



Program #15002B - IT - 1.00 IT Supervisor Position FY 2025 Department Requested

Department: District Attorney **Program Contact:** Tyler Beird
Program Offer Type: New Request **Program Offer Stage:** Department Requested
Related Programs:
Program Characteristics: Out of Target

Executive Summary

The District Attorney's Information Technology (IT) Unit actively provides rapid and cost-effective computer support, managing software, servers, peripherals, and ensuring network security for Multnomah County District Attorney's Office (MCDA). The MCDA IT unit oversees the operation and maintenance of key systems, including the document management system and principal case tracking systems. The MCDA IT unit collects and prepares statistical data for public and internal consumption, as well as operating a help desk to support MCDA staff and grand jury operations.

Program Description

During the summer of 2024, MCDA collaborated with IT consultants from InfoTech to evaluate the current state of the MCDA IT organization, outline recommendations, and devise a multi-year roadmap for the maturation of MCDA IT. A significant finding by InfoTech was that the existing IT organizational structure is overly flat, with one manager overseeing ten direct reports across various disciplines. InfoTech recommended the establishment of an IT Supervisor position to transfer supervisory responsibilities for the six-person Network Operations team from the IT Manager.

The purpose of this program offer is to create 1.0 FTE IT Supervisor position.

This new IT Supervisor position will do more than fill a gap in MCDA IT's organizational structure; it represents a strategic imperative to enhance the efficiency and capacity of MCDA IT operations. The proposed full-time IT supervisor position will focus on actively overseeing the daily activities of the Network Operations team, ensuring optimal performance, addressing technical challenges, and fostering the professional development of team members. Currently, the IT Manager directly supervises two distinct teams, Network Operations and Applications Development, all while leading projects, managing stakeholder relations, and serving in a directorship capacity. The team leads, despite their capabilities, are burdened with numerous duties, preventing them from providing dedicated supervision to their teams.

Introducing a Network Operations Supervisor will allow the IT Manager to concentrate on strategic initiatives, innovation, and supervision of the Applications Development team. Without adding this layer of supervision, the IT Manager may struggle to effectively oversee two teams while attempting to fulfill managerial and executive-level functions. Creating the Network Operations Supervisor is a transformative and crucial step for the continued growth and maturation of MCDA IT. This addition is pivotal, promising to ignite innovation, drive cost-saving efficiencies, and uphold the DA's mission and values. MCDA's work is absolutely dependent on successful IT implementation and development and IT success will promote efficiency throughout the organization.

Performance Measures

Measure Type	Performance Measure	FY23 Actual	FY24 Budgeted	FY24 Estimate	FY25 Target
Output	Recruit for an IT Supervisor	N/A	N/A	N/A	1
Outcome	Hire an IT Supervisor	N/A	N/A	N/A	1

Performance Measures Descriptions

Yes = 1, No = 0

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Department Requested General Fund	Department Requested Other Funds
Program Expenses	2024	2024	2025	2025
Personnel	\$0	\$0	\$166,967	\$0
Total GF/non-GF	\$0	\$0	\$166,967	\$0
Program Total:	\$0		\$166,967	
Program FTE	0.00	0.00	1.00	0.00

Program Revenues				
Total Revenue	\$0	\$0	\$0	\$0

Explanation of Revenues

Significant Program Changes

Last Year this program was: