



Department of Employee Relations

**Tom Barrett**  
Mayor

**Maria Monteagudo**  
Director

**Michael Brady**  
Employee Benefits Director

**Deborah Ford**  
Labor Negotiator

November 10, 2016

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

Dear Committee Members:

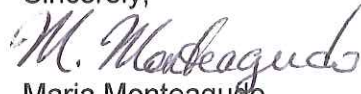
Re: Common Council File Number **160818**

The following classification and pay levels were approved by the Board of Fire and Police Commissioners on **October 6, 2016**:

In the Fire Department, two positions of Network Coordinator Associate, PR 2EX were recommended for reclassification to IT Support Specialist – Senior, PR 2GN.

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: Job Evaluation Report  
Fiscal Note

C: Mark Nicolini, Bryan Rynders, John Ledvina, Nicole Fleck, MaryNell Regan, Fire Chief Mark Rohlfing, Assistant Fire Chief Gerard Washington, Deborah Wilichowski, Yvette Rowe and Juliet Battle

**JOB EVALUATION REPORT**

Fire and Police Commission Meeting Date: October 6, 2016

**FIRE DEPARTMENT**

<b>Current</b>	<b>Request</b>	<b>Recommendation</b>
Network Coordinator Associate PR 2EX (\$45,306 - \$63,426) 2 positions	IT Support Specialist - Senior PR 2GN (\$56,767 - \$72,063) 2 positions	IT Support Specialist - Senior PR 2GN (\$56,767 - \$72,063) 2 positions
The nature and level of work performed by these positions is consistent with the classification of IT Support Specialist-Senior.		

**Action Required**

In the Positions Ordinance, under Fire Department, Support Services Bureau Decision Unit, Technical Services/Dispatch Division, delete two positions of "Network Coordinator Associate" and add two positions of "IT Support Specialist – Senior".

**Background**

Fire Chief Mark Rohlifing has requested that two positions of Network Coordinator Associate in PR 2EX (\$45,306-\$63,426) be studied for appropriate job classification and pay level, stating a concern that the current pay level may not be adequate to recruit and retain well qualified individuals to perform these jobs. This is a pressing issue because one of these positions is vacant and the other position is filled with a new employee. In studying this request, previous and current job descriptions were reviewed, and discussions were held with Deborah Wilichowski, Fire Information Technology Manager.

**Duties, Responsibilities, and Requirements**

As reflected in the revised job description submitted by the department, the primary responsibility of these positions is to maintain, upgrade, and support the following systems and technologies:

- A computer-aided dispatch system
- A records management system,
- Servers, approximately 25 to 30
- Mobile and wireless devices consisting of some 70 tablets and 115 mobile stations
- Software applications
- Desktop computers for some 1,000 users
- Mobile dispatch computers and peripherals

Other duties and responsibilities include assisting in administering warranties for all hardware, software, and peripherals; independently managing small to medium projects that includes supervising contracted individuals and vendors; developing training materials; and training employees.

Minimum requirements for the position include Bachelor's Degree in Computer Science, Information Systems Management, or Automated Systems Development with a minimum of two years' experience in a Tier 2 applications/systems/desktop support environment. Significant experience and certifications may be considered in lieu of a degree.

### Analysis

Many changes have taken place in the operations, technology, and staff of the information technology section since the time these positions were created. New systems have been introduced, operating procedures have changed, new software and hardware has been introduced and upgraded, staff has been added, and the staff's technical knowledge and skill has expanded and increased. At this point, these positions are performing the same type of duties and responsibilities, at the same level of responsibility and knowledge/skill, as positions assigned to the IT Support Specialist series, an established promotional program for information technology employees. That series consists of the following:

#### IT Support Specialist Series

- IT Support Specialist-Senior PR 2GN \$56,767 - \$72,063
- IT Support Specialist PR 2EN \$50,716 - \$63,426

For these positions in the Fire Department it is recommended that the position authority for both positions be created at the IT Support Specialist-Senior level (PR 2GN \$56,767 - \$72,063). At this level the minimum requirements would include a Bachelor's Degree in Computer Science, Information Systems Management, or Automated Systems Development with a minimum of two years' experience in a Tier 2 applications/systems/desktop support environment.

The Fire Department would be able to hire new IT professionals at the IT Support Specialist-Senior level or at the lower IT Support Specialist level (PR 2EN \$50,716 - \$63,426). The minimum requirements for this title are and Associates Degree in Computer Science, Information Systems Management, or Automated Systems Development and at least one year of experience in desktop support and trouble-shooting/repair of computers and printers.

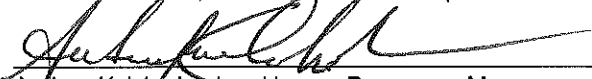
Employees hired at the lower IT Support Specialist level would have the opportunity to be promoted to IT Support Specialist-Senior when they meet the requirements of the higher level position.

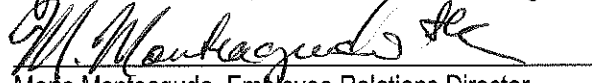
In light of the foregoing, is recommended that two positions of Network Coordinator-Associate be reclassified to IT Support Specialist-Senior based upon the level of responsibility and minimum requirements of the position.

### Recommendation

It is recommended that two positions of Network Coordinator Associate PR 2EX (\$45,306 - \$63,426) in the Milwaukee Fire Department be reclassified to IT Support Specialist-Senior PR 2GN (\$56,767 - \$72,063).

Prepared by:   
Laura Sutherland, Human Resources Representative

Reviewed by:   
Andrea Knickerbocker, Human Resources Manager

Reviewed by:   
Maria Monteagudo, Employee Relations Director