



Department of Employee Relations

Tom Barrett
Mayor

Maria Monteagudo
Director

Renee Joos
Employee Benefits Director

Nicole Fleck
Labor Negotiator

November 17, 2017

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

RE: Common Council File Number 171116

Dear Committee Members

The following classification and pay recommendations were submitted for the City Service Commission meeting on November 14, 2017.

Department of Administration-Information Technology Management Division

Current	Recommended
One New Position	IT Security and Audit Compliance Analyst PR 2IX (\$58,462 - \$81,844) Recruitment at any rate in the range with DER approval

Department of Public Works – Operations Division

Current	Request	Recommendation
Program Assistant II PR 5FN (\$42,539 - \$48,248)	Operations Systems Specialist PR 2FX (\$48,670 - \$67,616)	DPW Operations Business Analyst PR 2FX (\$48,670 - \$67,616)
Program Assistant II PR 5FN (\$42,539 - \$48,248)	Operations Services Supervisor PR 1BX (\$48,670 - \$67,616)	Operations Services Supervisor PR 1BX (\$48,670 - \$67,616) To be eligible to receive 4.8% increase for snow and ice control operations
Program Assistant II PR 5FN (\$42,539 - \$48,248)	Program Assistant III PR 5IN (\$47,779 - \$54,669)	Program Assistant III PR 5IN (\$47,779 - \$54,669)
Program Assistant I PR 5EN (\$40,501 - \$48,248)	Program Assistant II PR 5FN (\$42,539 - \$48,248)	Program Assistant II PR 5FN (\$42,539 - \$48,248)



\$46,724)		
Two Positions		

Department of Public Works-Water Works

Current	Request	Recommendation
Office Assistant IV Pay Range 6HN (\$37,830-\$41,863)	Human Resources Representative Pay Range 2HX (\$54,865-\$76,806)	Water Works Personnel Officer Pay Range 2HX (\$54,865-\$76,806)

Milwaukee Public Library

Current	Recommended
Three New Positions Created in 2017 Budget	IT Support Specialist PR 2EN (\$45,306 – \$63,426) Recruitment is at \$50,716 and may be at any rate in the range with DER approval. Five positions
Network Analyst – Assistant PR 2EN (\$45,306 – \$63,426) Recruitment is at \$50,716 and may be up to \$54,670 with the approval of the DER and the Chair of the Committee of Finance and Personnel. Two Positions	

Municipal Court

Current	Request/Recommendation
Network Manager PR 1GX (\$66,434.68 - \$93,009.80) One Position	IT Support Services Supervisor PR 1GX (\$66,434.68 - \$93,009.80) One Position

Sincerely,



Maria Monteagudo
Employee Relations Director

Attachments: Job Evaluation Reports
Fiscal Note

C: Sharon Robinson, Richard Watt, Nancy Olson, Monique Lofton, Dennis Yaccarino, Nicole Fleck, Ghassan Korban, Jennifer Gonda, Laura Daniels, Dan Thomas, Shannon Goodwin, Dawn Crowbridge, Grace Gates, Mark Scheller, Ken Wischer, William Christianson, Sheldyn Himle, Jane Islo, Paula Kiely, Jennifer Meyer-Stearns, Barbara Henry, Joan Johnson, Eric Pearson, Nicole Walter, Kaylyn Jennik, Tharics Williams



Job Evaluation Report

City Service Commission Meeting: November 14, 2017

Department of Administration-Information Technology Management Division

Current	Recommended
One New Position	IT Security and Audit Compliance Analyst PR 2IX (\$58,462 - \$81,844) Recruitment at any rate in the range with DER approval

Background

Nancy Olson, Chief Information Officer, has requested a classification of a new position, IT Security and Audit Compliance Analyst, which was added in the 2016 budget.

Duties, Responsibilities and Qualifications

The position is responsible for providing vision and leadership in developing and supporting information technology security initiatives and for serving as the main contact in the department for audit activities. The position is essential to preventing and responding to potential IT security threats. Additionally, the position works with auditors to identify/provide materials and coordinate departmental response to audit findings. Duties and responsibilities of this position include:

20%	Lead strategic security planning to achieve business goals by coordinating the evaluation, deployment, and management of current and future security technologies.
20%	Develop and communicate security strategies and plans to executive team, staff, partners, customers and stakeholders.
20%	Assist with the design and implementation of disaster recovery and business continuity plans, procedures, and enhancements.
20%	Develop, implement, maintain, and oversee enforcement of policies, procedures, and associated plans for system security administration and the user system based on industry standard best practices.
20%	Coordinate with auditors as the department's representative, provide information required for IT audit activities. Develop recommendations to address audit findings.

Minimum qualifications include a bachelor's degree in computer science, information management or closely related field and four years of experience in information technology, including one year performing advanced functions related to IT security.

Analysis and Recommendation

A review of current city positions that are comparable to the IT Security and Audit Compliance Analyst include one other position within the Milwaukee Police Department, Systems Security Administrator PR 2IX (\$58,462 - \$81,844). The Systems Security Administrator's basic function is to provide vision and leadership for developing and supporting information technology security initiatives for the Milwaukee Police Department (MPD).

The duties, responsibilities and requirements of this new position are comparable to those of the current Systems Security Administrator position at the Police Department, with additional responsibilities in the audit and compliance.

In conducting research of compensation for this position, staff considered the rates of pay for similar positions in surrounding communities and nationwide, as well as data from the Economic Research Institute (ERI), a salary survey service to which DER subscribes. The following chart shows related ERI cost of labor data in southeastern Wisconsin.

ERI Cost of Labor

Title	Minimum 75 th Percentile	Maximum 75 th Percentile
IT Security Analyst	\$67,691	\$84,953

In addition, an analysis conducted by Staffing Manager Kristin Urban indicates that there has been recruitment difficulty for information technology positions in the past five years. According to the analysis, 20+ related titles have received seven or fewer qualified candidates. For this reason, recruitment flexibility is recommended by allowing recruitment at any rate in the range with approval by DER.

Based upon the comparability of this new position to the Systems Security Administrator in the Police Department, the cost of labor in Southeastern Wisconsin and the difficulty experienced in recruiting IT positions, the recommendation is to classify this new position as IT Security and Audit Compliance Analyst in Pay Range 21X (\$58,462 - \$81,844) with recruitment flexibility at any point in the range with DER approval.

Action Required – Effective Pay Period 26 (December 17, 2017)

In the Positions Ordinance

Under Department of Administration-Information and Technology Management Division, Policy and Administration Section:


- Delete one position of Security and Audit Compliance Analyst
- Add one position of "IT Security and Audit Compliance Analyst"

In the Salary Ordinance

Under Pay Range 21X:

- Add the title "IT Security and Audit Compliance Analyst (6)" with footnote to read (6) Recruitment at any rate in the pay range based upon experience and credentials with the approval of the DER.

Prepared By:


Lindsey O'Connor, Certification and Salary Systems Admin

Reviewed By:


Andrea Knickerbocker, Human Resources Manager

Reviewed By:


Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting: November 14, 2017

Department of Public Works – Operations Division

Current	Request	Recommendation
Program Assistant II PR 5FN (\$42,539 - \$48,248)	Operations Systems Specialist PR 2FX (\$48,670 - \$67,616)	DPW Operations Business Analyst PR 2FX (\$48,670 - \$67,616)
Program Assistant II PR 5FN (\$42,539 - \$48,248)	Operations Services Supervisor PR 1BX (\$48,670 - \$67,616)	Operations Services Supervisor PR 1BX (\$48,670 - \$67,616) To be eligible to receive 4.8% increase for snow and ice control operations
Program Assistant II PR 5FN (\$42,539 - \$48,248)	Program Assistant III PR 5IN (\$47,779 - \$54,669)	Program Assistant III PR 5IN (\$47,779 - \$54,669)
Program Assistant I PR 5EN (\$40,501 - \$46,724) Two Positions	Program Assistant II PR 5FN (\$42,539 - \$48,248)	Program Assistant II PR 5FN (\$42,539 - \$48,248)

Action Required – Effective Pay Period 25, 2017 (December 3, 2017)

In the Salary Ordinance, under Pay Range 1BX, add the title “Operations Services Supervisor” with the footnote designation “(1)”. Under Pay Range 2FX, add the title “DPW Operations Business Analyst”.

In the Positions Ordinance, under Department of Public Works – Operations Division, Administration Section, General Office, add one position of “DPW Operations Business Analyst”, one position of “Operations Services Supervisor”, and one position of “Program Assistant III”; and delete one position of “Program Assistant I”. Under the Sanitation Section, delete one position of “Program Assistant II”.

Under Department of Public Works – Administration Services Division, Office of the Commissioner, delete one position of “Program Assistant I”.

Background

The Department of Public Works has requested reorganization within the Administrative Section of the Operations Division. As a result of the Administrative Services Manager position in Pay Range 1HX (\$70,827 - \$99,154) being moved to another DPW Division, Administrative Services Division, there is a void in the supervisory, administrative and system oversight functions of the Operations Division. This reorganization will help to address that void and also allow for cross-training and better distribution of work.

The requested reorganization would include four positions currently located in the Administrative Section of DPW – Operations plus moving one Program Assistant II position from the Sanitation Section to the Administrative Section and one Program Assistant I position from the DPW - Administrative Services Division, Office of the Commissioner, to the DPW - Operations Division, Administrative Section for a total of six positions. As part of this reorganization one position would retain their current classification of Program Assistant II in Pay Range 5FN (\$42,539 - \$48,248). The department has requested that the other five positions be reclassified as indicated in the above chart.

Current:	Program Assistant II	PR 5FN (\$42,539 - \$48,248)
Request:	Operations Systems Specialist	PR 2FX (\$48,670 - \$67,616)
Recommendation:	DPW Operations Business Analyst	PR 2FX (\$48,670 - \$67,616)

The basic function of this position will be to work with the Operations Division needs for routing and mapping. This will mean managing the current production technologies including routing software for mapping, ESRI GIS (Environmental Systems Research Institute – Geographic Information System), ESRI Workforce System, GPS

(Global Positioning System). This will include updates and training for the most efficient, real-time data streams for users to meet mission critical goals. Other duties include and implementing new updated software, working with Fleet Communications to implement cellular communication networks; documenting procedures for the systems and managing, maintaining, and updating work order database systems. Requirements include a bachelor's degree in computer science/technology, geological sciences or related GIS mapping technologies or an Associate's Degree and two years of related experience. Equivalent combinations of education and experience may be considered. These requirements have not yet been assessed by the Staffing Division.

This position is unique and does not have a direct match to another City classification. There are similarities in level, however, to the position of Business Systems Analyst in Pay Range 2FX (\$48,670 - \$67,616). This position administers the overall financial operations of the Department of Employee Relations including budget preparation, expenditure processing and tracking, ongoing monitoring and maintenance of departmental special purpose and reimbursable accounts, special funds, operations accounts and trust funds. Although the focus is on financial operations rather than data operations this position works with limited supervision and has a great amount of responsibility and high consequence of error. Other journey level professional classifications at this level include Certifications and Communications Coordinator, Human Resources Analyst – Senior, and Research and Policy Analyst. We recommend the title of DPW Operations Business Analyst to better reflect the type and level of work.

Current:	Program Assistant II	PR 5FN (\$42,539 - \$48,248)
Request:	Operations Services Supervisor + FN	PR 1BX (\$48,670 - \$67,616)
Recommendation:	Operations Services Supervisor + FN	PR 1BX (\$48,670 - \$67,616)

The basic function of this position is to manage the administrative support functions; supervise support staff; provide resident relations coordination, support and response; be responsible for providing executive level administrative functions for all four Sections of the Operations Division; and conduct confidential complex organizational support for the division. Duties and responsibilities include coordinating winter season staffing, including Plow Coordinators, Route Monitors, and auxiliary supervisors; scheduling administrative staff as needed for operations after hours work; ensuring collection and reporting of operations progress, salt usage, hours of work, equipment used, etc.; collaborating with the Administrative Services Manager for budget reporting; overseeing all snow and ice control documentation for consistency and accuracy; and maintaining archival records and providing routine reports and statistics as requested.

This position reports directly to the Operations Division Director and will supervise three positions of Program Assistant II and one position of Program Assistant III. Requirements include a bachelor's degree in public administration, business, or a related area and two years of job-related experience including one year in a leadworker capacity. Equivalent combinations of education and experience may be considered.

This position is comparable to the classification of Administrative Services Supervisor in Pay Range 1BX (\$48,670 - \$67,616). These positions provide administrative supervision and oversight of a specific program or functions. For example, one position in the Department of Neighborhood Services supervises four administrative support positions and manages the online property registration system which includes communication with financial institutions, enforcement, and training of new and current staff.

The requested unique title of Operations Services Supervisor is recommended as this position will be involved with snow and ice control operations and Administrative Services Supervisor positions are not. As this position will work during snow and ice control operations above and beyond normal working hours we recommend that it be eligible to receive the 4.8% increase for snow and ice control operations.

Current:	Program Assistant II	PR 5FN (\$42,539 - \$48,248)
Request:	Program Assistant III	PR 5IN (\$47,779 - \$54,669)
Recommendation:	Program Assistant III	PR 5IN (\$47,779 - \$54,669)

The basic function of this position is to administer the City's billing for snow and ice fees, solid waste fees, cart fees, and quarterly garbage service billing and collections. This includes answering resident questions and objections; investigating protested charges and conducting data audits for correct billing, credits and refunds; serving as a liaison with Milwaukee Water Works for billing issues; using the Assessor's Office database to identify ownership and dwelling units for proper billing; administering monthly apartment garbage accounts; investigating changes in property designations of residential or commercial and adjusting billing accordingly; and maintaining inventory records of garbage and recycling carts, rolloff boxes, top or rear load containers, and litter cans. This position will also serve as a leadworker for the three Program Assistant II positions.

The requested level of Program Assistant III in Pay Range 5IN (\$47,779 - \$54,669) is defined as performing a variety of duties and responsibilities to support a significantly complex program or area of operations within a City department. In addition to requiring the equivalent knowledge and skill normally obtained with a bachelor's degree these positions require an extensive knowledge of technical and/or administrative information. Some Program Assistant III positions may function as a group leader. Like a Program Assistant II, the Program Assistant III analyses information, draws conclusions and makes recommendations. These positions also have extensive relationship responsibilities for a complex program or area of operation. Communication may be with other City personnel or the public. Requirements include four years of office experience performing duties related to the occupational area to which the position is assigned, with at least one year of experience at the Program Assistant I level or above.

The requested classification of Program Assistant III in Pay Range PR 5IN (\$47,779 - \$54,669) is recommended as this position will be responsible for administering the complex area of billing for carts, solid waste and snow and ice fees. This involves performing high-level data mining and auditing, creating complicated data queries and reports, and interacting with the public and other City personnel to resolve objections and to ensure accuracy.

Current:	Program Assistant I (Two Positions)	PR 5EN (\$40,501 - \$46,724)
Request:	Program Assistant II (Two Positions)	PR 5IN (\$42,539 - \$48,248)
Recommendation:	Program Assistant II (Two Positions)	PR 5IN (\$42,539 - \$48,248)


The basic function of these two positions is to perform a variety of accounting-related duties including reviewing and processing invoices, managing fund encumbrances and expenditures, and conducting data mining and reporting for the Operations Division which includes Sanitation, Forestry and snow and ice control operations. These two positions, along with a current Program Assistant II position, will be cross trained so that they will be familiar with Sanitation, Forestry and snow and ice control operations and be able to respond in all areas. This will assist with coverage and distribution of work. Other duties will include fee administration, collections, contractor invoice review and processing, front desk staffing, and resident contact and assistance.

The requested level of Program Assistant II in Pay Range 5FN (\$42,539 - \$48,248) is defined as performing a variety of duties and responsibilities to support a program or area of operations within a City department and may function as a group leader. The hallmark of the II level is the analysis of information, in contrast to gathering or compiling information. In analyzing information, the employee is required to draw conclusions and make recommendations from information presented. This information may be in the form of accounting information, budget records and reports, financial information, contracts or qualitative information. Requirements include four years of office experience performing duties related to the occupational area to which the position is assigned, with at least one year of experience at the Office Assistant III level or above. The knowledge and skills required are equivalent to a bachelor's degree. Equivalent combinations of education and experience may be considered.

The requested classification of Program Assistant II in Pay Range 5FN (\$42,539 - \$48,248) is recommended as these positions will be performing a variety of accounting-related duties for several areas within the Operations Division requiring a detailed knowledge of applicable City ordinances, policies and procedures. Their work will include analyzing information for discrepancies and insuring proper methods are used.

Prepared by: 
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: November 14, 2017

Department of Public Works-Water Works

Current	Request	Recommendation
Office Assistant IV Pay Range 6HN (\$37,830-\$41,863)	Human Resources Representative Pay Range 2HX (\$54,865-\$76,806)	Water Works Personnel Officer Pay Range 2HX (\$54,865-\$76,806)

Background

Milwaukee Water Works has submitted a request to repurpose a vacant Office Assistant IV to a position that will be responsible for administering, managing, and coordinating human resources and employee relations processes within the department. This position is needed to support and coordinate a significant number of employee issues within the Milwaukee Water Works.

Duties and Responsibilities

Under the guidance of the Administration and Projects Manager, the position will perform the full range of professional human resources/employee relations duties and responsibilities for Milwaukee Water Works. This will include the following: the recruitment and retention of a diverse staff (in partnership with the Department of Employee Relations and section managers); interviewing, selecting, and placing clerical and paraprofessional employees; overseeing the employee selection process with department managers; advising managers of employee relations issues such as job performance, adherence to work rules and policies, and progressive discipline; coordinating workforce training and development; performing wage and salary recordkeeping and administration; coordinating requests and documentation required for job evaluation studies; revision of job descriptions; employee information and communications; serving as a liaison to outside vendors and departments involved in human resources/employee relations issues, including the Office of the City Attorney, payroll section of the Comptroller's Office, Employees' Retirement System, the company that administers Worker's Compensation, and the Department of Employee Relations.

Knowledge, Skills, Abilities, and Attributes

The job description prepared by the department indicates that the position will require a bachelor's degree with a major in human resources management, industrial psychology, public administration or a related field. The knowledge, skills, abilities, and attributes required for successful job performance include the following: knowledge of the theory and practice of human resources management; knowledge of employment law, civil service rules, departmental work rules and policies; familiarity with municipal government processes; knowledge of wage and salary administration; outstanding interpersonal skills, including the ability to remain tactful and diplomatic in maintaining confidentiality; ability to use standard office hardware and software; ability to use an automated payroll system and separate human resources system. These requirements have not been assessed for purposes of staffing.

Recommendation

The position under consideration will function as a generalist human resources administrator/coordinator in a large complex City department that is a public utility. This type of position may be found in a number of City departments, as illustrated in the following table.

Generalist Human Resources Positions

Human Resources Administrator	Police	1HX	\$70,827-\$99,154
Human Resources Officer	DCD; Library	1FX	\$62,338-\$87,270
Fire Personnel Officer	Fire	1DX	\$54,865-\$76,806
Health Personnel Officer	Health	2HX	\$54,865-\$76,806
Human Resources Specialist	Police	1DX	\$54,865-\$76,806
Human Resources Analyst-Senior	Police, Library	2FX	\$48,670-\$67,616

The level of responsibility exercised and knowledge, skill, abilities, and attributes required indicate that the position in the Water department is on a par with the Fire personnel Officer, Health Personnel Officer, and Human Resources Specialist in the Police Department. Each of these positions performs a similar level of human resources/employee relations duties and responsibilities.

We therefore recommend that this position be classified as a Water Works Personnel Officer in Pay Range 2HX (\$54,865-\$76,806).

Action Required – Effective Pay Period 26 (December 17, 2017)

In the Positions Ordinance

Under Department of Public Works-Water Works, Business Organization, Administration:

Add the title "Water Works Personnel Officer"

Under Department of Public Works-Water Works, Engineering Division, Engineering Design:

Delete one position of "Office Assistant IV"


In the Salary Ordinance

Under Pay Range 2HX:

Add the title "Water Works Personnel Officer"

Prepared by: 
 Laura Sutherland, Human Resources Representative

Reviewed by: 
 Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
 Maria Monteagudo, Employee Relations Director

Job Evaluation Report

City Service Commission Meeting: November 14, 2017

Milwaukee Public Library

Current	Recommended
<p>Three New Positions Created in 2017 Budget</p> <p>Network Analyst – Assistant PR 2EN (\$45,306 – \$63,426) Recruitment is at \$50,716 and may be up to \$54,670 with the approval of the DER and the Chair of the Committee of Finance and Personnel.</p> <p>Two Positions</p>	<p>IT Support Specialist PR 2EN (\$45,306 – \$63,426) Recruitment is at \$50,716 and may be at any rate in the range with DER approval. Five positions</p>

Background

Paula Kiely, Milwaukee Public Library Director has requested the classification of three new IT positions created in the 2017 budget. This report classifies these new positions and also recommends title changes for the current Network Analyst-Assistants to the same title to be consistent with the city-wide IT title structure.

Due to the high demand from library patrons for new hardware, software and technologies, three new IT positions were created in the budget. The focus of these positions is to serve as members of a team that is responsible for hardware and software support for MPL computer systems and RFID equipment. Duties and responsibilities of this position include:

85% Computer Support Operation:

- Solves routine hardware and software problems. Counsels users to solve problems or, if needed, uses remote proxy to correct workstation malfunctions.
- Communicates automation policies to internal customers.
- Schedules delivery and installation of new or replacement computers and printers; assists with onsite installation and hard drive imaging as necessary.
- Assists the Library Network Manager and Network Analyst-Senior with special network projects and upgrades in the field.
- Maintains copies of user help files and application documentation. Reviews and sends copies to staff as needed to assist training and problem resolution.
- Schedules warranty repairs of computers and printers.
- Serves as secondary support to receive, log, track and forward problem reports and enhancement requests.
- Travels to branch library locations to troubleshoot and support laptop vending machines and other equipment.
- Assists with wireless access network troubleshooting and maintenance.
- Supports fleet of PCs, laptops, desktops, MAC books, and iPads.
- Provides technical support and vendor interaction for Kiosk Library.
- Provides support for library security cameras and software.
- Provides maintenance and support for library automated handling unit.
- Provides maintenance and support for RFID self-checkouts and security gates.
- Provides support services on nights and weekends for network issues in the absence of the Network Manager.

- Physically moves and replaces computers, monitors and printers as necessary.
- Configures and monitors library display terminals.

10% Network Operation:

- Monitors system backup reports and print queue operations.

5% Miscellaneous:

- Performs other duties relative to library automation activity and growth by participating in system-wide teams and committees, and assisting in implementation of designated long-range technology strategies.
- Follows safe work procedures and accident prevention practices.
- Performs other related duties as assigned.
- Assists with equipment and wireless usage statistics, gathering and metrics.

Minimum qualifications include an associate's degree in information technology, computer science or closely related field and one year of full-time experience performing applications support.

In addition, an analysis conducted by Staffing Manager Kristin Urban indicates that there has been recruitment difficulty for information technology positions in the past five years. According to the analysis, 20+ related titles have received seven or fewer qualified candidates. For this reason, recruitment flexibility is recommended by allowing recruitment at any rate in the range with approval by DER.

The duties, responsibilities and requirements of these new positions are comparable to those of the current IT Support Specialist position in the Information Technology Management Division. We therefore recommend that these new positions be classified as IT Support Specialist in Pay Range 2EN (\$45,306 – \$63,426) with a minimum recruitment rate of \$1,950.62 (\$50,716.12) and recruitment flexibility with DER approval. In addition, we recommend the two positions of Network Analyst – Assistant be retitled to IT Support Specialist to be consistent with other comparable positions city-wide.

Action Required – Effective Pay Period 24, 2017 (November 19, 2017)

In the Positions Ordinance


Under the Milwaukee Public Library, Technical Services Bureau, Automation Section:

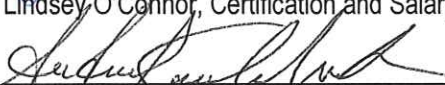
- Delete two positions of "Network Analyst – Assistant (X)".
- Delete three positions of "IT Support Specialist".
- Add five positions of "IT Support Specialist (X)".

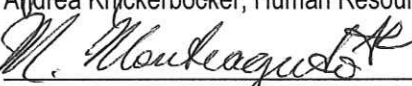
In the Salary Ordinance

Under Pay Range 2EN:

- Delete the title "IT Support Specialist (5)(8)".
- Add the title "IT Support Specialist (5) (17) with footnote (17) to read:
(17) Recruitment is at \$1,950.62 (\$50,716.12) and may be at any rate in the pay range based upon experience and credentials with the approval of the DER.

Prepared By: 
Lindsey O'Connor, Certification and Salary Systems Admin

Reviewed By: 
Andrea Knickerbocker, Human Resources Manager

Reviewed By: 
Maria Montegudo, Employee Relations Director

Job Evaluation Report

City Service Commission Meeting: November 14, 2017

Municipal Court

Current	Request/Recommendation
Network Manager PR 1GX (\$66,434.68 - \$93,009.80) One Position	IT Support Services Supervisor PR 1GX (\$66,434.68 - \$93,009.80) One Position

The Municipal Court has requested a study of a Network Manager in Pay Range 1GX \$66,434.68 - \$93,009.80. Municipal Court has submitted a new job description for this position and changes to the position were discussed with Sheldyn Himle, Chief Court Administrator, and Jane Islo, Assistant Court Administrator.

The Court's IT team is comprised of the following positions:

No. of Positions	Title	PR	Min	Max
1	Network Manager	1GX	\$66,434.68	\$93,009.80
2	IT Support Specialist-Senior	2GN	\$51,468.82*	\$72,062.90
1	Programmer Analyst	2GN	\$51,468.82*	\$72,062.90

*recruitment rate = \$56,766.84

The position, Network Manager, was created as a part of a citywide study of information technology positions in the 1990s. At that time, the Court's Network Manager managed one employee, originally titled as Network Specialist and later as Network Analyst-Senior in a fairly independent network environment. The Court managed its own servers, switches and firewall, which were segregated from the rest of the City's network.

The focus of the Court's IT function has shifted. In 2006, the Court joined the City's Active Directory environment and transitioned from its own email post office to the City's exchange system. In 2009, firewall and switch management transitioned to Department of Public Works-Infrastructure, which was later absorbed by the City's Information and Technology Management Division (ITMD) in the Department of Administration. Along with these changes, the job description evolved in other ways over the years.

The Court's IT team expanded, with the addition of both a technician and a programmer. To reflect the changing environment, the Court's two Network Analyst-Senior positions were retitled to IT Support Specialist-Senior in 2013 while the other position remained a Programmer Analyst.

The Court has found it challenging to attract and retain talented candidates for Network Manager. The Network Manager title attracts applicants with different knowledge, skills and abilities than the title of IT Support Services Supervisor. Additionally, the title is more consistent in the market for positions that include the responsibilities of similar positions.

The department has requested the Network Manger position be reclassified to an IT Support Services Supervisor now that the position is vacant. The basic functions of this position are directing, managing the IT staff, planning the budget, and coordinating, prioritizing and managing technology-related operations and projects of the Municipal Court. Duties and responsibilities include:

- 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.
- 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.
- Serves as the main information and security officer for the department, overseeing the day-to-day maintenance of the environment by the information technology staff, managing vendor and service contracts and establishing departmental IT guidelines and procedures.
- 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.
- Maintain the Court's five-year strategic technology plan by recommending initiatives and overseeing the implementations.
- Maintains the information technology related portions of the Court's disaster recovery plan.

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 systems management, applications development, programming or technical support including two years managing technical staff.

The duties and responsibilities of this position are comparable to the current IT Support Services Supervisor position in ITMD. This report therefore recommends reclassifying the position of Network Manager in Pay Range 1GX (\$66,434.68 - \$93,009.80) to IT Support Services Supervisor in Pay Range 1GX (\$66,434.68 - \$93,009.80)

Action Required – Effective Pay Period 25, 2017 (December 3, 2017)


In the Positions Ordinance

Under Municipal Court, Management and Administration:

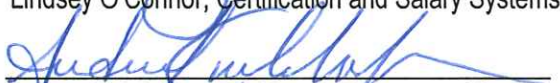
Delete one position of "Network Manager"

Add one position of "IT Support Services Supervisor"


Prepared By:


Lindsey O'Connor, Certification and Salary Systems Administrator

Reviewed By:


Andrea Knickerbocker, Human Resources Manager

Reviewed By:


Maria Montegudo, Employee Relations Director



City of Milwaukee Fiscal Impact Statement

A

Date 11/17/17 **File Number** 171116

Subject Classification and pay recommendations submitted to the City Service Commission for November 14, 2017 meeting.

B

Submitted By (Name/Title/Dept./Ext.) Sarah Trotter, Human Resources Representative
Dept. of 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

- This Note** Was requested by committee chair.

E

- Charge To**
- Department Account
 - Capital Projects Fund
 - Debt Service
 - Other (Specify) _____
 - Contingent Fund
 - Special Purpose Accounts
 - Grant & Aid Accounts

F

Assumptions used in arriving at fiscal estimate.

G

Purpose	Specify Type/Use	Expenditure	Revenue
Salaries/Wages		See attached spreadsheet.	
Supplies/Materials			
Equipment			
Services			
Other			
TOTALS			

H

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

I

List any costs not included in Sections E and F above.

J

Additional information.

**Department of Employee Relations
Fiscal Note Spreadsheet**

Finance and Personnel Committee Meeting of November 22, 2017
City Service Commission Meeting of November 14, 2017

NEW COSTS FOR 2017										
No. Pos.	Dept	From	PR	To	PR	Present Annual	New Annual	New Costs	Rollup	Total Rollup+ Sal
1	Administration-ITMD	New Position	NA	IT Security and Audit Compliance Analyst*	2IX	N/A	N/A	N/A	Included in 2017 Budget	
1	DPW-Operations	Program Assistant II	5FN	DPW Operations Business Analyst**	2FX	\$42,539	\$48,670	\$472	\$80	\$552
1	DPW-Operations	Program Assistant II	5FN	Operations Services Supervisor**	2FX	\$44,244	\$48,670	\$340	\$58	\$398
1	DPW-Operations	Program Assistant II	5FN	Program Assistant III**	5IN	\$49,519	\$51,995	\$190	\$39	\$229
1	DPW-Operations	Program Assistant I	5FN	Program Assistant II**	1HX	\$40,501	\$42,539	\$157	\$32	\$189
1	DPW-Operations	Program Assistant I	5FN	Program Assistant II**	1GX	N/A	N/A	N/A	Incumbent Underfilling Position	
1	DPW-Water Works	Office Assistant IV	6HN	Water Works Personnel Officer*	2HX	\$37,830	\$54,865	\$655	\$134	\$789
3	Library	New Positions	NA	IT Support Specialist***	2EN	N/A	N/A	N/A	Included in 2017 Budget	
2	Library	Network Analyst-Assistant	2EN	IT Support Specialist***	2EN	N/A	N/A	N/A	Title Change & Recruit Rate Adj Only	
1	Municipal Court	Network Manager	1GX	IT Support Services Supervisor**	1GX	N/A	N/A	N/A	Title Change Only	
13								\$1,815	\$343	\$2,158

*Assume effective date is Pay Period 26, 2017 (December 17, 2017)

**Assume effective date is Pay Period 25, 2017 (December 3, 2017)

***Assume effective date is Pay Period 24, 2017 (November 19, 2017)

COSTS FOR FULL YEAR										
No. Pos.	Dept	From	PR	To	PR	Present Annual	New Annual	New Costs	Rollup	Total Rollup+ Sal
1	Administration-ITMD	New Position	NA	IT Security and Audit Compliance Analyst*	2IX	N/A	N/A	N/A	Included in 2017 Budget	
1	DPW-Operations	Program Assistant II	5FN	DPW Operations Business Analyst**	2FX	\$42,539	\$48,670	\$6,131	\$1,042	\$7,173
1	DPW-Operations	Program Assistant II	5FN	Operations Services Supervisor**	2FX	\$44,244	\$48,670	\$4,426	\$752	\$5,178
1	DPW-Operations	Program Assistant II	5FN	Program Assistant III**	5IN	\$49,519	\$51,995	\$2,476	\$506	\$2,982
1	DPW-Operations	Program Assistant I	5FN	Program Assistant II**	1HX	\$40,501	\$42,539	\$2,038	\$417	\$2,455
1	DPW-Operations	Program Assistant I	5FN	Program Assistant II**	1GX	N/A	N/A	N/A	Incumbent Underfilling Position	
1	DPW-Water Works	Office Assistant IV	6HN	Water Works Personnel Officer*	2HX	N/A	N/A	N/A	Included in 2018 Budget	
3	Library	New Positions	NA	IT Support Specialist***	2EN	N/A	N/A	N/A	Included in 2017 Budget	
2	Library	Network Analyst-Assistant	2EN	IT Support Specialist***	2EN	N/A	N/A	N/A	Title Change & Recruit Rate Adj Only	
1	Municipal Court	Network Manager	1GX	IT Support Services Supervisor**	1GX	N/A	N/A	N/A	Title Change Only	
13								\$15,071	\$2,718	\$17,789

Totals may not be to the exact dollar due to rounding.