

**Department of Transformation and Shared Services**

Governor Sarah Huckabee Sanders

Secretary Joseph Wood

Director Kay Barnhill

March 15, 2023

The Honorable Breanne Davis, Co-Chairperson
 The Honorable Jim Wooten, Co-Chairperson
 Uniform Personnel Classification and
 Compensation Plan Subcommittee
 Arkansas Legislative Council
 State Capitol Building, Room 315
 Little Rock, Arkansas 72201

Dear Senator Davis and Representative Wooten:

The Office of Personnel Management (OPM) submits a surrender pool request from the Arkansas Department of Corrections (DOC) for your review.

DOC requests two (2) positions from the OPM surrender pool established by Arkansas Code Annotated § 21-5-225(a)(1). The classifications requested and the positions surrendered are listed below:

CLASSIFICATIONS REQUESTED

<u>CLASS CODE</u>	<u>TITLE</u>	<u>GRADE</u>	<u>SALARY RANGE</u>	<u>POSITION COUNT</u>
D052C	Software Support Analyst	IT05	\$51,762 - \$75,054	2

POSITIONS SURRENDERED

<u>POSITION NUMBER</u>	<u>TITLE</u>	<u>CLASS CODE</u>	<u>GRADE</u>	<u>SALARY RANGE</u>	<u>DATE VACATED</u>
22084013	Computer Support Technician	D079C	IT02	\$37,266 - \$54,035	09/26/2022
22084882	Computer Support Technician	D079C	IT02	\$37,266 - \$54,035	01/01/2022
22133832	Computer Support Technician	D079C	IT02	\$37,266 - \$54,035	09/25/2022

Office of Personnel Management

501 Woodlane Street, Suite 205 * Little Rock, AR 72201 * 501.682.1753

The Honorable Breanne Davis, Co-Chairperson
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JUSTIFICATION

The Arkansas Department of Corrections (DOC) Information Technology sector of Shared Services continuously contends with high turnover and retention rates. The department's IT personnel specializes in virtual private networks (VPN) to secure network services and the biometric verification of staff entering and exiting the facilities. As facilities lose staff, safety risks increase exponentially. DOC expresses that this request will support the increased demand for technical support services which is essential to agency operations.

The turnover rate for IT02 Computer Support Technician, class code D079C is 44.44% for the past year. DOC requests higher-graded positions to attract and retain new hires to resolve the high turnover issue. Therefore, DOC is requesting two (2) Software Support Analysts, class code D052C from the OPM surrender swap pool.

RECOMMENDATION

The Office of Personnel Management has reviewed this request from the Department of Corrections and **recommends** the requests to obtain two (2) positions and the surrender of three (3) positions to the OPM surrender pool. This action will cost approximately \$16,177. The department guarantees it possesses the funds to execute this request.

Your consideration of this request is appreciated.

Kay Kunkell STATE PERSONNEL DIRECTOR *3/8/23* DATE



1753
OFFICE OF THE SECRETARY

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March 2, 2023

Ms. Kay Barnhill
Director, Office of Personnel Management, TSS
501 Woodlane Street, Suite 205
Little Rock, AR 72201

RE: Surrender Swap Request

The Department of Corrections (DOC) operates 24/7/365 days a year. The DOC utilizes technology in each unit and office. This technology ranges from biometric verification of staff entering and exiting the facilities, use of virtual private networks (VPN) to access secure services, and security network services. As a result, the Information Technology (IT) section demand for continuous support services has grown tremendously.

The DOC will surrender three (3) Computer Support Technicians, IT02 class code D079C in return for two (2) Software Support Analysts, IT05, D052C. This request will enable the DOC to support technology needs with exempt staff. Additionally, recruiting and retention of staff is problematic for the Computer Support Technician titles. Lastly, this request will save about \$8,274 in salaries and reduce the number of positions in the IT section by one.

Thank you in advance for your favorable consideration.


Joseph Profiri

Secretary of Corrections



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

Business Area Department Name / Agency Name Date
9903 Corrections 3.2.2023

Position(s) to be Surrendered

Position/Item Number	Classification Title	Pay Grade	Class Code
22084882	Computer Support Technician	IT02	D079C
22133832	Computer Support Technician	IT02	D079C
22084013	Computer Support Technician	IT02	D079C

Classification(s) Requested

Classification Title	Pay Grade	Class Code
Software Support Analyst (2)	IT05	D052C

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

3.2.2023

Date

Department Secretary's Signature

Date