Human Resources

BEN NOLAN, MANAGER

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Human Resources

Senior Director of Administrative Services

Human Resources Manager

Human Resources Representative

Human Resources Administrator (2)
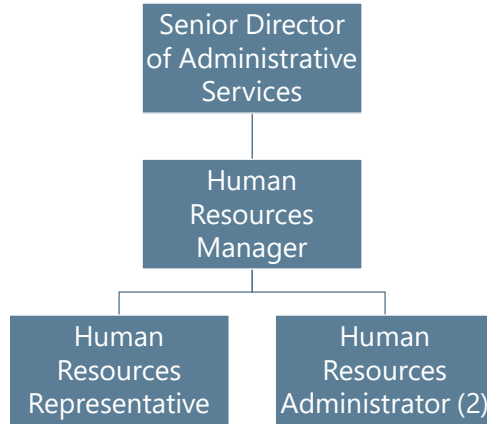
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Who We Are

THE HR TEAM

We have:
- 210 Full Time Employees
- 17 Part Time Employees

2025 Metrics
- 10 New Hires
- 8 Promotions
- 269 Seasonal

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2025 Hiring Plan

Hired	In Progress
Parks Manager	Evidence Technician
Parks & Facilities Superintendent	Communications Tech II
Forestry Foreman	Facilities Superintendent
Parks Maintenance Worker I (2)	Deputy Chief
	Training Coordinator
	Systems Analyst
	Service Maintenance Worker II

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MV0 2025 new positions and hiring plan
Miranda Vollmer, 2025-05-02T21:24:34.287

Civil Service Updates

- Annually solicit applications in quarter 4

- Multiple testing dates and times

- Create eligible lists for Parks & Service Maintenance Workers and Customer Service Specialists

- Eligible list available for recruitment at all times

- Reduced time-to-hire

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MV0

Professional Development

External	Internal

- Women in Leadership
    - 6 participants
    - Provides for development of female leaders
- Ohio Tech Cred
- Emerging Leaders Program
    - 15 participants
- Supervisory training in conjunction with OHPELRA
	- Risk & Safety through the Learning Management System (LMS)
	    - Provides for initial training and annual refresh training
	- All Staff
	    - Survey Recommendations
	    - Transition Training to new complex

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MV0 Add number of employees attending

Miranda Vollmer, 2025-05-02T21:23:25.212

Completed HR Initiatives

- Updated Wellness Program
  - Resiliency Reboot Program
  - May Wellness Week
- 2 New Onboarding Processes
  - Digital New Hire
  - Digital Rehire Process
- Implemented new Short Term Disability Benefit
- Migrated employees to new ancillary benefits provider

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HR Team Initiatives

FUN Committee

- Employee led and driven
- Created a series of standard operating procedures and elected a leadership board
- Tasked with engagement activities for all employees
- 4 Events so far in 2025
- Tentatively 5 additional events for remainder of 2025

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Upcoming Priorities

- Onboarding Academy
- Continuing to Review Employee Health & Wellness Benefits
- Employee Recognition Program – updating program as a result of the Emerging Leaders Program
- United Steelworkers Contract Negotiations
- Continue to enhance the employee experience based on data from the Engagement Survey
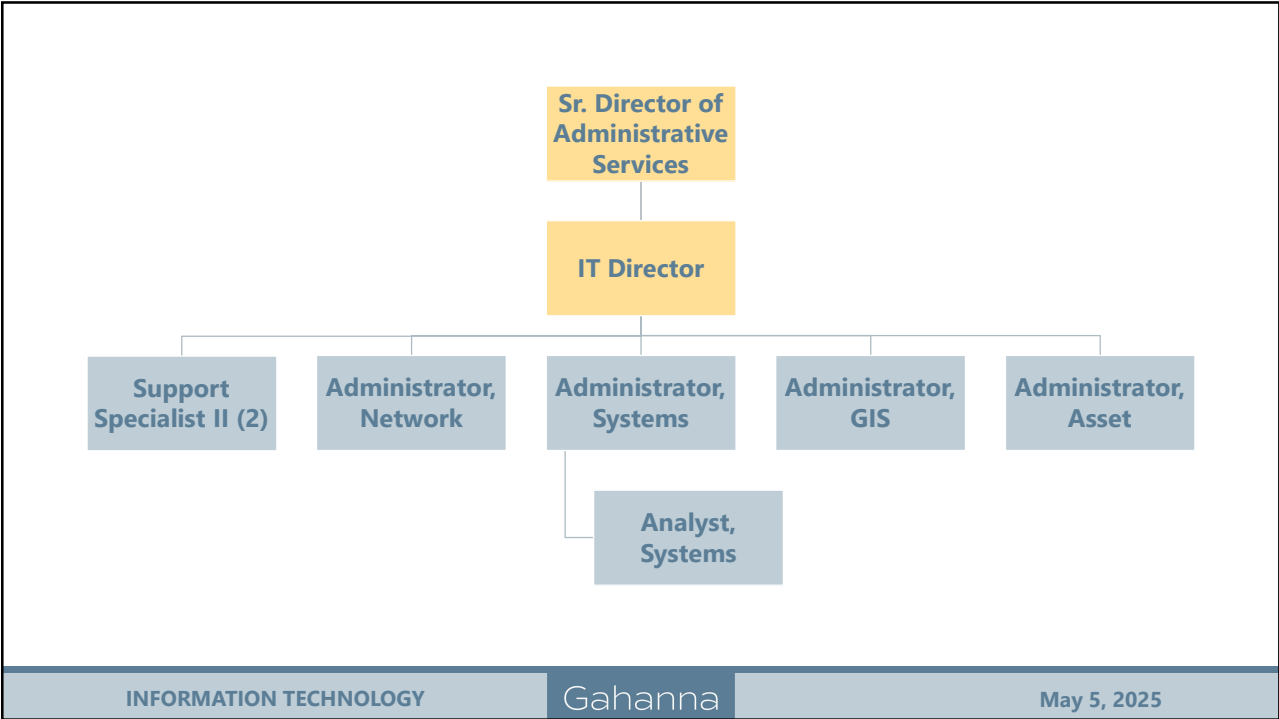
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QUESTIONS?

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Information Technology

RENE L. CARTER, DIRECTOR

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City Support

How we provide support:
- o Networking and Security
- o Helpdesk Support Services
- o GIS Administration
- o Asset Management
- o Storage, Backup and Restoration
- o City-Wide Project Support
- o Onboarding & Offboarding
- o Lifecycle Management
- o Seasonal Readiness (Pools & Camps)
- o Technical Advice/Training

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City-Wide Project Initiatives

EASTERN PUBLIC SAFETY INFORMATION SYSTEM (EPSIS)

Provide technical resources to replace the current Police dispatch (CAD) system

Timeline: Late September 2025 Implementation

Agencies Supported:
- Gahanna
- Whitehall
- Grandview Heights
- Reynoldsburg
- Bexley

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City-Wide Project Initiatives

NEW MUNICIPAL COMPLEX – 825 TECH CENTER DR.

Immersed into technical aspects of new facility

Timeline: Q1 2026 Implementation

Planned Technologies
- Network Design and Implementation
- Security – Network, Building Access and Cameras
- Server and Storage replacement
- 911 Communications Center Stand-up
- Technology Training

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Helpdesk Support (YTD)

Helpdesk Metrics
◦ 559 tickets year to date
  ◦ 187 Police
  ◦ 101 Parks & Rec

What We Support							
42 Desktop Computers	5 Dispatch Workstations	156 Laptops	22 Cruiser Tablets	16 Windows Tablets	53 iPads	85 Servers	46 Cellphones

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Network Security

CISA Cyber Hygiene Scanning
◦ Helps to reduce the risk of Cyber Attacks

Single Sign-on (SSO) Expansion
◦ Added 8 applications

Utility Infrastructure Security Update
◦ Upgraded firmware and software

Cyber Security Awareness Training
◦ KnowBe4 Campaigns

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Network Security (Upcoming)

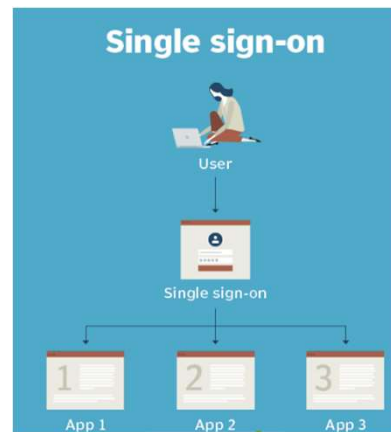**Network Detection and Response (NDR) (2025-2026)**
◦ AI Driven detection against attacks

Increased Email Security (2025)
◦ Cloud-based protection against malware and spam

Vulnerability Software Expansion (2025-2026)
◦ Discover and prioritize vulnerabilities across our network

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Current/Upcoming IT Projects

Hardware
◦ Pools and camps seasonal readiness
◦ Lifecycle refresh
◦ Windows OS upgrades

Software
◦ Active Directory (AD) auditing
◦ On/offboarding workflow integration
◦ MS Office Upgrades

Networking/Security
◦ Network Monitor
◦ Penetration Test

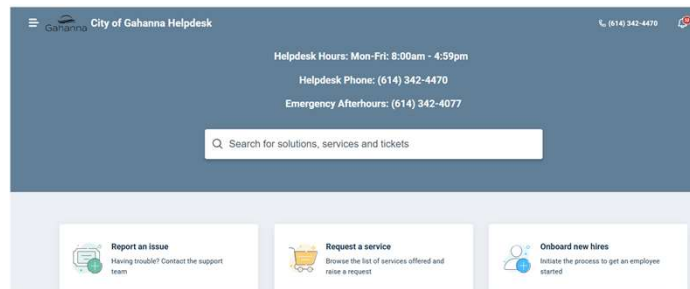**INFORMATION TECHNOLOGY**   Gahanna   **May 5, 2025**

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Completed IT Projects

Hardware
◦ Cruiser technology

FreshService Ticketing System
◦ Cloud-based system
◦ Marketing & Communications/GIS
◦ Onboarding & Offboarding Process integrated

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Technical Advice/Training

IT Cyber Café Event in March 2025

◦ 12 Departments Represented

◦ 30 Unique Attendees

◦ 35 Issues spanning 10 broad topics

  ◦ Hardware
  ◦ Software
  ◦ Cell Phones
  ◦ Security
  ◦ Tablets
  ◦ And more!

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