

Supplementary Budget – Briefing Note

2022 Budget

Technical Trainer

Briefing Note required for:

- items +/- \$50,000 or more
- changes in FTE
- Council Priority requests

| Dept | Division | Item | Base Supp | Amount | FTE Impact |
|-------|----------|---|-----------|----------|------------|
| FBITT | ITT | Technical Trainer Grade 7 FTNU, Labour Burden, Laptop, and Software | B | \$88,503 | 1.0 |
| FBITT | ITT | Technical Trainer Laptop Lifecycle | S | \$1,752 | |

Background:

- This request is a corporate related item and initiative.

The Technical Trainer would co-ordinate, deliver and train staff in our existing and new technology tools and software. Training would be targeted based on business input, needs assessments, planned change and statistical use.

This represents an investment in staff by providing training to increase their skills and technical competencies to utilize technology provided by the Municipality in their everyday job responsibilities. This is recommended by the Corporate Technology Strategic Plan and the KPMG Efficiency Review.

The Municipality of Chatham-Kent has made technology-related investments across the organization within most business units. To maximize the return on investments, technical training is required to educate staff on the capabilities and functionality of the technology provided.

Investing in our people with technology-related training will increase overall user knowledge, user experience with technology, the ability to maximize technology use, and increase overall corporate efficiency and quality.

As an example, training 1,000 staff to become 1-2% more effective in the use of Outlook email would provide overall efficiencies within positions by increasing the ability to respond to requests quicker, sort and prioritize the requests, and provide follow-up, resulting in better overall customer service and effectiveness of general email management. The net result will save staff time, effort, and result in cost avoidance by being able to perform their job more efficiently.

Comment:

Other considerations as to why investment in Technical Training is important:

- Increase in staff morale and confidence in technology being utilized
- Attraction and retention for skilled employees
- Increasing employee productivity with new functionality becomes possible
- Ability for staff to identify new work processes and efficiency opportunities via current tools
- Reduce the digital divide between staff with and without technical capabilities
- Exposure and the push to digitization and electronic process

Comment:

- Increase knowledge: promoting accessibility by design and understanding of digital service delivery