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Resolution Relating to

RESOLUTION
Sponsor(s): Councilors Keogh,
Wright, Paul: Bd. of Finance
Introduced: 04/11/11
Referred to: _____
Action: _____
Date: _____
Signed by Mayor: _____

CREATION OF A CLASSIFIED FULL TIME POSITION –
BURLINGTON TELECOM – HELP DESK TECHNICIAN

CITY OF BURLINGTON

In the year Two Thousand Eleven.....

Resolved by the City Council of the City of Burlington, as follows:

That WHEREAS, the General Manager of the Burlington Telecom has requested the creation
of a classified, full-time Help Desk Technician; and

WHEREAS, this position shall be classified at a pay grade entitled Help Desk Technician
and consistent with the FY 2011 established Burlington Telecom Salary Tables; and

WHEREAS, this position will provide customer service to City of Burlington patrons,
track customer problems through internal and external systems, and generate necessary reports as
requested; and

WHEREAS, the request has been approved by the Human Resources Director and
Finance Board;

NOW, THEREFORE, BE IT RESOLVED that the position of Burlington Telecom Help
Desk Technician be created at a pay rate as indicated in the FY 2011 established Burlington
Telecom Salary Table, effective as of City Council approval.