Tom Barrett
Mayor

Maria Monteagudo
Director

David Heard
Fire and Police Commission
Executive Director

Michael Brady
Employee Benefits Director

Troy Hamblin
Labor Negotiator

City of Milwaukee

Department of Employee Relations

May 19, 2006

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

Dear Committee Members: Re: Common Council File Number 060042

The following classification and pay level was approved by the Board of Fire and Police Commissioners on May 18, 2006:

In the Fire Department, one new position was classified as Information Technology Specialist, Pay Range 532.

The job evaluation report covering the above position, including the necessary Positions Ordinance amendment, is attached.

Sincerely,

Maria Monteagudo

Maria Monteagudo
Employee Relations Director

MM:pb

Attachments: Job Evaluation Report
Fiscal Note

C: Mark Nicolini, Marianne Walsh, David Heard, Troy Hamblin, Betty Schraith, Chief William Wentlandt, Assistant Chief Mark Sain, Deputy Chief Andrew Smerz, Mary McDougall, Richard Abelson, John English, Paula Dorsey, Bill Mollenhauer, and James Fields

JOB EVALUATION REPORT

Fire and Police Commission Meeting Date: <u>May 18, 2006</u>

Department: <u>Milwaukee Fire Department</u>   Incumbent: <u>New Position</u>

Present	Request
Title: New Position	Title: Information Technology Assistant
Salary: Not Applicable	Salary: SG 001 ($35,090 - $49,121)
Step: Not Applicable	Source: Department

Recommendation:

   Title: Information Technology Specialist
   Salary: PR 532 ($37,235 - $44,341)

Rationale:
The duties and responsibilities of this new position are most similar to those of the current classification of Information Technology Specialist. These positions provide first line support to computer users and assist higher-level positions with other support activities such as reviewing current systems, training, and maintaining inventory.

Action Required (Effective Pay Period 1, 2006 – January 1, 2006)

In the Positions Ordinance, under Fire Department, Supporting Services Decision Unit, Automation Section, delete one position of "Information Technology Assistant" and add one position of "Information Technology Specialist".

Duties and Responsibilities

The basic function of this position is to assist with functions related to research and support of hardware, software, programs, and automated data processing activities and systems for the Technical Services Section of the Bureau of Administration. The specific duties include but are not limited to the following:

40%   Assists in automated data processing and managing activities related to the LAN; installs and troubleshoots PC applications connected to the City of Milwaukee network environment; and provides help desk support for all LAN related functionality.

20%   Assists Administrative Captain in the review of existing systems and procedures and implements business process improvements as determined.

10%   Maintains inventory for the department's computer equipment, and advises of needed upgrades or replacement as necessary; assists with hardware support, including computers, printers, and auxiliary equipment; and assists in the maintenance and support of all hardware and software in the organization.

10%   Trains and instructs users on proper use of equipment when applicable.

10%   Acts as a liaison between City agencies as determined by the Battalion Chief, Technical Services Section.

10%   Completes assigned special projects and assists with other information technology (IT) tasks as deemed appropriate by the Battalion Chief, Technical Services Section.

Requirements include three years of experience in PC support in a LAN environment; proficiency in Windows operating systems; experience in Windows scripting, web server administration, and Microsoft Office; and knowledge of LAN/WAN technology and protocols (TCP/IP, DNS, DHCP, SNMP). A Bachelor's or Associate's Degree in Information Systems or related field; MCSA/MCSE certification; knowledge of portable communications equipment; and experience in RED Hat Linux, Windows scripting, VPN, IIS, and Apache administration is desirable. Equivalent combinations of education and experience may be considered.

The Milwaukee Fire Department has a Technical Services Section that includes, among others, two positions of Network Coordinator in Salary Grade 004, one position of Database Specialist in Pay Range 534 and the new position under study. As indicated above this new position will be assisting with functions related to research and support of hardware, software, programs, and automated data processing activities and systems. The duties, responsibilities, and requirements were compared to those of other information technology positions in the City. Some positions were found to be stronger such as the Network Analyst – Assistant, in Pay Range 594, which provides a second level of support for computer users in a department and is responsible for maintaining the operational integrity of a department's networks and applications.

The duties, responsibilities, and requirements of this new position are most similar to the current classification of Information Technology Specialist in Pay Range 532. One current position of Information Technology Specialist, located in the Health Department, has the basic function of staffing the department's Help Desk and assisting with: addressing user problems, maintaining network accounts, developing training materials, supporting software applications and installing computer equipment and upgrades. Another current position is located in the Information and Technology Management Division of the Department of Administration. The basic function of that position is to provide first line customer support for system applications, perform detail work regarding applications, update and distribute project work plans, and perform other related duties. All of these positions provide first line customer support and assist higher-level positions with other support activities.

It is therefore recommended that this new position in the Fire Department be classified as Information Technology Specialist in Pay Range 532.

Prepared by: *Sarah Trotter*
                     Sarah Trotter, Human Resources Representative

Reviewed by: *Maria Monteagudo*
                     Maria Monteagudo, Employee Relations Director