



CITY OF RAPID CITY

RAPID CITY, SOUTH DAKOTA 57701-2724

Office of the Mayor

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January 25, 2019

Rapid City Common Council
300 6th Street
Rapid City, SD 57701

Re: Appointment of James Gilbert to Director of Information Technology

Dear Council Members:

Approximately 18 months ago we started what would be a long and comprehensive re-organization of our Community Resources Department. It began with the dismissal of the Community Resources director and immediate reassignment of Code Enforcement, Communications, GIS, Risk Management and eventually Human Resources. As you probably remember, great emphasis was placed on building up the capacity and effectiveness of the Human Resources function. All of this left one work group in limbo: Information Technology, better known as IT, was under the command of IT Officer James Gilbert. The IT function presented unique challenges in that the work performed is highly-specialized and ever-changing. The truth is, the delay was more of a discomfort and learning curve on the part of your mayor.

In addition to an ongoing, real-time analysis of IT needs, IT problems and IT solutions to those problems, I also conducted an informal analysis by reaching out to various other cities to determine how their IT function is handled. I finished up this information gathering at the 2018 National League of Cities conference in Los Angeles. My conclusion? There is no universal method or rationale for the placement of the IT function within the City operations structure. What was very consistent during my discussions with other cities, was the fact that IT once was a single person and eventually grew into a very expensive and very important City function. Many cities reported a certain degree of awkwardness in finding the final home for their city IT function.



EQUAL HOUSING
OPPORTUNITY

EQUAL OPPORTUNITY EMPLOYER

Following the National League of Cities conference in November 2018, Rapid City Department Directors and I held a retreat in December 2018 in order to discuss important operational issues, one of those being IT. Something remarkable from the retreat was that each department director had been doing their own informal analysis of sorts and had concluded it was time to make IT its own City Department. Furthermore, the past 18 months had allowed them an opportunity to see James Gilbert in action. In short, James Gilbert has won the confidence of the City Department Directors and myself.

His knowledge of IT systems, his growth in terms of responsibility and assertiveness over the past 18 months, his adaptation to increased responsibility and not to mention his outstanding resume make him the ideal candidate to head up the new Rapid City IT department.

James Gilbert has brought valuable insight of IT needs and trends as we progress and plan for the future. As his attached resume outlines, he is extremely well-trained and well-suited for this position. Therefore, I am appointing James Gilbert as City IT Director and respectfully ask the City Council to ratify this appointment at the February 4th City Council meeting.

At the February 4th City Council meeting, there will be an agenda item for the second reading of a city ordinance which will establish the IT Department, as well as provide other ordinance cleanup. We will attach a new job description for the IT Director and will ask for authority to allow the mayor and finance officer to sign an employment agreement with James Gilbert.

I hope you will find this information satisfactory, but if you have further questions or would like additional information, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Steve Allender", with a long horizontal flourish extending to the right.

Steve Allender, Mayor
Rapid City, South Dakota

Enclosed: James Gilbert's Resume

Education

Bachelor's Degree Moorhead State University, Moorhead MN

Major in Physics, Minor in Math

1996

Army Management Program

1996-1998

Microsoft Management Education Program

2005-2008

Experience

IT Officer

2012-Present

- Produced IT departmental budgets.
- Produced and maintained CIP budgets and 5 year plans.
- Designed a new video system for the council chambers that will save the city approximately \$75,000 in upfront costs and simplify the current recording system.
- Implemented a new website and transitioned the city from a video stream vendor to YouTube to save over \$18,000 a year.
- Implemented system wide monitoring and procedures that cut the total number of after hour emergency on call issues by more than 90%.
- Oversaw several major updates to the city IT infrastructure including updating the Civic Center wireless for the ICPC convention, installing new fiber optic for all downtown city buildings, and the installation and implementation of Tyler Munis.
- Implemented software to document all facets of the IT infrastructure to allow for easy transitions and training.
- Currently designing a new organizational model for the IT Department that will focus on customer service, required maintenance, security, and job development opportunities for IT staff.
- Presented a talk about Data Analysis and Data Science at the CIO Summit in Las Vegas, NV

IT Analyst III

3/2009 - 2012

- Setup, optimized and maintained a virtual environment consisting of VMware Servers and HP P4300 Storage Arrays. The environment was expanded to provide a disaster recovery site for the City of Rapid City.
- Installed and maintained the Exchange 2010 environment for the city, including Microsoft Unified Messaging Server.
- Supervised 3 to 4 employees to ensure that projects were completed and support was provided in the best manner possible.

- Established an Open Source monitoring system to provide information and alerts on servers before a problem is detected by end users.
- Provided support to all departments within the City of Rapid City.
- Maintained, installed, upgraded and/or improved the Active Directory, SharePoint, Financial Software, Reporting Software, Permitting Software, Rapid Transit Software, and Database Software for the City of Rapid City.

Build Lead

6/2008 - 3/2009 Microsoft, Fargo, ND

- Responsible for building all Microsoft Learning related ELearning, ILT and Training related tools using Microsoft Visual Studio Team Build, perl script, vbscript, and batch programs.
- Setup and maintenance of a new Microsoft Learning Build Lab using Windows Server 2008 Hyper-V virtualization technology.
- Manager of 2 direct reports and 8 vendor resources. Responsible for all HR related actions and for developing training plans and commitment setting for performance reviews.
- Developed and maintained a virtual Linux (Ubuntu) environment and a WAN environment for testing ELearning programs across platforms.

Technologist

5/2005 - 6/2008 Microsoft, Fargo, ND

- Create, maintain, document and troubleshoot all Microsoft Business Solutions training Virtual Machines.
- Investigate and document hardware platforms required for official Microsoft Instructor Lead training.
- Developed a networking lab to test various networking scenarios for training environments.
- Created automation for the development and release of Microsoft official training DVDs and CDs using C# and perl script.
- Created and Maintained a SQL Server Reporting Services server to report on business statistics to management and other internal customers.

Alliance Support Engineer/Rapid

5/2001 - 5/2005 Microsoft, Denver, CO

- Advised clients on systems and network implementations. Topics included OpenSource/Windows Server integration, networking best practices to ensure Active Directory uptime, systems monitoring and performance guidelines, SQL Server and Active Directory training and support. Clients included USDA, Bureau of Land Management, US Dept. of Interior, Office of Surface mining.
- Created and maintained a VPN implementation for the US Department of Interior that utilized IPsec to authorize and quarantine incoming connections. Worked with the network team to further implement security measures on the departments Cisco network infrastructure.
- Developed an Active Directory best practices training course for Microsoft Support Services. The course included Replication Service trouble shooting and Group Policy implementations.
- Documented support tickets and logged troubleshooting time in Siebel

James Gilbert

- Provided onsite supports for customers when phone support was insufficient on Windows Server Platforms, Microsoft Access, networking and SQL Server.
- Migrated a major financial institution from DB2 to Microsoft SQL Server 2000
- Completed SQL Server / Access Support immersion training which included classroom work, shadowing Debug Engineers, and working the Premier Support Services phone support banks.

DBA /Programmer

12/2001 - 5/2001 Summit Technologies (contractor for DriveOff.com), Denver, CO

- Managed the production on-line transaction processing databases (Access and SQL Server)
- Managed the database conversion project including risk identification, project documentation, and milestone and timeline planning
- Created help files and online training for new database and internet programs
- Created web-based front end for the database using active server pages and Access
- Migrated an inventory database from Microsoft Access to Microsoft SQL Server 2000

Windows System Administrator/DBA

3/1999 - 12/2001 Analysts International (contractor for USWest), Denver, CO

- Created and maintained an 80GB Microsoft SQL Server 7.0 for the collection, retention, and retrieval of Windows NT Event Logs for over 600 servers.
- Managed the Security Infrastructure Project by creating documentation, lead user and development teams, and identifying risk and total cost.
- Tuned an 80GB Microsoft SQL Server 7.0 database to provide appropriate response time for web-based query programs and Crystal Reports interfaces
- Programmed an ASP interface to several SQL Server 7.0 and Access databases using VB Script and ADO
- Created an automated notification (e-mail and paging) program using VB Script, ADO, T-SQL stored procedures, T-SQL triggers, PERL scripts and HP OpenView ManageX
- Responsible for trouble shooting and maintenance on 600+ NT 4.0 Servers

Senior Technical Trainer

2/1998 - 3/1999 Knowledge Alliance, Denver, CO

- Taught Microsoft Official Curriculum Classes: NT 4.0 MCSE ,Office VBA programming, SQL Database Design and Administration, Visual Studio
- Developed custom courseware and internet training for several clients: Scripting (Perl and Batch), Windows NT 4.0 Server Admin, Windows NT 4.0 Domain Design, Office
- Responsible for the maintenance of the Knowledge Alliance servers.

James Gilbert

- Programmed 3Com Office Builder II routers to allow remote offices to connect to the corporate intranet
- Designed HTML forms and Active Server Pages to allow Knowledge Alliance employees to add and remove classes to the schedule and respond to customer inquiries through electronic mail using a World Wide Web interface

DBA/Programmer Analyst

5/1996 - 2/1998 US Army (Civilian), Fort Huachuca, AZ

- Developed logistic programs with the following tools: 'C', C++, ORACLE DESIGNER 2000, VISUAL BASIC, ERWIN, SQL SERVER 6.5
- Administered the following environments: NOVELL 3.12/4.11, ORACLE (NT, HP UNIX), SQL SERVER 6.5, SCO, HP UNIX, WINDOWS NT 4.0, LAN, CISCO ROUTERS, RAS
- Completed the US Army College Project Management course and was Project Manager on two development projects
- Wrote programs used to track communication equipment throughout the Army. Programs were written in C, C++, Access, Oracle Designer 2000, and Microsoft Visual Basic.
- Administered large databases on Oracle (NT and HP UNIX), Centura SQL Base (Novell), Microsoft SQL Server 6.5 and Wang mini-frame systems.