

Increased Wage Justification

William Easton

This past year has presented itself as highly challenging technically for me and has provided a fantastic opportunity for growth and success within our department. My responsibilities have continued to build due to my success on earlier projects, and I have high expectations for this success and growth to continue for the foreseeable future.

My current position within RaDS is the RSO Desktop Support Technician. Beyond the great technologies I have introduced, and work I have done for the Registered Student Organizations, here are some of examples of going above and beyond that have helped the department and the division since just the start of the year:

- Windows 7 Kiosks
 - Ultra-fast security patching with Secunia scores higher than our PCI computers.
 - Reduced technician hours spent on Kiosks by 35% (Now 12 hours/week) compared to previous six months period (18 Hours/week), and 45% compared to 2011 (21 Hours/week).
- Infolabs Loaner and RaDS Rental
 - Consolidated Image resulted in eliminating seven imaging servers and reducing the number of hours RaDS and Infolabs staff spend maintaining separate images.
- Ninite application patching
 - Introduced an ultra-reliable and inexpensive patching solution for the majority of our contract applications reducing patching times from weeks to days and introduced application patching to contracts in which it wasn't done prior.
- DoIT HelpDesk User Experience
 - 40% Reduction in support requests from HelpDesk (23 cases from 1/1 to 5/1 versus 38 from the same period one year prior).
 - Customer has reported the current setup is the most highly praised and lowest issue setup they've ever had

Here are some of the projects that I will be working on to further help the department in 2013 and to absorb the responsibilities of other full time and student employees.

- DoIT Infolabs
 - Kiosk project went exceptionally well, customer asked if I would contribute to the Infolabs
 - Redefining the support relationship between RaDS and the Infolabs local technicians to centralize support and standardize images.
- SOAR
 - Providing a conversion mechanism from Infolabs laptops to Soar laptops – and back. Reducing total technician time tremendously. The goal for this project is a reduction in time from FTEs is over 90%, and 75% from students.
- Registered Student Organizations
 - Putting in place streamlined mechanisms for communication, procurement, and reporting with a goal to reduce support load by 25%.

Along with the examples listed above, attached is a table of savings I have provided to the department and division since the start of the year. Together, the tools I have created continue to save hundreds if not thousands of technician hours each year.

I do look forward to continuing to play a key role within the department, but my skills and responsibilities have grown much faster than my wage as a student, and I am finding positions with significantly fewer technical requirements offering significantly higher wages.

Comparable positions offering more competitive wages:

- Student Network and Desktop Tech Support (UW Health Sciences Learning Center)
 - Familiarity with Computer Networks, File Sharing, and network printing.
 - \$10.00-\$15.00 per hour
- Student Desktop Support Technician (TEK Systems)
 - Hardware and Software troubleshooting
 - Windows 7 Deployment
 - \$12.00-\$18.00 per hour
- Student Desktop Support Analyst (Robert Half Technologies)
 - Server room maintenance
 - Phone Systems
 - Network Systems
 - \$15.00-\$18.00 per hour
- IT Support Specialist (Edgewood College)
 - Hardware and Software Troubleshooting
 - Server Administration
 - Misc. Project work
 - \$20.00-\$24.00 per hour

Over the course of the last year there have been even more job postings to the Wisc Job Center with similar requirements and similar pay scales.

With even student jobs offering up to \$18.00 an hour and an offer I received from Edgewood College at \$20.00 an hour, it remains difficult to justify adding additional responsibilities to my workload, and even more difficult to justify rejecting offers from outside the University while maintaining such a deflated wage.

As a part of this I would like to request an increase in base pay to \$16.00 per hour – halfway between my current wage and the offer made to me by Edgewood College. The size of the increase puts me in the middle of the pay scale for the work that I'm doing, is more than fair due to the value I bring, and will continue to bring to the organization. I would like to continue providing exceptional service to my customers, and exceptional tools to my team, and this increase in pay would provide me the opportunity to continue doing so without monetary concerns.

WILLIAM EASTON

VALUE ADDED

Yearly Departmental Savings

\$52,500

General Savings

Software Patching \$22,000

(40 hours per week saved, \$11/hr, RSO, DoIT-HD, and Kiosks Only)

Computer Deployments \$18,000

(15 Deployments per day, Ten Minutes saved each, \$20/hr)

Image Maintenance Tasks \$2,000

(Thirty images needed every six months, two hours each, eliminated)

TOTAL \$42,000

Per-Contract Savings

RSO \$0

(\$8000 estimated, not counted in total)

SOAR \$0

(\$4000 estimated, not counted in total)

Kiosk Maintenance \$4,000

(7 Hours per week reduction, \$11/hr)

HelpDesk \$3,500

(15% Reduction in Support year over year)

Rentals \$3,000

Other \$0

TOTAL \$10,500

Yearly Divisional Savings

\$34,400

Infrastructure Eliminated

MICKEY.DOIT.WISC.EDU \$6,050

ASM.DOIT.WISC.EDU \$3,800

MINNIE.DOIT.WISC.EDU \$3,450

DOIT-HD.DOIT.WISC.EDU \$3,000

TOTAL \$16,300

Storage and Backup Savings

BascPlat Backup Change Savings \$7,000

(Savings is from slowing backup cost growth)

RSO WiscMail Plus Audit \$2,100

RSO-DATA Backup Change Savings \$1,500

(Savings is from slowing backup cost growth)

RSO-DATA Unmirror Storage Savings \$1,500

TOTAL \$12,100

Maintenance Savings

Windows Kiosks \$3,000

(Hardware maintenance cost savings -- Hard Drives and LCDs)

TOTAL \$3,000