

# Kenai Peninsula Borough

## Office of the Borough Mayor

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### MEMORANDUM

**TO:** Brent Johnson, Assembly President  
Members, Kenai Peninsula Borough Assembly

**FROM:** Mike Navarre, Mayor *MN*

**DATE:** February 21, 2023

**RE:** Confirmation of Lance J. Bishop as IT Director

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Pursuant to Chapter 2.20 of the Kenai Peninsula Borough Code, Lance J. Bishop is hereby submitted for confirmation as the Borough IT Director. Upon confirmation, Mr. Bishop will serve as the IT Director.

KPB 2.20.030 states:

The assembly shall examine the qualifications of the executive for the purpose of determining whether they comply with the requirements prescribed by statute or ordinance for the position occupied. If they comply, the assembly shall so find and shall confirm the appointment. If they find the executive not qualified, they shall deny confirmation and the mayor shall thereafter hire a qualified person. No more than 31 days shall pass after the mayor has submitted the name of a new executive officer before the assembly shall determine by majority vote whether or not the qualifications set by statute and ordinance have been met. Failure to consider the matter within this time shall be deemed to constitute a finding that the officer possesses the requisite qualifications.

Mr. Bishop's resumé and job description are attached. Based on his qualifications, past experience, accomplishments, and proven performance, I strongly recommend confirmation.

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### IT Director

*The key to successful IT is long term strategic planning, with some flexibility built in*

Well-qualified management professional with extensive experience in leadership, strategic planning, information technology, customer service, project management, integrated solutions, research and analysis, process improvements, and vendor relations. Detail-oriented and organized with excellent time management skills. Solid background and proven success in the design, configuration, implementation, and support of large computer infrastructures.

- System Integration & Procedural Documentation
- Staff Supervision & Development
- Enterprise Applications
- Productivity & Revenue Enhancement
- Contract Negotiation & Administration
- Customer Needs Assessment & Service
- Project Management & End-User Training
- Strategic & Operational Planning
- Business & Technical Problem Resolution
- Troubleshooting & System Analysis
- Identifying Business Requirements
- Product & Service Quality Assurance

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### TECHNICAL CERTIFICATIONS and SKILLS

- VMware Certified Professional (VCP)
- Certified Cisco Network Administrator (CCNA)
- IBM Advance xSeries (Intel Servers)
- IBM Advanced Blade Center
- IBM Advanced iSeries (AS/400)
- Certified SonicWall Security Administrator (CSSA)
- IBM xSeries, IBM Storage Solutions, IBM iSeries
- MS Server 2012/2016/2019 solutions
- Network infrastructure support and maintenance, to include cabling, wireless, switches, routers, and servers.
- VMware Sales Professional (VSP)
- Microsoft Certified Professional (MCP)
- IBM xSeries Sales
- IBM Storage Solutions
- IBM iSeries Sales
- Certified Novell Administrator (CNA)
- VMware
- A+ & Linux +

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#### Whitman County

2019 - Present

##### *IT Director*

After taking over as IT Director, and developing a 1, 3 and 5-year technology plan. I re-invented the department to be more self-sufficient and customer focus by concentrating on professional & technical development of staff. I cut the IT budget by 40% while simultaneously upgrading the entire IT Infrastructure to include essentially all new servers, computers, network switches, wireless, and storage with enterprise solutions over the next 3 years; While also dealing with ever changing requirements of the pandemic world.

#### Pioneer technology Group. MS

2017 - 2018

##### *IT Engineer*

Provide IT consultanting to government, medical, and education institutions. Managed VOIP, Network, IBM iSeries, MS Active Directory, and general IT Solutions.

#### Adams County. MS

2012 - 2016

##### *IT Director*

Created a new IT Department from conception to implementation. Prior to my employment, Adams County had outsourced all IT Services needed by the county. Within the first 2 Months, I developed a 5-year technology plan that not only met the needs of the county, but saved the county approximately 1.8 Million dollars over the next 5-year period. Developed and trained staff, including my own replacement.

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**PREMISE, INC., Clearwater, FL**

2001 - 2012

***xSeries Product Manager / Sales Engineer, Clearwater, FL (2007-2012)***

Management Staff of up to 20 Engineers, Field Technicians, and Sales staff in the development of client IT solutions for the government, school board, and major commercial accounts nationwide. Collaborate with sales team to provide technical requirements and parameters in the design and architecture of solutions; conduct in-depth client needs assessment, product presentations, project management and end-user training. Infrastructure solutions include: Blade Center Solutions, Storage Solutions (SANs), VMware, High Availability / Disaster Recovery Solutions, Microsoft Servers, and email/back-up/firewall systems. Manage an average of 3 projects concurrently, from inception to implementation; ranging from \$100K to \$500K in scope.

- Promoted to corporate office as Department Manager to increase profitability of xSeries products and services. Analyzed business operations, restructured sales and technical staff to meet business goals, implemented cooperative sales/technical strategies, renegotiated vendor contracts, and ensured timely and accurate delivery of projects. Integrated new products into existing solution offerings, and implemented product training/certifications for technical and sales personnel on new products, in compliance with vendor requirements.

***Systems Engineer / Technical Manager, Hattiesburg, MS (2001-2006)***

Recruited, trained, and evaluated staff of 8 Help Desk and Field Technicians, supporting 60+ clients (county and city governments), ranging from 25 to 300+ end-users. Provided 3<sup>rd</sup> Tier support and ensured trouble tickets were resolved accurately and timely. Concurrently worked on 4-5 projects, including IBM iSeries (AS/400 mini mainframe) system upgrades, email, infrastructure upgrades, active directories, and imaging systems; ranging from \$50K to \$300K in scope; 3 days to 3 months in duration. Accountable for tracking manhours for budgeting and timelines/deadlines, approval of expense reports, and verification of accurate billing reports for Field Techs.

Conducted on-site visits throughout the US to perform system upgrades on commercial accounts in 43 states.

- Created and implemented transition from on-call break/fix environment to scheduled managed services concept; increased billing hour efficiency 25%, improved tech productivity, decreased tech travel 50%, and improved overall customer service (2005).
- Hurricane Katrina; assisted County Emergency Management Operations to restore communication systems. Provided extensive assistance for critical 10-day phase; collaborated on rebuilding process for months post-hurricane for 100+ customers in AL, MS, and LA; implemented solutions in compliance with FEMA recommendations and guidelines (2005).

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**MILITARY****US NAVY SUBMARINE FORCE**

1989 - 1995

***Interior Communication Technician / Ohio Class Nuclear Submarine***

Maintained/monitored steering/diving equipment, atmosphere/systems, and communications/computer systems.

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**EDUCATION**

UNIVERSITY of SOUTHERN MISSISSIPPI, Hattiesburg, MS; *Applied Technology Bachelor of Applied Science*

JONES COUNTY COLLEGE, Ellisville, MS; *Computer Information Systems Technologies*



## Position Description

### Kenai Peninsula Borough

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#### **Director of Information Technology**

#### **Service Type: Administrative, Level 6**

**Definition:** Under the general direction and supervision of the borough mayor and/or his designee, the Information Technology (IT) Director is responsible for the operation, management and administration of Information Technology department as set forth in KPB 2.35.

**Minimum Qualifications:** A Bachelor of Science degree in a related field and four years' experience in programming and analysis, or system/network administration and design. Relevant experience may be substituted for education on a year-for-year basis. Must have demonstrated the ability to supervise a subordinate staff. Working knowledge and understanding of client/server, database, email, network, security and telephony systems. Proficiency with local government business solutions development is desirable.

#### **Essential Functions:**

1. Supervises, directs and coordinates both IT Support and IT Application Development personnel.
2. Plans, develops and evaluates Borough-wide IT activities to ensure goals and objectives are accomplished.
3. Provides technical direction and assistance to all IT staff.
4. Manages technical support activities for the borough's IT services, ensuring timely and courteous support of borough computing users.
5. Ensures maintenance, operation and recoverability of borough technology resources.
6. Prepares and administers an annual operating budget for the IT department.
7. Confers with departments to identify information technology needs and recommends hardware and software solutions.

Position Description – Director of Information Technology  
Essential Functions (continued)

8. Prepares and implements policies, procedures and standards relating to information technology systems.
9. Assists applications development staff to efficiently utilize technology resources.

**Other Functions:**

1. Other related duties as assigned.

**Physical Demands:** While performing the duties of this job, the employee is frequently required to use hands and fingers dexterously to operate office equipment, and to communicate orally; regularly required to sit and occasionally required to stand, walk, stoop, kneel, or crouch, and reach with hands and arms. The employee must occasionally transport up to 50 pounds. Specific vision abilities required include close vision and the ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Position Description Record:**

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**Date Updated:** 10.06.2022

**Reason for Update:** Revised

**Date Updated:** 11.12.2019

**Reason for Update:** Reformatted

**Date Updated:** 10.2011

**Reason for Update:** Revised (mad)

**Date Updated:** 11.01.2011

**Reason for Update:** Adopted by Borough Assembly, Resolution 2011-105

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