

The Tech Solutions Manager position being a new position helps with the day-to-day operations of the Department of Technology. The purpose of this title change is to align with the operational direction of the technology department. There was a recent change in management in the technology department that has increased their staffing. One of the improvements have been to provide additional support to meet the technical needs of city departments. This title change also provides escalation within the technology department on the operations side by creating escalation for the technical specialist and help desk team. There are many competencies that this new position brings to the technology department which include internal operational technical escalation, collaboration of technical leadership and job growth within the department. This title change is aligned with the structure of other municipality departments within the county and local municipalities. It also provides a formulated structure for the technology department to be structured internally as it continues to align with the department and organizational goals.

The risk assessment of introducing the Tech Solution Manager is that it would reduce the overtime for the department. There is not a financial risk because of the salary range allowing for growth in this position. The previous organizational structure of the technology department made it possible to create this position but align it differently. In the current structure there were 2 directors, an assistant and a department head. The Tech Solutions manager replaces the assistant director, creating financial growth within the position and saves the department in salary cost by removing position redundancy of having 2 directors.