

Department of Transformation and Shared Services

Governor Asa Hutchinson
 Secretary Amy Fecher
 Director Kay Barnhill



April 20, 2022

The Honorable David Wallace, Co-Chairperson
 The Honorable David Hillman, Co-Chairperson
 Uniform Personnel Classification and
 Compensation Plan Subcommittee
 Joint Budget Committee
 State Capitol Building, Room 315
 Little Rock, Arkansas 72201

Dear Senator Wallace and Representative Hillman:

The Office of Personnel Management (OPM) submits a request from the Arkansas Department of Health for your review.

The Arkansas Department of Health (ADH) is requesting three (3) positions from the OPM Surrender Pool established by Ark. Code Ann. §21-5-225(a)(1). The classifications requested, along with the positions being surrendered, are listed below:

POSITIONS SURRENDERED

<u>POSITION NUMBER</u>	<u>TITLE</u>	<u>CLASS CODE</u>	<u>GRADE</u>	<u>SALARY RANGE</u>
22105790	Administrative Specialist III	C056C	GS04	\$29,046 - \$42,116
22106104	Emergency Communication Specialist	D088C	GS04	\$29,046 - \$42,116
22105940	Fiscal Support Specialist	A098C	GS04	\$29,046 - \$42,116
22105498	Emergency Communication Specialist	D088C	GS04	\$29,046 - \$42,116

CLASSIFICATIONS REQUESTED

<u>CLASS CODE</u>	<u>TITLE</u>	<u>GRADE</u>	<u>SALARY RANGE</u>
D079C	Computer Support Technician	IT02	\$37,266 - \$54,035
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JUSTIFICATION

The Arkansas Department of Health is requesting the above positions in order to resolve recruitment and retainment issues within the information technology help desk. Currently, the help desk is staffed with the surrendered positions which do not require the necessary information technology knowledge and skills that are integral to performing the duties required. The ADH has advertised the surrendered positions multiple times and has been unable to recruit qualified applicants due to the job duties not matching the actual responsibilities of the positions. The requested positions within the IT pay table will be capable of meeting the technical demands of the help desk. These positions will be responsible for researching and resolving hardware and software issues, responding to end user inquiries, and providing overall information technology customer service for the entire department. The estimated cost for this surrender request is \$83,784 and the department has current funding for this action.

After review of the request, the Office of Personnel Management **recommends** the approval of three (3) surrender pool positions listed above.

Your consideration of this request is greatly appreciated.

Sincerely,



Kay Barnhill, Director
Office of Personnel Management



3/24/2022

SECRETARY OF TRANSFORMATION & SHARED SERVICES

DATE

KB/ca:1-2



Arkansas Department of Health

4815 West Markham Street • Little Rock, Arkansas 72205-3867 • Telephone (501) 661-2000

Governor Asa Hutchinson
José R. Romero MD, Secretary of Health



MEMORANDUM

TO: Kay Barnhill, State Personnel Administrator,
Department of TSS, Office of Personnel Management

FROM: Don Adams, Deputy Director for Administration *jad*
Arkansas Department of Health

DATE: March 16, 2022

SUBJECT: Surrender Pool Position Request

The Arkansas Department of Health's, Information Technology Section, is requesting three positions to support the Information Technology Help Desk efforts:

- 3- Computer Support Technician positions, Class Code D079C, Pay Grade IT02

The agency would like to surrender the following positions in order to receive the 3 Computer Support Technician positions:

- 22105790, Administrative Specialist III, Class Code C056C, Pay Grade GS04
- 22106140, Emergency Communications Specialist, Class Code D088C, Pay Grade GS04
- 22105940, Fiscal Support Specialist, Class Code A098C, Pay Grade GS04
- 22105498, Emergency Communications Specialist, Class Code D088C, Pay Grade GS04

Justification is as follows:

The recruitment efforts to fill and retain these positions at the current GS04 grade have proven to be extremely difficult. The many attempts to fill these positions under the current GS04 job descriptions, present a disconnect between the functional job duties. The GS04 positions typical functions include research, analysis and developing reports. Whereas the IT02 positions focus on diagnosing hardware, software, and more technical resolutions within information technology. Responding to end user requests and questions require more technical skills to maintain crucial customer service for ADH.

The rapid growth of technology needs within the agency and the additional demands put on current ADH staff to fulfill the ADH's mission, requires skills beyond the requirements of the GS04 position job tasks. These positions are critical in the daily operations of computer services. Arranging personnel into the proper positions will promote camaraderie and teamwork.



Department of Transformation and Shared Services
 Office of Personnel Management
 Request for Pool Position

Business Area Department Name / Agency Name Date
 Information Technology Services Arkansas Department of Health 03/16/2022

Position(s) to be Surrendered

Position/Item Number	Classification Title	Pay Grade	Class Code
22105790	Administrative Specialist III	GS04	C056C
22106140	Emergency Communications Specialist	GS04	D088C
22105940	Fiscal Support Specialist	GS04	A098C
22105498	Emergency Communications Specialist	GS04	D088C

Classification(s) Requested

Classification Title	Pay Grade	Class Code
Computer Support Technician	IT02	D079C
Computer Support Technician	IT02	D079C
Computer Support Technician	IT02	D079C

I hereby certify that:

- A. The position requested is critical to the operation of this Agency and a detailed justification for this request is attached. (Justification should be detailed and not less than one typed page in length.)
- B. Sufficient funds are available to fund this position at the requested grade.
- C. This is a full-time position that will not be used for any other purpose than that which is outlined in the attached narrative.
- D. The position to be surrendered is the highest grade position available and the loss of this position will not adversely affect the operation of this Agency.
- E. No current employee will be displaced by this action.

HR Administrator's Signature

Date 3/18/2022

Department Secretary's Signature

Date 3-18-22