



Program #15002C - IT - 1.00 IT Specialist 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 the 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

Due to insufficient staffing, MCDA IT has faced challenges in managing help desk tickets while also engaging proactively in projects to enhance IT operations. As a temporary solution, IT is using a contractor to provide a fourth IT Specialist role. With this expanded staffing, over 300 backlog tickets were successfully closed, and the team is now staying current with tickets. This is an on-going need and MCDA is requesting a full-time equivalent (1.0 FTE) IT Specialist position. This is vital for ensuring the team's capacity to promptly respond to requests and incidents, thereby delivering exemplary customer service and meeting Service Level Agreements. This IT Specialist position will strengthen the MCDA IT unit's capacity to effectively support the diverse technical needs of the office.

Performance Measures

Measure Type	Performance Measure	FY23 Actual	FY24 Budgeted	FY24 Estimate	FY25 Target
Output	Recruitment and hiring of an IT Specialist position.	N/A	N/A	N/A	1
Outcome	Number of MCDA IT Help Desk Tickets closed.	N/A	N/A	N/A	300

Performance Measures Descriptions

Performance Measure 1: 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	\$123,987	\$0
Total GF/non-GF	\$0	\$0	\$123,987	\$0
Program Total:	\$0		\$123,987	
Program FTE	0.00	0.00	1.00	0.00

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

Explanation of Revenues

County General Fund

Significant Program Changes

Last Year this program was: