

# Wage Increase 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. As the complexities of our work have increased, I'm proud to have taken on new responsibilities building on my success on earlier projects, and I have high expectations for the contributions I can make in the future.

My current PD within RaDS is the RSO Desktop Support Technician. Beyond the great tools I have introduced, and work I have done for the Registered Student Organizations, here are some of examples of the contributions that I'm proud of 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 significantly higher than anywhere else on campus (including Labs and PCI).
  - 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 unit in 2013:

- 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 to the department and division since the start of the year from the projects that I have led. Together, the tools I have created continue to save hundreds if not thousands of technician hours each year.

There are a number of ways I think that I can make a valuable contribution over the next 2 years as a student, but my responsibilities outside of work bind me to look for higher paying jobs. Based on the PDs listed below, if my position can be adjusted, or a new position created that I can apply for, that would allow me to realize my dream of taking care of my responsibilities while still getting to work for and contribute to this unit.

Comparable positions to my current roles and responsibilities:

- IT Customer Service Analyst (SWF Contract)
  - Hardware and Software troubleshooting
  - Windows 7 Deployment
  - Flexible Schedule
  - \$19.00-24.00 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
  - Flexible Schedule
  - \$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 rejecting offers from outside the University.

As a part of this I would like to request an increase in base pay to \$17.50 per hour so that I can continue providing exceptional service to my customers, and exceptional tools to my team. 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**