused.

    f.   Dependable; has integrity and a willingness to learn.

    g.   Ability to display a positive, cooperative, professional, and team orientated attitude.

    h.   Proficient knowledge of MS Word, Excel, Outlook, Teams, and PowerPoint.

    i.   Knowledge of office practices, principles of modern record keeping, and setting and maintaining filing systems.

    j.   Knowledge of principles and practices of local government structure and services.

    k.   Ability to comply with all County policies and procedures, and to adhere to set standards.

5.   EDUCATION AND EXPERIENCE:

    a.   A minimum of either (a) a bachelor's degree from an accredited college or university and a minimum of at least two (2) years' prior work experience in information technology or (b) a combination of post high school education and a minimum of five (5) years prior work experience in information technology is required.

    b.   Working knowledge of Microsoft software, such as Windows Products, and ability to perform application support as assigned.

    c.   General knowledge of networking devices, software, and file transfer protocols is required.

6.   CERTFICATES, LICENSES, REGISTRATIONS:

    a.   Industry Certifications (ITIL Foundation, Certified Support Professional (CSP), Microsoft MDAA) preferred but not required.

    b.   Current and valid Driver's License and reliable transportation.

    c.   Any and all other certificates and registrations as required for the specific duties performed.

D.   Physical Demands:

While performing the duties of this job, the employee must be able to:

1.   Frequently sit for long periods of time at a desk, in meetings, and during travel to various locations to perform assigned job duties;

2.   Occasionally lift and/or move up to 40 pounds;

3.   Frequently lift and/or move up to 20 pounds;

4.   Use hands and fingers to grip, handle, type, write, and feel;

5.   Reach, push, and pull with one and/or both hands and arms;

6.   Talk and hear in person and via use of telephone;

7.   Climb stairs and ladders and balance;

8.   Stoop, kneel, crouch, and/or crawl;
9.   Vision abilities include close and distance vision, depth perception, and the ability to view computer monitors and screens for extended periods of time;
10.   Travel independently to other County office buildings to perform assigned job duties.

E.   Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is subject to the following working conditions:

1.   Mostly inside environmental conditions except when outside traveling between various buildings or locations to perform assigned job duties.
2.   The noise level in the work environment is usually quiet to moderately quiet.
3.   Employee may be exposed to files, videos, and documents of a graphic or sexual nature while performing assigned job duties.
4.   Employee may be exposed to stressful situations while working with others to perform assigned job duties.
5.   Employee must be able to perform all assigned job duties during normal business hours and outside of normal business hours, as needed.
6.   Employee may be required to provide own transportation to travel to and from meetings, training, conferences, work sites, etc.

By signing my name below, I hereby affirm that I received a copy of this job description.

_____   _____
Employee's Signature   **Date**

_____   _____
Signature of Supervisor   **Date**

cc: personnel file, employee

TITLE: Computer Support Specialist
DEPARTMENT: Information and Communication Technology (ICT)
SUPERVISED BY: Helpdesk Supervisor
FULL TIME/PART TIME: Full time
FLSA STATUS: Non-Exempt
APPROVED: TBD

A. Position Summary:

The Helpdesk/Computer Support Specialist supports and maintains in-house computer systems. The systems include all software, workstations, laptops, some networking equipment, and peripherals on the network. The tasks include but are not limited to installing, diagnosing, repairing, maintaining and upgrading all hardware, software, and equipment while ensuring optimal workstation performance and end user support.

B. Essential Duties and Responsibilities:

1. Maintain, analyze, troubleshoot, update, monitor and repair computer systems, hardware, software and computer peripherals.
2. Researches, evaluates, tests, and makes recommendations on all current and future software and hardware needs of the organization.
3. Installs, configures, repairs updates, and performs network wide system upgrades of workstations.
4. Provides end user technical support for all network-based workstations and applications. This position is first-level helpdesk support from logging the request/issue through post completion follow-up.
5. Provides documentation / project tracking and reporting to management.
6. Provides training and how to documentation for end user support.
7. Provides operational and training support to users using the telephone, in person and via remote access software.
8. Performs networking maintenance functions including, but not limited to user account creation, NTFS assignment of rights and permissions, and exchange mailbox account creation.
9. Keeps current with new security and network monitoring technologies, applicable laws and regulations. Maintains compliance with software licensing.
10. Participates in and facilitates group meetings regarding or relating to assigned job duties.
11. Maintains the confidentiality of all County systems and information contained therein.
12. Complies with all applicable state and federal laws and regulations.
13. Adheres to all applicable County policies and procedures.
14. Attendance and punctuality during assigned work hours.
15. Performs other duties and responsibilities as assigned.

C. Qualifications:
To perform this job successfully, an individual must be able to perform all essential

duties satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required for the position.

1. **LANGUAGE SKILLS:**
   a. Ability to research, read and interpret documents.
   b. Ability to prepare documents, reports and correspondence.
   c. Ability to speak effectively with the public, employees, outside entities, vendors, and the County's elected officials.
   d. Requires knowledge of the English language, spelling, and grammar.

2. **MATHEMATICAL SKILLS:**
   a. Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.
   b. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

3. **REASONING ABILITY:**
   a. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
   b. Ability to deal with problems involving several concrete variables in standardized situations.

4. **CERTFICATES, LICENSES, REGISTRATIONS:**
   a. Industry Certifications preferred but not required – Microsoft A+ Security+
   b. Current and valid Driver's License is required.
   c. Any and all other certificates and registrations as required for the specific duties performed.

5. **OTHER SKILLS, KNOWLEDGE AND ABILITIES:**
   a. Strong organization skills, ability to prioritize and schedule work duties, and be able to communicate effectively both orally and in writing with staff, network users, outside entities, vendors, and the general public.
   b. Active Directory, DHCP, DNS, SCCM, Microsoft Exchange, Helpdesk software, Image deployment systems and knowledge of LAN environments.
   c. Thorough knowledge of standard concepts, practices and procedures using Windows operating systems and software products in a network environment.
   d. Ability to multi-task and work independently.
   e. Ability to build teamwork and work as part of a team.
   f. Commitment to quality results and customer focused.
   g. Dependability, integrity and willingness to learn.
   h. High degree of professionalism and demeanor.
   i. Proven time management skills.

6. **EDUCATION AND EXPERIENCE:**
   a. A minimum of an Associate's degree and a minimum of two years prior work experience in the Networking field/PC field is required.
   b. Microsoft experience within Windows Server and Windows operating systems is preferred.
   c. General knowledge of networking devices, software, and file transfer protocols is required.

D. **Physical Demands:**
While performing the duties of this job, the employee must be able to:
1. Frequently sit for up to 2-hour periods of time at desk and/or in meetings;
2. Occasionally lift and/or move up to 40 pounds; frequent lifting requirements of 20 pounds or less.
3. Use hands and fingers to finger, handle, type, write, and feel;
4. Reach, push and pull with one and/or both hands and arms;
5. Bend over at the waist and reach with one and/or both hands and arms;
6. Climb stairs and ladders and balance;
7. Stoop, kneel, crouch, and/or crawl;
8. Talk and hear in person and via use of telephone;
9. Specific vision abilities include close and distance vision, depth perception; and ability to view computer monitors and screens.
10. Travel independently to other County office locations.

E. **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is subject to the following working conditions:
1. Mostly inside environmental conditions except when outside traveling between various buildings or locations to perform assigned job duties.
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4. Employee may be exposed to stressful situations while working with others to perform assigned job duties.
5. Employee must be able to perform all assigned job duties during normal business hours and outside of normal business hours, as needed.
6. Employee may be required to provide own transportation to travel to and from meetings, training, conferences, work sites, etc.

By signing my name below, I hereby affirm that I received a copy of this job description.

_____   _____

Employee's Signature   **Date**

_____   _____

Signature of Supervisor   **Date**

cc: personnel file, employee

Kendall County Agenda Briefing

Meeting Type:	Human Resources and Insurance
Meeting Date:	11/4/2024
Subject:	Revised Organizational Chart and Approved Headcount
Prepared by:	Leslie Johnson, Human Resources Director
Department:	Human Resources Department

Action Requested:

Approval to forward the Revised Organizational Chart and Approved Headcount to the Kendall County Board for approval.

Board/Committee Review:

N/A

Fiscal impact:

Proposed salary revisions are included in the FY2025 budget.

Background and Discussion:

The attached Revised Organizational Chart and Approved Headcount reflects the following proposed revisions:

1. The reorganization and reclassification of positions within the Information, Communication and Technology (ICT) Department; and
2. The conversion of the Part-Time Code Official position into a Full-Time Code Enforcement Officer position in the Planning, Building and Zoning Department.

Staff Recommendation:

Approval to forward the Revised Organizational Chart and Approved Headcount to the Kendall County Board for approval.
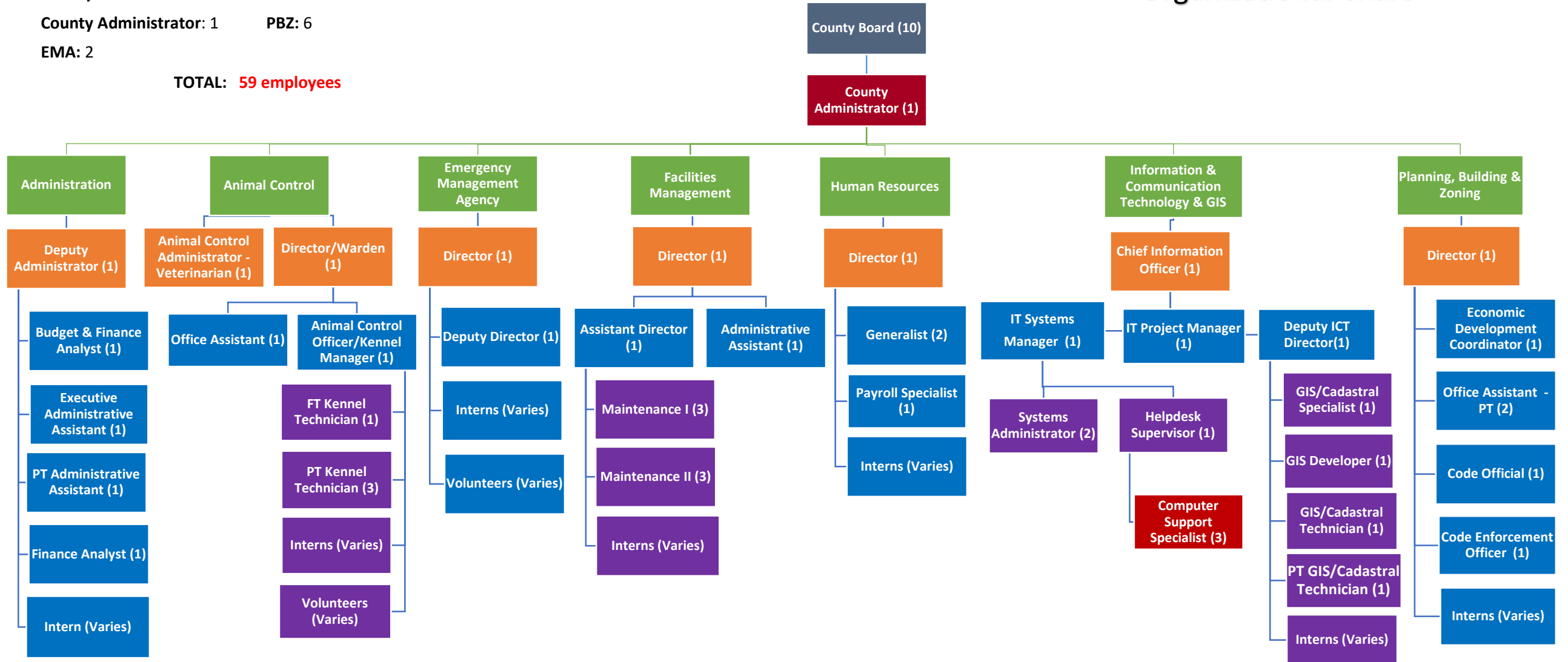
Attachments:

1. Revised Organizational Chart and Approved Headcount

Kendall County, Illinois Organizational Chart

APPROVED HEADCOUNT

Administration: 5   **Facilities:** 9

Animal Control: 8   **Human Resources**: 4

County Board: 10   **Info & Comm. Tech:** 14

County Administrator: 1   **PBZ:** 6

EMA: 2

TOTAL: **59 employees**

- County Board (10)
  - County Administrator (1)
    - **Administration**
      - Deputy Administrator (1)
        - Budget & Finance Analyst (1)
        - Executive Administrative Assistant (1)
        - PT Administrative Assistant (1)
        - Finance Analyst (1)
        - Intern (Varies)
    - **Animal Control**
      - Animal Control Administrator - Veterinarian (1)
      - Director/Warden (1)
        - Office Assistant (1)
        - Animal Control Officer/Kennel Manager (1)
          - FT Kennel Technician (1)
          - PT Kennel Technician (3)
          - Interns (Varies)
          - Volunteers (Varies)
    - **Emergency Management Agency**
      - Director (1)
        - Deputy Director (1)
        - Interns (Varies)
        - Volunteers (Varies)
    - **Facilities Management**
      - Director (1)
        - Assistant Director (1)
          - Maintenance I (3)
          - Maintenance II (3)
          - Interns (Varies)
        - Administrative Assistant (1)
    - **Human Resources**
      - Director (1)
        - Generalist (2)
        - Payroll Specialist (1)
        - Interns (Varies)
    - **Information & Communication Technology & GIS**
      - Chief Information Officer (1)
        - IT Systems Manager (1)
          - Systems Administrator (2)
        - IT Project Manager (1)
          - Helpdesk Supervisor (1)
            - Computer Support Specialist (3)
        - Deputy ICT Director (1)
          - GIS/Cadastral Specialist (1)
          - GIS Developer (1)
          - GIS/Cadastral Technician (1)
          - PT GIS/Cadastral Technician (1)
          - Interns (Varies)
    - **Planning, Building & Zoning**
      - Director (1)
        - Economic Development Coordinator (1)
        - Office Assistant - PT (2)
        - Code Official (1)
        - Code Enforcement Officer (1)
        - Interns (Varies)

All positions listed are full-time unless otherwise noted above.   Approved: 10/15/2024 (Revised: In Progress)