City
of
Milwaukee

Department of Employee Relations

Tom Barrett
Mayor

Maria Monteagudo
Director

Michael Brady
Employee Benefits Director

Deborah Ford
Labor Negotiator

November 13, 2015

To the Honorable
The Committee on Finance and Personnel
Common Council
City of Milwaukee

Dear Committee Members:

Re: Common Council File Number **150861**

The following classification and pay levels were approved by the Board of Fire and Police Commissioners on **November 5, 2015**:

In the Police Department, two new positions were recommended for classification to IT Support Specialist - Senior, Pay Range 2GN; one new position was recommended for classification to Database Analyst, PR 2JX and one new position was recommended for classification to Emergency Communications Manager, PR 1IX with a recruitment footnote.

The job evaluation report and letter covering the above position, including the necessary Salary and Positions Ordinance amendments, are attached.

Sincerely,

Maria Monteagudo
Employee Relations Director

MM:fcw

Attachment: 2 Job Evaluation Reports
             Fiscal Note

C: Mark Nicolini, Bryan Rynders, John Ledvina, Deborah Ford, Victoria Robertson,
    Chief of Police Edward Flynn, Chief of Staff Joel Plant, Inspector Mary Hoerig,
    Captain Andra Williams, Nicole Fleck, Pamela Roberts

200 East Wells Street, Room 706, Milwaukee, WI 53202 ▪ Phone (414) 286-3751, TDD 286-2960, Fax 286-0800
Employee Benefits, Room 701 ▪ Medical Benefits Phone (414) 286-3184 ▪ Worker's Compensation Phone (414) 286-2020, Fax 286-2106
Labor Relations, Room 701 ▪ Phone (414) 286-3398, Fax 286-2356
www.milwaukee.gov/der

MILWAUKEE

JOB EVALUATION REPORT

Fire and Police Commission Meeting: November 5, 2015

POLICE DEPARTMENT

Current	Request	Recommendation
2 New Positions	"Application Support Analyst" 2 Positions Study of Positions	IT Support Specialist - Senior 2 positions PR 2GN ($56,767 - $72,063) *FN: Recruitment at any rate in the pay range with the approval of the DER Director and the Chair of the Committee on Finance and Personnel.*
New position	"Database Administrator" Study of Position	Database Analyst PR 2JX ($62,338 – $87,270) *FN: Recruitment at any rate in the pay range with the approval of the DER Director and the Chair of the Committee on Finance and Personnel.*

Action Required

In the Salary Ordinance, under Pay Range 2GN, add footnote designation "3" to the title "IT Support Specialist – Senior" and under Pay Range 2JX, add footnote designation "2" to the title "Database Analyst" with footnote "2" to read: "(2) Recruitment at any rate in the pay range with the approval of the DER Director and the Chair of the Committee on Finance and Personnel."

Background

On October 19, 2015 we received a request from the Chief of Police, Edward A. Flynn, to recommend the classification and pay level of three information technology jobs that will be assigned to a new Records Management System (RMS) project. The purpose of the new RMS System is to implement a state-of-the-art system that will allow the Milwaukee Police Department to better meet its needs as a data-driven policing organization.

The Police Department's goal is to hire new employees for these positions as quickly as possible within 2016. It is anticipated that the records management project will be approved in the 2016 capital improvement budget and that these new positions will be added to the Department's budget.

The Department provided the following capsule descriptions of these jobs in its October 19, 2015 correspondence to Employee Relations.

- The "Application Support Analyst" is responsible for troubleshooting applications and software for the Department. This position also reviews, analyzes and modifies programming systems including encoding, testing, and debugging to support the organization's applications systems. The minimum requirements as presented by the department include a college degree in information technology and three years of professional systems analysis experience.

- The "Database Administrator" is responsible for designing, installing, monitoring, maintaining and performance turning production databases, backup and training while ensuring high levels of data availability. The minimum requirements as presented by the department are a college degree in information technology or five years of relevant work experience with certifications in database administration for SQL servers and Oracle desirable.

Minimum requirements for both positions will be established by through a job analysis process by the staff of the Department of Employee Relations.

Request: **"Application Support Analyst"**
                            2 positions
Recommendation: **IT Support Specialist-Senior**   **PR 2GN**
                            2 positions

The nature of work performed by the job of "Application Support Analyst" (consisting of two positions) is consistent with the duties and responsibilities of positions assigned to the current IT Support Specialist series. These positions assist in the maintenance of local area networks, office automation, and server-based applications and related equipment. The positions under consideration will specialize in the software associated with the records maintenance project.

This series was established by the City Service Commission in May of 2013. Positions in this series are considered information technology professionals, or, in lower level positions, high-level technicians. Employees in this series perform increasingly complex work requiring higher levels of knowledge, skill, ability, and competency. The Lead level is reserved for positions that require serving as a lead worker for other employees.

Job Classification	Pay Range	Minimum	Maximum
IT Support Specialist-Lead	2HN	$63,569	$76,806
IT Support Specialist-Senior	2GN	$56,767	$72,063
IT Support Specialist	2EN	$50,716	$63,426
IT Support Associate	5GN	$42,185	$49,946

Based upon the duties and responsibilities proposed by the Police Department for this position, we recommend the classification of IT Support Specialist-Senior, Pay Range 2GN. To assist the department in recruiting we also recommend the inclusion of a footnote that allows recruitment at any rate in the Pay Range with the approval of the DER Director and the Chair of the Committee on Finance and Personnel.
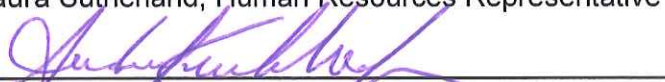
Request: **"Database Administrator"**
Recommendation   **Database Analyst**   **PR 2JX**

The nature of work performed by the requested "Database Administrator" is consistent with information technology positions that develop and design of database strategies, monitor database systems, improve the performance and capacity of databases, plan for future expansion, and sometimes coordinate and implement security measures. A job classification series currently exists for information technology positions specializing in the creation and maintenance of databases.

The Department has requested that this position be classified as a "Database Administrator". In the City's job classification system, the single position of Database Administrator is allocated to Pay Range 1HX ($70,827 - $99,154). The job requires a bachelor's degree in information technology, and four years of systems analysis/project development experience that includes at least one year of experience in database design and two years of supervisory experience. In contrast, the minimum requirements for the Police Department's position, as stated on the job description prepared by the Department, are a "bachelor's degree in computer science and/or 5 years equivalent work experience" and "certifications in Database Administration for SQL Server and Oracle." These requirements indicate that the position under consideration requires somewhat less education and experience than the Database Administrator and should therefore be assigned to a slightly lower classification level and associated pay level.

For that reason, we recommend that this position be classified as a Database Analyst in Pay Range 2JX ($62,338 - $87,270). To assist the department in recruiting we also recommend the inclusion of a footnote that allows recruitment at any rate in the Pay Range with the approval of the DER Director and the Chair of the Committee on Finance and Personnel.

Prepared by: _____
Laura Sutherland, Human Resources Representative

Prepared by: _____
Andrea Knickerbocker, Human Resources Manager

Reviewed by: _____
Maria Monteagudo, Employee Relations Director

Job Evaluation Report

Fire and Police Commission Meeting: November 5, 2015

POLICE DEPARTMENT

Current	Request	Recommendation
New Position	Technical Communications Manager To be Studied	Emergency Communications Manager PR 1IX ($75,478 - $105,669) FN: Recruitment at any rate in the pay range with the approval of the DER Director and the Chair of the Committee on Finance and Personnel

Action Required

In the Salary Ordinance, under Pay Range 1IX, add the title "Emergency Communications Manager (2)" and attach footnote "2".

In the Positions Ordinance, under Police Department, Technical Communications Division, delete one position of "Technical Communications Manager" and add one position of "Emergency Communications Manager".

Background

The Police Department has requested classification of a civilian manager to lead the operations of the Technical Communications Division within the Police Department. This position will oversee the work of sworn and civilian personnel responsible for both handling emergency calls for service and staff responsible for the technical communications systems. A new job description was provided and discussions were held with Nicole Fleck, Human Resources Administrator, Inspector Mary Hoerig, and Captain Andra Williams.

Duties, Responsibilities and Requirements

This new civilian position will manage the day-to-day operations and strategic direction of the Police Department's Technical Communications Division. This Division handles both emergency and non-emergency call for the service. Responsibilities will include planning and oversight, managing the telecommunication and dispatch operations through shift supervisors, monitoring police communications systems, managing the division's budget, and working cooperatively with Police Department members, other city departments, government officials, and members of the community. Duties and responsibilities include:

- Interpret and apply department standards, policies and procedures along with federal, state and local laws, codes and regulations
- Oversee, monitor and maintain dispatch equipment including computer-aided dispatch (CAD) system, automated telephone system, and radio system. Work with vendors, contractors, and consultants for the maintenance and repair of equipment.

- Through shift supervisors, manage the day-to-day operations of the division including improving service delivery methods and procedures related to resource needs and allocation.
- Oversee preparation and administration of the division's budget, inter-agency grants and as required requisition of supplies and materials
- Work cooperatively with department members, other City departments, government officials and members of the community to resolve problems, investigate and respond to citizen complaints and inquiries, conduct highly complex and sensitive investigations.
- Ensure the recording of telephone and radio traffic within the division and retention of records as required by policy
- Manage quality assurance monitoring of division personnel to include call activity, review of incidents and complaints, and identification and resolution of staff performance issues in adherence with operating procedures and goals.
- Participate in selection, training, and development of division personnel
- Develop and improve standards, policies, and procedures and monitor compliance. Research best procedures. Analyze and resolve operational problems.
- Testify when necessary in court depositions related to the Division's Standard Operating Instructions and Standard Operating Procedures. Present information before Common Council Committee meetings.

Recommended minimum requirements include a Bachelors' Degree in Police Science, Criminal Justice, or Computer Science and four years of supervisory experience working with an emergency communications service comparable in size to the City of Milwaukee. These requirements have not yet been assessed for staffing purposes.

In terms of knowledge, skills, and abilities, the incumbent of this position must have knowledge of the principles and practices of effective supervision and administration as it applies to emergency communication operations; knowledge of police and fire emergency operations and protocols; knowledge of emergency communication principles, procedures, techniques and equipment; and knowledge of federal state, and local laws and their application to emergency communication activities.

Analysis and Recommendation

Other positions within City governments engaged in comparable level and nature of work include the Call Center Operations and Analytics Manager and the Homeland Security Director, both in Pay Range 1IX ($75,478 - $105,669).

> The Call Center Operations and Analytics Manager (Department of Administration-Information Technology and Management Division) manages the Unified Contact Center (UCC) that provides residents with access to city information and non-emergency services through a single, multi-channel point of contact that includes the Call Center, online service request system, e-mail, and MKE mobile application.

> The Homeland Security Director (Fire and Police Commission) manages the activities of the City of Milwaukee Emergency Management and Homeland Security as well as serving as point of contact and coordinator for the five county south-eastern Wisconsin – Milwaukee Urban Area Security Initiative. The position directs all emergency preparedness initiatives within the City of Milwaukee as required by Chapter 323 of the Wisconsin Statutes and Chapter 6 of the City of Milwaukee Charter Ordinances.

This new civilian position will manage a division of 160+ staff responsible for handling emergency calls for service including staff responsible for the technical communications systems. Currently this work is managed by a Captain of Police PR 4N ($94,667-$102,186). In comparison the Call Center Operations and Analytics Manager oversees an operation that provide city-wide non-emergency information through direct telephone contact and technology. Also in comparison, the Homeland Security Director manages emergency preparedness response across south-eastern Wisconsin. While these positions are different in scope of duties, there is comparability in level of responsibility when compared to the responsibilities of this new position.

Within Milwaukee County government, a Director of Emergency Management heads an operation that oversees administrative, emergency management and preparedness, communications (911 operators), radio services, and emergency medical instructors. The pay range for this Milwaukee County position is $89,730 to $139,081 with a market midpoint of $114,943.

Based upon these comparisons to other positions within City government, we recommend classification of this new civilian position as Emergency Communications Manager in Pay Range 1IX ($75,478 - $105,669). To further assist the department in recruiting a highly qualified candidate for this position, we recommend a footnote that allows recruitment at any rate in the pay range with the approval of the DER Director and the Chair of the Committee on Finance and Personnel.

Prepared by: _____
                    Andrea Knickerbocker, Human Resources Manager

Reviewed by: _____
                    Maria Monteagudo, Employee Relations Director