

CITY COMMISSION AGENDA ITEM

TITLE	Request to Fill Vacant Personal Computer Support Specialist
SUBMITTING DEPARTMENT	Information Technology
PRESENTER	Christopher Gomez
MEETING DATE	July 14, 2025

ATTRITION POLICY

Purpose: The City of Royal Oak may at times face revenues that are not sufficient to necessarily meet operating and capital needs. For that reason, each position vacancy should be reviewed to ensure a balanced budget can be maintained, prior to seeking to fill the position.

Policy: All City of Royal Oak full-time positions except sworn police and fire positions that become vacant, for any reason, may only be filled with specific approval from the City Commission.

[Adopted 06/02/2008 and Amended 05/20/2024]

EXECUTIVE SUMMARY

The Personal Computer (PC) Specialist role has recently been vacated due to an internal promotion. This critical role provides end-user support for all our critical areas as well as during election cycles and special events. This role is essential for the day-to-day operations of the city and would allow the team to be fully staffed for the first time in over a decade. This will allow us the time to focus on multiple pending projects and initiatives that have been placed on hold due to a lack of available resources.

We maintain the entire city's Information Technology infrastructure of 450 endpoints and phones, city hall data center, main distribution frame and intermediate distribution frame closets in ten locations including our recreation, police, fire, court, and city hall, as well as multiple office printers and scanners and the entirety of the access control system through Genetec. This role would need to learn about each system and all our responsibilities and enable them to support the team in any way possible. Given the scale of maintenance and support that this role is responsible for, the department recommends that the vacancy be filled.

BUDGET IMPACT SUMMARY	
Anticipated Salary and Benefit Cost	Salary: \$59,000 to 63,000 Benefits Est.: \$40,000
Included in the budget	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Are you filling a position that was previously held?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Funding Source/GL Number:	Various; allocations spread across several funding accounts.

OTHER FISCAL IMPACTS:

Select all that apply.

☒ No fiscal impact

☐ Revenue impact (details below)

☒ Training Required (details below)

STRATEGIC INITIATIVE ALIGNMENT:

This position supports the city's various strategic plans, including the Master Plan, by bringing the city's infrastructure up to the latest technology standards while providing a high quality of service beneficial to all our city employees and residents.

PROPOSED CITY COMMISSION RESOLUTION:

Be it resolved, the Royal Oak City Commission hereby approves the filling of the vacant Personal Computer Support Specialist position.

ATTACHMENT: Updated Position Description