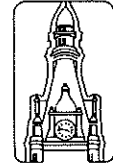## CITY OF MILWAUKEE
*DEPARTMENT OF EMPLOYEE RELATIONS*

Maria Monteagudo
Department of Employee Relations
City of Milwaukee
200 E Wells St, Room 706

November 15, 2019

The Honorable
Finance and Personnel Committee
Common Council
City of Milwaukee

*Common Council File No. 191059 – Communication from the Department of Employee Relations relating to classification studies heard at November 12, 2019 City Service Commission meeting.*

Dear Committee Members:

The following classifications and pay recommendations were submitted to the City Service Commission meeting on November 12, 2019.

### Department of Public Works – Administrative Services

| Current | Recommendation |
|---|---|
| Program Assistant I<br>PR 5EN ($40,501 - $46,724)<br>(One Position) | Human Resources Assistant<br>PR 5IN ($46,347 – $54,669)<br>FN: Recruitment at $47,779<br>(One Position) |

Note: Residents receive a rate that is 3% higher.

### Department of Public Works – Water Works

| Current | Recommendation |
|---|---|
| Programmer Analyst<br>PR 2GN ($51,469 - $72,063)<br>Recruitment Rate of $56,767<br>(One Position) | Database Associate<br>PR 2GX ($51,469 – $72,063)<br>FN: Recruitment at any rate in the pay range with approval of DER<br>(One Position) |

Note: Residents receive a rate that is 3% higher.

### Municipal Court

| Current | Recommendation |
|---|---|
| Assistant Court Administrator<br>PR 1GX ($66,435 – $93,010)<br>(One Position) | Deputy Court Administrator<br>PR 1IX ($75,478 – $105,669)<br>FN: Recruitment Flexibility with DER approval.<br>(One Position) |
| IT Support Services Supervisor<br>PR 1GX ($66,435 – $93,010)<br>FN: Recruitment Flexibility with DER approval.<br>(One Position) | Court IT Manager<br>PR 1IX ($75,478 – $105,669)<br>FN: Recruitment Flexibility with DER approval.<br>(One Position) |

Note: Residents receive a rate that is 3% higher.

Respectfully submitted,

*Maria Monteagudo st*

Maria Monteagudo
Employee Relations Director


Attachments:   Job Evaluation Reports
Fiscal Note

# JOB EVALUATION REPORT

City Service Commission Meeting: November 12, 2019

## Department of Public Works – Administrative Services

| Current | Recommendation |
|---|---|
| Program Assistant I<br>PR 5EN ($40,501 - $46,724)<br>(One Position) | Human Resources Assistant<br>PR 5IN ($46,347 – $54,669)<br>FN: Recruitment at $47,779<br>(One Position) |

Note: Residents receive a rate that is 3% higher.

The Department of Public Works (DPW) has requested a study of one position of Program Assistant I located in the Administrative Services Division due to an increase in responsibilities. A new job description was provided and discussions were held with Dan Thomas, Administrative Services Director.

The basic function of this position is to serve as a lead in the office and ensure efficient, accurate handling of all safety related issues; work with the accident/injury report processing and reporting and the maintenance and updating of various data bases associated with these programs; maintain the alcohol/drug testing database; develop and pull the random sampling required to conduct the tests and maintain the "chain of custody" documentation required by federal regulations; be responsible for the development and training of various safety initiatives using the software Moodle (Modular Object-Oriented Dynamic Learning Environment); and assist in the logistics and staffing of federally required drug/alcohol tests involving City of Milwaukee Commercial Driver's License holders. Duties and responsibilities include the following.

20%   Process accident and injury forms; and interact with the Department of Employee Relations (DER) to ensure the reports are uploaded to the Worker's Compensation system.

20%   Prepare and pull random sampling for the federally required Alcohol/Drug Testing program; maintain the "chain of custody" forms; and plan logistics and staffing for the alcohol/drug tests.

20%   Maintain and process the Americans with Disabilities Act (ADA) interactive process information; and handle all ADA equipment and work station modifications which includes providing the employee ADA forms, reviewing the completed ADA documentation, determining necessity and providing a recommendation to the DPW Administrative Services Director for final approval.

15%   Research, plan and develop safety/customer service training modules; provide training to principles (management and employees); gather and maintain data on training; and make recommendations for new initiatives.

15%   Prepare reports by collecting and analyzing source data including annual reports for the RPP (Residence Preference Program) and SBE (Small Business Enterprise); resolve conflicts by investigating and confirming source data; and solve problems with conflicting data sets.

5%   Provide forms electronically for employees, using HCM (Human Capital Management) software, develop content, and update and maintain the Safety MINT page in partnership with other sections of the Administrative Services Division.

5%      Provide administrative support to management in Safety, Human Resources and the Commissioner's Office as needed.

Minimum requirements include four years of office experience in the administration of employee benefits, safety programs, workers compensation or human resources. A bachelor's or associate's degree in related field such as health and safety, human resources, business, and/or communications is desired and equivalent combinations of education and experience may be considered. These requirements have not yet been assessed by the Staffing Division.

The Department indicated that this position, located in the Contract Administration Section, has taken on a number of additional duties related to Safety that has changed the level of the position. These changes include responding to inquiries related to policies, procedures, and interpretation of city employment ordinances and employment law; serve as an office lead when the Safety Supervisor and Safety Specialist Seniors are out of the office; conduct training for staff on human resources related topics and safety; monitor and audit the DPW Safety Application database that tracks injuries, motor vehicle accidents and incidents; handle all ADA equipment and workplace modifications; provide forms electronically to employees and in partnership with others in the Division develop content, update and maintain the Safety MINT page; and perform special projects for the DPW Administrative Services Director and the Human Resources Representative.
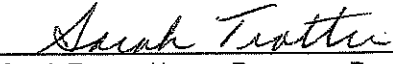
Comparisons were made to other City positions and with these changed duties and responsibilities the classification that was most similar is Human Resources Assistant in Pay Range 5IN ($46,347 – $54,669) with the recruitment rate of $47,779. This classification blends paraprofessional and professional human resources duties with administrative work and serves as an entry-level title to the field of human resources. The work performed supports a significantly complex program or area of operation and requires an extensive knowledge of technical and/or administrative information. These positions also analyze information, draw conclusions, and make recommendations; have extensive responsibility for the complex program or area of operation; and communicate with other City personnel and the public.
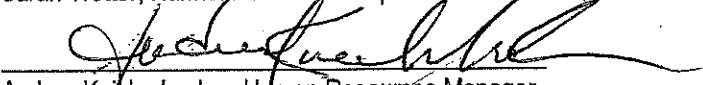
There are several positions in the City with this classification and are located in the Department of Employee Relations, DPW and the Police Department. The Human Resources Assistant position located in DPW – Administration also maintains and audits databases including personnel and payroll databases involving discipline, grievances, and job descriptions and trains staff on the use of databases and reports. The positions in the Police Department ensure the workflow in the Human Resources Division efficient and accurate. They perform a number of functions including preparing human resources reports, processing internal discipline and grievances, providing orientation presentations to new employees, composing disciplinary orders and maintaining an employee probation database.
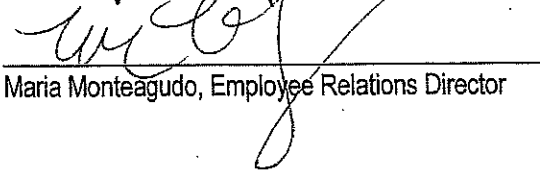
The changes to this position under study have strengthened the position and we recommend a new classification. Comparisons to other classifications indicate that the most similar classification is the Human Resources Assistant in Pay Range 5IN ($46,347 - $54,669) with a recruitment rate of $47,779. We therefore recommend one position of Program Assistant I in Pay Range 5EN ($40,501 - $46,724) be reclassified to Human Resources Assistant in Pay Range 5IN ($46,347 - $54,669) with a recruitment rate of $47,779.
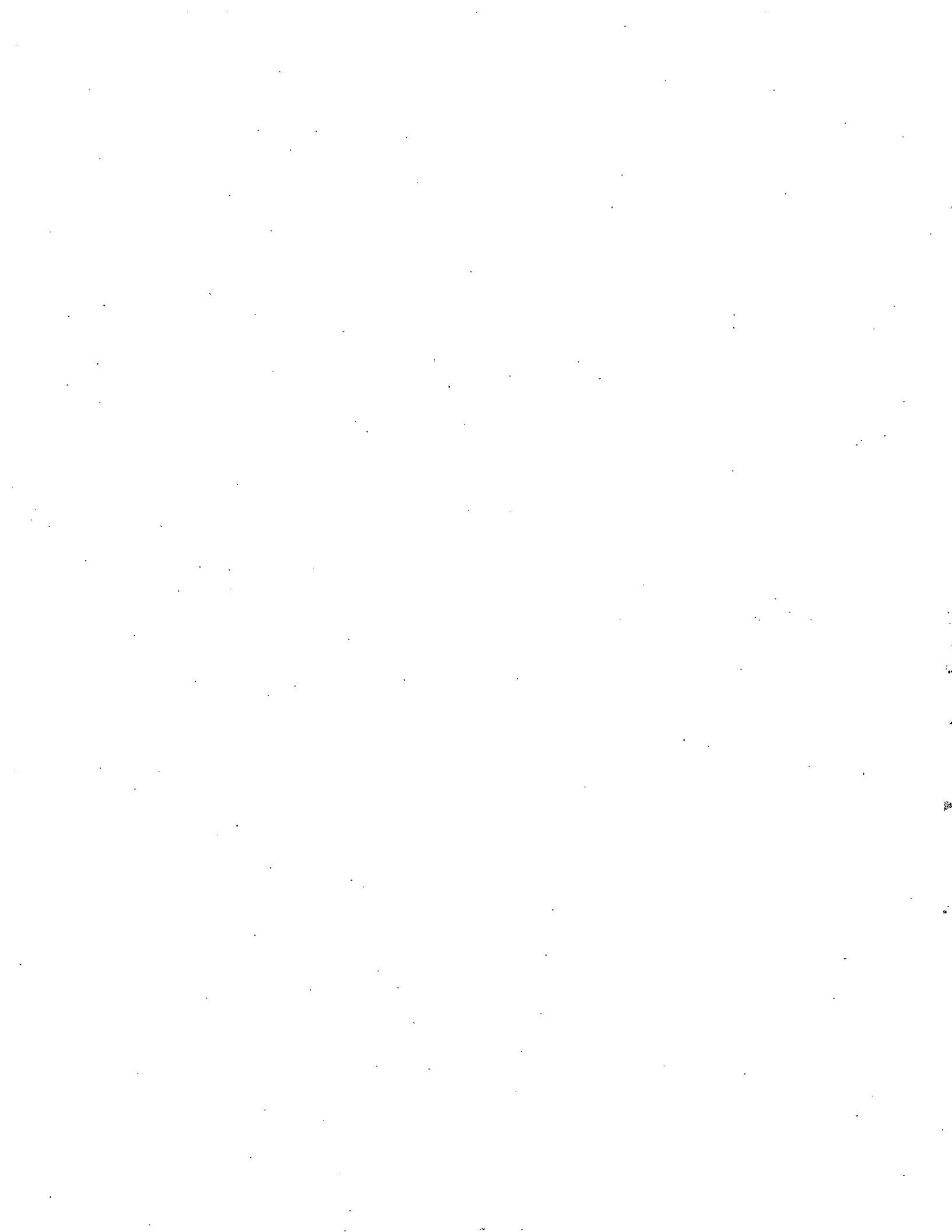
**Action Required – Effective Pay Period 5, 2019 (February 24, 2019)**

In the Positions Ordinance, under Department of Public Works-Administrative Services Division, Contract Administration, delete one position of "Program Assistant I" and add one position of "Human Resources Assistant".

Prepared By:    _Sarah Trotter_____
                Sarah Trotter, Human Resources Representative

Reviewed By:    _____
                Andrea Knickerbocker, Human Resources Manager

Reviewed By:    _____
                Maria Monteagudo, Employee Relations Director

# JOB EVALUATION REPORT

City Service Commission Meeting: <u>November 12, 2019</u>

**Department of Public Works – Water Works**

| Current | Recommendation |
|---|---|
| Programmer Analyst<br>PR 2GN ($51,469 - $72,063)<br>Recruitment Rate of $56,767<br>(One Position) | Database Associate<br>PR 2GX ($51,469 – $72,063)<br>FN:  Recruitment at any rate in the pay range with approval of DER<br>(One Position) |

Note: Residents receive a rate that is 3% higher.

The Department of Public Works – Water Works has requested a study of a vacant position of Programmer Analyst in their Technical Services Section.  An updated job description was provided and discussions were held with the position's supervisor, David Kaminski, Water Information Technology Manager, and Amy Hefter, Water Works Personnel Officer.

The basic function of this position is to create computer application software (design, coding, maintenance, integrations, testing, and documentation)..The position may also be responsible for sections of a larger project including analysis, design, development, testing, configuration, documentation and implementation of computer-based application solutions for Milwaukee Water Works; must maintain customer/user/vendor/consultant relationships; and ensure that quality assurance, programming, and all other job-related standards are followed.  The duties and responsibilities are as follows.

50%     Use report writing and scripting software to create programming solutions for Milwaukee Water Works (MWW) staff needs; primarily use IBM Cognos Analytics software to create reports and files needed by managers and users of the MWW enQuesta CIS (Customer Information System) systems and may be required to write some of these programs in SQL;  through discussions with MWW department managers and staff analyze and define the user requirements and use enQuesta data dictionary to design, code, integrate, test, document, and maintain required programs;  use enQuesta Document Designer to perform field merge to create documents including work orders, letters, notices and invoices; and with advanced knowledge of SSRS (SQL Server Reporting Services) will be requested to provide application and related system training to IT (Information Technology) and user personnel.

30%     Monitor and maintain database software; provide functional support in areas such as user accounts, Structured Query Language (SQL) queries, batch data loads, table and view definitions, and end-user support; perform backup procedures for operating systems and databases to ensure recoverability and provide general assistance, maintenance, backups, and database administration;  ensure the integrity of databases, including monitoring databases daily to ensure high availability of production and performing performance tuning and troubleshooting; recover and restore production, development, and test databases; performs relational database management system (RDBMS) tasks related to MS SQL Server and Oracle; create and maintain accurate documentation; write, edit, and test SQL batch files, using Procedural Language/Structured /Query Language (PL/SQL), and schedule and automate database processing and tasks; assist with application system upgrades on the business systems and plant automation systems including planning, testing, and implementing vendor and departmental changes; may be responsible for sections of a larger project assigned by the Water Plants Automation Manager or Water Information Technology Manager including analysis, design, development, testing, configuration, documentation and implementation of computer-based application solutions for MWW, to include coordination with user,

technical coworkers, vendors, and consultants, documentation of procedures, best practices, and training materials to further enhance the ongoing operation of the systems.

10%   Interact with vendors for efficient implementation/operation of new software products or systems and resolution of any adaptation issues; interact with automation management, network administrators, system analysts, and software engineers to assist in resolving problems with software products or departmental software systems; and interact regularly with managers, users, vendors, and agencies to field queries and questions.

5%    Update, maintain, configure and test, and document installed application systems.

5%    Enhance skills and manage new projects as assigned; conduct research projects or special studies as directed; report regularly to the Water Systems Analyst Sr. and Water Information Technology Manager on project updates and status; and perform other duties as assigned.

Minimum requirements include a bachelor's degree in Information Management, Computer Science/Technology, Mathematics, Business, or closely related field and two years of experience in professional systems analysis and programming. Equivalent combinations of education and experience may be considered. These requirements have not yet been assessed by the Staffing Division.

The Department indicated that they wish to reclassify this position to better reflect the duties and responsibilities as the focus of this position has changed from primarily working on programming work to also working on database monitoring, maintenance and reporting. The software package CMMS (Computerized Maintenance Management System) was previously only used in the Water Plants. As of this year the software package will be used throughout MWW requiring less need for programming and more need for reporting and maintaining databases.

Comparisons were made to other City positions and with these changed duties and responsibilities the classification that was most similar is Database Associate in Pay Range 2GX ($51,469 – $72,063). There are several positions with this classification in the Information and Technology Management Division (ITMD) of the Department of Administration. The basic function of these positions is to provide support for ITMD oracle database servers, storage, client software, and configuration to support and improve ITMD's citywide database system; maintain various mission critical production databases and provide system support for e-government development and applications, time entry, parking, project management, process automation, service requests, community groups, geographic information systems (GIS), health, financial, legal and protective service applications. The position under study will also be working with critical databases as they relate to the treatment, storage and distribution of high quality water.
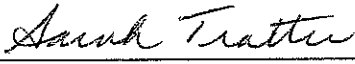
The recommended classification is in the similar pay range 2GX ($51,469 - $72,063) but does not have the recruitment rate of $56,767. To assist with recruitment and retention we recommend adding a footnote that allows recruitment anywhere in the range with approval by DER (Department of Employee Relations) based on experience and credentials. Over the past several years Information Technology positions have been identified as a group for which there has been difficulty in recruitment. More recent data indicates that this trend has continued. In the last recruitment for this position in 2016, there were 35 applicants and only 6 met the minimum requirements and 5 were on the eligible list.
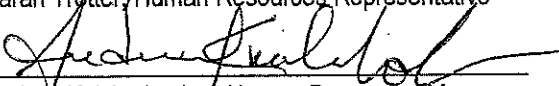
We therefore recommend one position of Programmer Analyst in Pay Range 2GN ($51,469 - $72,063) with a recruitment rate of $56,767 be reclassified to Database Associate in Pay Range 2GX ($51,469 - $72,063) and to add a footnote providing recruitment at any rate in the pay range with approval by DER.
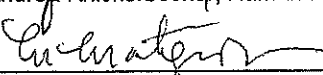
**Action Required – Effective Pay Period 24, 2019 (November 17, 2019)**

In the Salary Ordinance, under Pay Range 2GX, add footnote designations "(8) and (17)" to the title "Database Associate".

In the Positions Ordinance, under Department of Public Works-Water Works, Business Organization, Technical Services, delete one position of "Programmer Analyst" and add one position of "Database Associate".

Prepared By:        _Sarah Trotter_
                      Sarah Trotter, Human Resources Representative

Reviewed By:       _[signature]_
                      Andrea Knickerbocker, Human Resources Manager

Reviewed By:       _[signature]_
                      Maria Monteagudo, Employee Relations Director
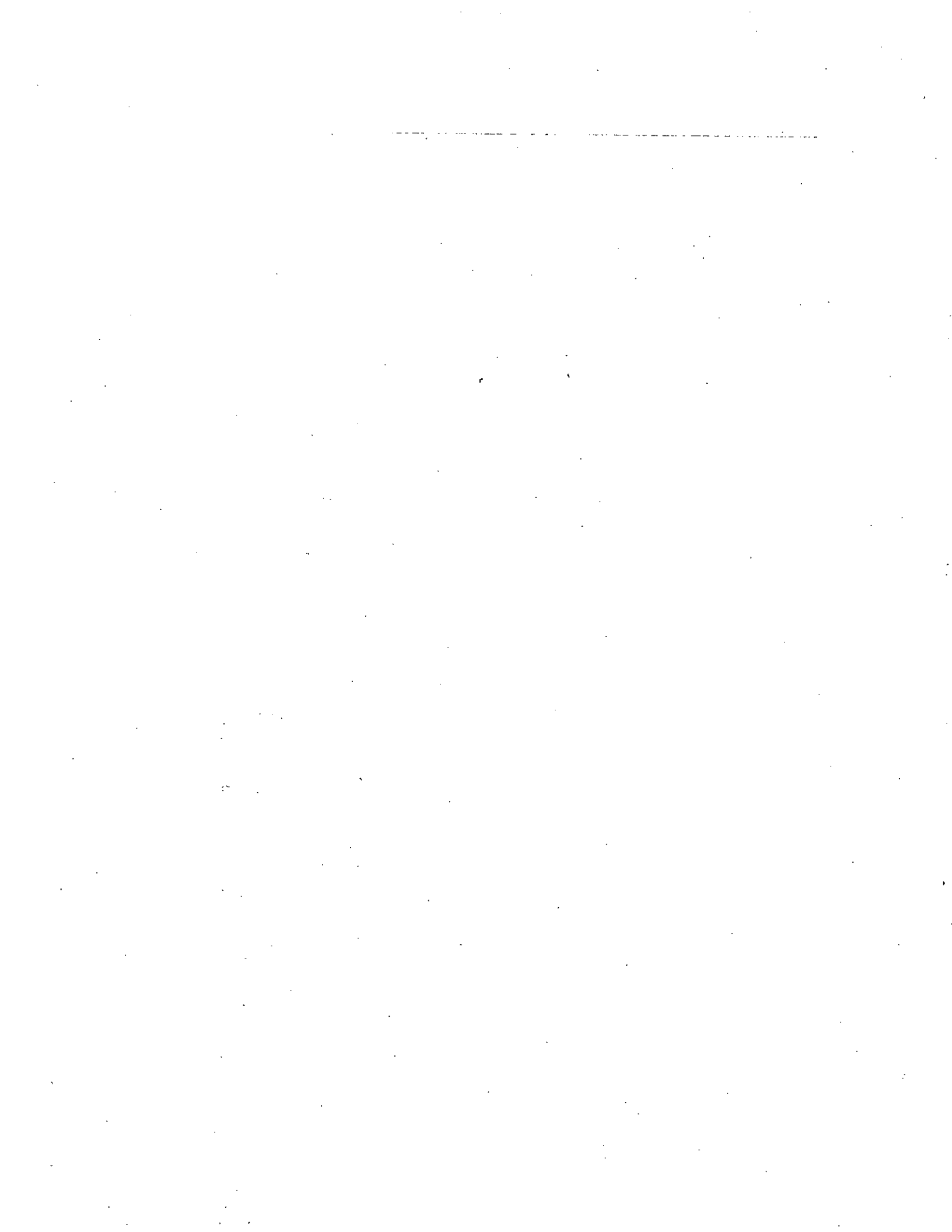
## Job Evaluation Report

City Service Commission Meeting:     November 12, 2019

**Municipal Court**

| Current | Recommended |
|---|---|
| Assistant Court Administrator<br>PR 1GX ($66,435 - $93,010)<br>One Position | Deputy Court Administrator<br>PR 1IX ($75,478 - $105,669)<br>FN: Recruitment Flexibility with DER approval<br>One Position |
| IT Support Services Supervisor<br>PR 1GX ($66,435 - $93,010)<br>FN: Recruitment Flexibility with DER approval<br>One Position | Court IT Manager<br>PR 1IX ($75,478 - $105,669)<br>FN: Recruitment Flexibility with DER approval<br>One Position |

Note: Residents receive a rate that is 3% higher.

The Department of Employee Relations (DER) has received a request from Chief Court Administrator Sheldyn Himle to study the positions of Assistant Court Administrator and IT Support Services Supervisor. New job descriptions were provided and DER staff met with Sheldyn Himle and Jane Islo, Assistant Court Administrator.

| Current | Assistant Court Administrator | PR 1GX  ($66,435 - $93,010) | One Position |
|---|---|---|---|
| Recommended | Deputy Court Administrator | PR 1IX   ($75,478 - $105,669)<br>Recruitment Flexibility with DER approval | One Position |

This position serves as the deputy department head and is responsible for the general administration and various day-to-day operations of the Court, including management of the Courtroom Proceedings Section staff; serving as the human resources/personnel officer for the department; management of the departmental policies and procedures manual; review and implementation of new legislation that impacts the department; management of the City's non-traffic citation deposit schedule and serving as the liaison between the Court and various internal and external organizations. Responsibilities include:

| | |
|---|---|
| 10% | Serves as the deputy department head to the Chief Court Administrator and works in conjunction with the three elected Municipal Judges to further the Court's mission. |
| 25% | Manages the Courtroom Proceedings Section, which is comprised of Municipal Court Clerks who provide staff support during court sessions and perform a variety of clerical duties in support of the Municipal Judges |
| 30% | Serves as the Court's human resources/personnel officer, which includes recruitment, hiring, onboarding, management of job descriptions, the performance/assessment process, and workforce planning programs, off boarding, exit interviews, Family and Medical Leave Act (FMLA) administration, Americans with Disabilities Act (ADA) compliance, management of the Court's Employee Handbook and enforcement of both City and departmental work rules through coaching and disciplinary actions, as needed. |
| 10% | Manages the departmental policies and procedures manual. |
| 10% | Reviews new and changing local and state legislation to determine the impact to the department and implements the necessary changes to the Court's policies and procedures. |
| 5% | Manages the City's non-traffic citation deposit schedule and corresponding ordinance tables in the Court's case management information system. |
| 10% | Acts on behalf of the Chief Court Administrator in his/her absence; represents the department at Common Council committee meetings, ad hoc meetings and with other groups as needed; manages the conflict resolution process between employees or with their managers; serves as a liaison between the Court and various organizations, including, but not limited to: the Milwaukee Police Department, the Milwaukee County Sheriff's Department, the City's Department of Employee Relations, and the Milwaukee Area Technical College. |

Minimum requirements include a bachelor's degree in human resources management, public administration or a closely-related field and five years of experience in a closely related field. Equivalent combinations of education and experience may be considered. These requirements have not yet been assessed by the Staffing Division.

This position serves as the deputy department head; works in conjunction with the three elected Municipal Judges; manages the Courtroom Proceedings Section, the departmental policies and procedures manual, and the City's non-traffic citation deposit schedule and corresponding ordinance tables in the Court's case management information system; represents the department at Common Council committee meetings, ad hoc meetings and with other groups; and serves as a liaison between the Court and other organizations.

Since the position was last classified in the late 1980's as a part of the then Management Pay Plan, the position has taken on what may be considered the full responsibilities of a deputy department head including managing the human resources responsibilities for all Court staff including hiring, firing, performance assessment as well as managing all conflicts between employees or between managers and their staff. These responsibilities were previously the responsibility of the Chief Court Administrator. The position now also has responsibility for monitoring new local and state legislation for the impact it may have on the Court and implementing the necessary changes.

The position continues to function in the absence of the department's director and has day-to-day oversight of a significant component of their department's business operations. Based upon change in level of responsibility it appears appropriate to reclassify the position.

The chart below shows compensation for the Chief Court Administrator and the Assistant Court Administrator

| Title | Pay Range | Rates |
|---|---|---|
| Chief Court Administrator | 1KX | $85,757 - $120,064 |
| Assistant Court Administrator | 1IX | $66,435 - $93,010 |

In acknowledgement of the changes discussed above, this report recommends a change in classification to Deputy Court Administrator in Pay Range 1IX ($75,478 - $105,669). The change in title clarifies that this position has responsibility for continuity for all Court operations in the absence of the Chief Court Administrator. Other positions in City government at this level with responsibility for staff management and department operations include City Planning Manager and Finance and Administration Manager in the Department of City Development, as well as Permit and Development Center Manager in the Department of Neighborhood Services. While this position is not currently vacant, this report also recommends recruitment flexibility at any rate in the pay range based upon experience and credentials with DER approval to assist the department in recruiting and retaining a highly qualified candidate.

Therefore this report recommends this position of Assistant Court Administrator in Pay Range 1GX ($66,435 - $93,010) be reclassified to Deputy Court Administrator in Pay Range 1IX ($75,478 - $105,669) with recruitment flexibility at any rate in the pay range based upon experience and credentials with DER approval.

| Current | IT Support Services Supervisor | PR 1GX ($66,435 - $93,010) Recruitment Flexibility with DER approval | One Position |
|---|---|---|---|
| Recommended | Court IT Manager | PR 1IX ($75,478 - $105,669) Recruitment Flexibility with DER approval | One Position |

This position manages the Information Technology Section staff and directs, plans budgets, coordinates, prioritizes and manages technology-related operations and projects of the Municipal Court. The position oversees day-to-day operations of the Court's information technology environment and assures the availability and security of its information resources on a 24/7 basis. These resources include, but are not limited to, the Court's proprietary case management information system called the Case Automated Tracking System (CATS), the virtual and physical server and workstation environment and the interconnectivity with other City, County, State and private agencies/organizations. Responsibilities include:

| | |
|---|---|
| 30% | Supervises the information technology team by directing job assignments, providing mentorship and coaching, conducting performance reviews, ensuring the quality of work and identifying training needs and opportunities. |
| 25% | Manages the Court's proprietary case management information system by overseeing the change management process, working with users and managers to prioritize and coordinate change requests and planning and directing development projects. |
| 20% | Serves as the chief information and security officer for the department by overseeing the day-to-day maintenance of the environment by the information technology staff, managing vendor and service contracts and establishing appropriate IT policies and procedures. |
| 10% | Plans, budgets, designs and coordinates the installation and ongoing maintenance of interconnectivity with both internal and external partners as well as the installation and ongoing maintenance of new hardware and software. |
| 5% | Maintains the Court's 5-year strategic technology plan by recommending initiatives and overseeing their implementation. |
| 5% | Maintains the information technology-related portions of the Court's disaster recovery plan. |
| 5% | Participates as a member of the Court's management team by attending regularly scheduled meetings of the managers, judges, section leaders and other committees. |

Minimum requirements include a bachelor's degree in computer science, information systems management, automated systems development or a closely related field with coursework in computer science and four years of experience in information system management, application development, programming or technical support. Equivalent combinations of education and experience may be considered. These requirements have not yet been assessed by the Staffing Division.

This position is responsible for disaster recovery planning for the Court's mission critical case management information system. Over the years, the position has also taken on a more formal role as the information and security officer for the department, is more intricately involved in the budget process for IT- related purchasing; and oversees an increasing number of interfaces and data exchanges with other organizations such as the Department of Neighborhood Services, the Milwaukee Police Department, the Milwaukee County Circuit Court and a variety of vendors that provide citation processing, collections, court alternative programs and other services.

In recent years, the Municipal Court has also found it very challenging to attract and retain qualified candidates. Within the last five years, the department has had the position turn over four times. During recruitment efforts, at least a dozen candidates have withdrawn from the interview process or have declined a job offer due to the position's compensation.

To determine the appropriate level of pay for this position in the Municipal Court, this report considers cost of labor comparisons from the Economic Research Institute (ERI), a salary survey to which DER subscribes and the Bureau of Labor Statistics (BLS). In considering the market rates of pay for similar positions below it appears that the market rate of pay for this Court IT position is low.

| Title | Survey Mean Minimum to Maximum | Position Description |
|---|---|---|
| Information Technology Director | $100,753 - $119,601 | Directs, plans, and schedules the development, production, and administrative processing of the organization's computer operations. Assigns and schedules work, or delegates work to subordinate managers and supervisors, and reviews work. Ensures rapid, accurate, and efficient processing of corporation's workload by use of a computer-based system. Builds systems capability that reflects the highest state of technical sophistication consistent with the corporation's needs and budget. Ensures security of company's database. Recommends insights that contribute to overall company strategic management. Ensures corporation makes maximum use of the general system by providing for the education and training of the principal users. |
| Systems Analysis Supervisor | $90,372 - $110,371 | Supervises employees engaged in systems analysis activities to solve computer problems and enable computer technology to meet individual needs of an organization. Analyzes and/or oversees analysis to improve return on investments in equipment, personnel, and business processes. Assigns, coordinates, and reviews work of systems analysis personnel. |

| | | |
|---|---|---|
| Business Systems Analyst | $74,641 - $99,383 | Analyzes business processes, functions, and procedures to determine the most effective business systems software to meet the needs of the organization. Establishes systems specifications and objectives, based on business requirements and cost effectiveness, and provides recommendations to management personnel. Collaborates with others in systems development and design, including software programming and table, report, and panel design. Develops test plans and coordinates and performs software testing. |
| Information Technology Manager | $75,817 - $93,914 | Designs, develops, implements and manages an organization's information technology infrastructure, including computer application systems, computer and communication systems, network and related systems. Establishes and maintains information technology policies, procedures and standards. |

ERI, November 7, 2019

BLS provides the following wage information in the greater Milwaukee Metropolitan area.

| Milwaukee Waukesha-West Allis, WI | 10th percentile | 25th percentile | Median Wage | 75th percentile | 90th percentile |
|---|---|---|---|---|---|
| Computer and Information Systems Managers | 88,467 | 104,288 | 125,269 | 151,801 | 177,757 |

May 2018 Aged 3%

BLS Position Description: Plan, direct, or coordinate activities in such fields as electronic data processing, information systems, systems analysis, and computer programming

Other positions in City government with a similar scope and level of responsibility include the following

| Title/Department | Pay Range | Responsibilities |
|---|---|---|
| Business Systems Manager Assessor's Office | 1HX ($86,189 - $99,154) | Ensures that Computer Assisted Mass Appraisal system is meeting Assessor's Office business needs. Creation of the assessment change notices and tax bills, analysis and processing of approximately 10,000 real property transactions annually |
| Systems Analyst-Project Leader DOA-ITMD | 2LX ($70,827 - $99,154) | Ensures effective use of the Oracle PeopleSoft applications to provide accurate and timely data and improve efficiency in City departments. |
| Assistant Director-Library Information Technology and Technical Services | 1IX ($75,478 - $105,669) | Responsible for the overall operations and improvement of the back-of-the-house library unit, including the Technical Services Unit, Information Technology, Collection Development, Materials Processing and Public Computer Training. |
| ERS Applications Development Manager | 1IX ($75,478 - $105,669) | Determines the specific applications required to improve business operations and supervises the installation, upgrade, and daily maintenance of those applications. Responsible for the department's financials system. |
| ERS Systems Manager | 1IX ($75,478 - $105,669) | Manage all hardware, supporting software, networks, equipment, communication devices, data center and facilities required to operate MERITS |
| Fire Information Technology Manager | 1IX ($75,478 - $105,669) | Manages all information technology systems, equipment, software and staff for the department. |
| Information Services Manager DOA-ITMD | 1IX ($75,478 - $105,669) | Manage all aspects of desktop support for users in City departments. Manage all of ITMD's servers and oversee the technical support section |
| Systems Integration Manager DOA-ITMD | 1IX ($75,478 - $105,669) | Manage activities for integration of software programs, applications and third-party solutions to meet the requirements of the City's enterprise IT systems. |

Note: Residents receive rates that are 3% higher.

This position was last studied as a part of a city-wide IT study in the late 1990's. In 2017, the position was retitled with no change in compensation level. Since the last time the position was studied, this position has expanded in scope and level of responsibility including supervision of two IT Support Specialist-Seniors and one Programmer Analyst. While the IT staff of the Municipal Court does work collaboratively with ITMD in terms of the network backbone, this staff maintains their own servers, user and group policy environment, backups and troubleshoots issues.

In comparing this position to other similar positions in City government, this IT Manager performs work comparable to the ERS Applications Development Manager and ITMD Systems Integration Manager in managing the CATS application which is the Court's mission critical court automated tracking system. Similar to the ERS Systems Manager this position oversees all equipment in the Court's data center including managing the virtualized environment and active directory configuration. As with Information Services Manager, this position manages all desktop support staff.

Based upon the comparison to other similar positions in City government, as well as a consideration of the market rates of pay for similar positions in the Milwaukee metropolitan area, this report recommends a change in classification and rates of pay. This report also recommends recruitment flexibility at any point in the pay range based upon experience and credentials with DER approval to assist the department in recruiting and retaining a highly qualified candidate.

Therefore this report recommends this position of IT Support Services Supervisor in Pay Range 1GX ($66,435 - $93,010) with recruitment flexibility at any rate in the range with DER approval be reclassified to Court IT Manager in Pay Range 1IX ($75,478 - $105,669) with recruitment flexibility at any rate in the range based upon experience and credentials with DER approval.

### Action Required – Effective Pay Period 24 (November 17, 2019)

In the Salary Ordinance,

> Under Pay Range 1GX, delete the title "Assistant Court Administrator".
> Under Pay Range 1IX, add the titles "Deputy Court Administrator (6) (13)" and "Court IT Manager (6) (13)".

In the Positions Ordinance,

> Under Municipal Court, Management and Administration, delete one position of "Assistant Court Administrator" and one position of "IT Support Services Supervisor".
> Add one position of "Deputy Court Administrator" and one position of "Court IT Manager".

Prepared By:   *Andrea Knickerbocker at*
            Andrea Knickerbocker, Employee Relations Manager

Approved By:   *Maria Monteagudo at*
            Maria Monteagudo, Employee Relations Director
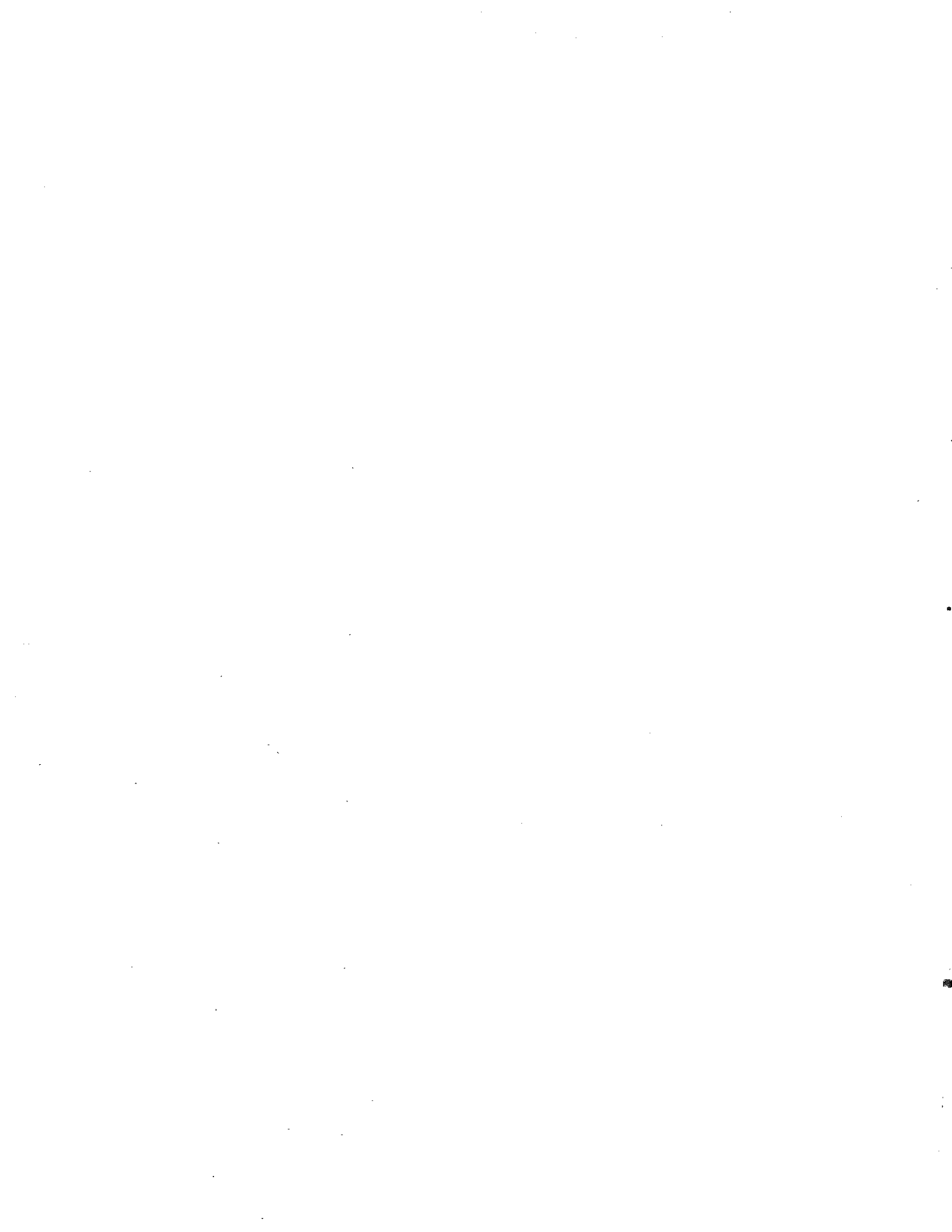
# City of Milwaukee Fiscal Impact Statement

**A**

| Date | 11/15/2019 | File Number | 191059 | ☒ Original | ☐ Substitute |
|---|---|---|---|---|---|

**Subject** — Communication from the Department of Employee Relations relating to classification studies approved by the City Service Commission on November 12, 2019.

**B**

**Submitted By (Name/Title/Dept./Ext.)**   Sarah Trotter / Human Resources Representative / Employee Relations / x2398

**C**

**This File**

- ☒ Increases or decreases previously authorized expenditures.
- ☐ Suspends expenditure authority.
- ☐ Increases or decreases city services.
- ☐ Authorizes a department to administer a program affecting the city's fiscal liability.
- ☐ Increases or decreases revenue.
- ☒ Requests an amendment to the salary or positions ordinance.
- ☐ Authorizes borrowing and related debt service.
- ☐ Authorizes contingent borrowing (authority only).
- ☐ Authorizes the expenditure of funds not authorized in adopted City Budget.

**D**

**Charge To**

- ☐ Department Account
- ☐ Capital Projects Fund
- ☐ Debt Service
- ☐ Other (Specify)
- ☐ Contingent Fund
- ☐ Special Purpose Accounts
- ☐ Grant & Aid Accounts

**E**

| Purpose | Specify Type/Use | Expenditure | Revenue |
|---|---|---|---|
| Salaries/Wages | | $0.00 | $0.00 |
| | | $0.00 | $0.00 |
| Supplies/Materials | | $0.00 | $0.00 |
| | | $0.00 | $0.00 |
| Equipment | | $0.00 | $0.00 |
| | | $0.00 | $0.00 |
| Services | | $0.00 | $0.00 |
| | | $0.00 | $0.00 |
| Other | | $0.00 | $0.00 |
| | | $0.00 | $0.00 |
| TOTALS | | $ 0.00 | $ 0.00 |
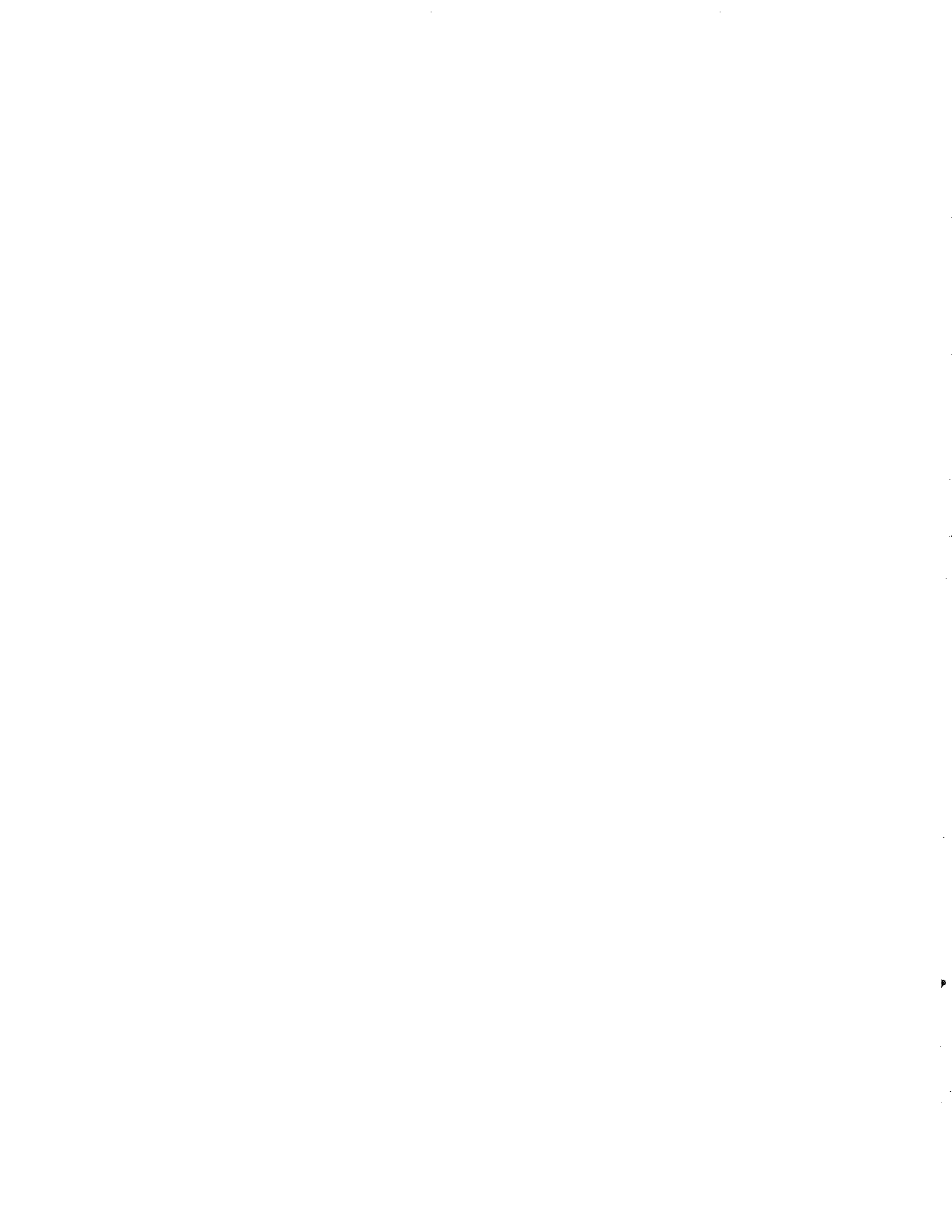
**F**    Assumptions used in arriving at fiscal estimate.    Please see attached spreadsheet.

**G**    For expenditures and revenues which will occur on an annual basis over several years check the appropriate box below and then list each item and dollar amount separately.

☐ 1-3 Years    ☐ 3-5 Years    _____

☐ 1-3 Years    ☐ 3-5 Years    _____

☐ 1-3 Years    ☐ 3-5 Years    _____

**H**    List any costs not included in Sections D and E above. _____

**I**    Additional information. _____

**J**    This Note    ☐ Was requested by committee chair.

**Department of Employee Relations**
**Fiscal Note Spreadsheet**

City Service Commission Meeting of November 12, 2019
Finance and Personnel Committee Meeting of November 19, 2019

## NEW COSTS FOR 2019

| No. Pos. | Dept | From | PR | To | PR | Present Annual | New Annual | New Costs | Rollup | Total Rollup+ Sal |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | DPW-Admin Services | Program Assistant I | 5EN | Human Resources Assistant** | 5IN | $46,470 | $48,794 | $1,966 | $343 | $2,310 |
| 1 | Municipal Court | Assistant Court Administrator | 1GX | Deputy Court Administrator*** | 1IX | $99,414 | $108,839 | $1,088 | $152 | $1,240 |
| 1 | Municipal Court | IT Support Services Supervisor | 1GX | Court IT Manager** | 1IX | $66,435 | $75,478 | $1,043 | $146 | $1,190 |
| 3 | | | | | | | | $4,097 | $641 | $4,739 |

*Assume effective date is Pay Period 5, 2019 (February 24, 2019).
**Assume effective date is Pay Period 24, 2019 (February 17, 2019).

## NEW SAVINGS FOR 2019

| No. Pos. | Dept | From | PR | To | PR | Present Annual | New Annual | New Savings | Rollup | Total Rollup+ Sal |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | DPW-Water Works | Programmer Analyst | 2GN | Database Associate | 2GX | $56,767 | $51,469 | $611 | $86 | $697 |

Assume effective date is Pay Period 24, 2019 (November 17, 2019).

## NEW COSTS FOR FULL YEAR

| No. Pos. | Dept | From | PR | To | PR | Present Annual | New Annual | New Costs | Rollup | Total Rollup+ Sal |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | DPW-Admin Services | Program Assistant I | 5EN | Human Resources Assistant | 5IN | $46,470 | $48,794 | $2,324 | $406 | $2,730 |
| 1 | Municipal Court | Assistant Court Administrator | 1GX | Deputy Court Administrator | 1IX | $99,414 | $108,839 | $9,425 | $1,320 | $10,745 |
| 1 | Municipal Court | IT Support Services Supervisor | 1GX | Court IT Manager | 1IX | $66,435 | $75,478 | $9,043 | $1,266 | $10,309 |
| 3 | | | | | | | | $20,792 | $2,991 | $23,783 |

## NEW SAVINGS FOR FULL YEAR

| No. Pos. | Dept | From | PR | To | PR | Present Annual | New Annual | New Savings | Rollup | Total Rollup+ Sal |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | DPW-Water Works | Programmer Analyst | 2GN | Database Associate | 2GX | $56,767 | $51,469 | $5,298 | $742 | $6,040 |

Sarah Trotter