



COUNTY OF MENDOCINO
Executive Office
Information Technology Division

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MEMORANDUM

DATE: 04/07/2026
TO: Honorable Board of Supervisors
FROM: Tony Rakes, Deputy CEO
SUBJECT: Strategic Hiring Request – Information Services Technician I/II

The Executive Office – Information Technology Division (IT) is requesting to hire a recently vacant Information Systems Technician I/II. This position has been budgeted for in the current fiscal year 25.26 and has been included in the FY26.27 department submitted budget.

The Information Systems Technician position serves as the front-line technical support for all County departments. The position supports the information services and technology needs of County departments, including but not limited to, operating the IT Help Desk, system monitoring, telecommunications and mobile device support, network infrastructure support, countywide device deployment, and technical training.

The County's Strategic Hiring Process requests that each department consider the following:

- How will the department fund the position(s)?
- What work is currently not being done due to the vacancy?
- Why can't current staff absorb these duties?
- What efficiencies has the department implemented or is currently working on?
- Prepare metrics to support the hiring needs
- Update organizational chart

1) How will the department fund the position(s)

- a. IT intends to fund this position in the current fiscal year (FY25.26) through anticipated salary savings realized from the recent staff vacancy and using May as an estimated hire date.

- 2) **What work is currently not being done due to the vacancy?**
 - a. This position was primarily assigned to support all Criminal Justice functions for the County, excluding direct technical support for the Sheriff's Office.

- 3) **Why can't current staff absorb these duties?**
 - a. Current staff, along with an IS Specialist and the IS Operations Manager have absorbed these duties in the short term. Continuing to absorb these duties will negatively impact service levels and project timelines.

- 4) **What efficiencies has the department implemented or is currently working on?**
 - a. IT continually strives to find efficiencies in operations. Examples of implemented efficiencies include software deployment automation and streamlined mobile device management processes.

- 5) **Prepare metrics to support the hiring need(s).**
 - a. Factoring the recent Technician vacancy, there are 2 IS Technicians assigned to County departments, excluding the Sheriff's Office and Social Services.

On average, IS Technicians address approximately 3,000 helpdesk tickets and 5,000 helpdesk calls per year. Some Helpdesk calls are resolved at first call, while others generate Helpdesk tickets. Helpdesk tickets represent anything from service and repair requests to multi-day efforts and long-term projects.

- 6) **Update organizational chart**
 - a. No update to the IT organizational chart is required as part of this staffing request.