



Department of Employee Relations

Tom Barrett
Mayor

Maria Montegudo
Director

Renee Joos
Employee Benefits Director

Nicole Fleck
Labor Negotiator

October 25, 2017

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

RE: Common Council File Number 171008

Dear Committee Members

The following classification and pay recommendations were submitted for the City Service Commission meeting on October 24, 2017.

Election Commission

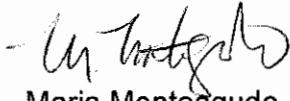
Current	Recommended
Program Assistant I PR 5EN (\$40,501 – \$46,724)	Program Assistant I PR 5EN (\$40,501 – \$46,724) Add Bilingual Designation in the Positions Ordinance

Employees' Retirement System

Current	Request	Recommendation
New Position	Senior Java Developer PR 2LX (\$70,827-\$99,154)	ERS Software Developer PR 2LX (\$70,827- \$99,154) Recruitment flexibility within range with DER approval
New Position	Server Administrator PR 2LX (\$70,827-\$99,154)	ERS Server Administrator PR 2LX (\$70,827- \$99,154) Recruitment flexibility within range with DER approval
New Position	Senior Database Administrator PR 2LX (\$70,827-\$99,154)	ERS Database Administrator PR 2LX (\$70,827- \$99,154) Recruitment flexibility within range with DER approval



Sincerely,



Maria Monteagudo
Employee Relations Director

Attachments: Job Evaluation Reports
Fiscal Note

C: Neil Albrecht, Jerry Allen, Nicole Fleck, Theresa Gabriel, Molly King, Kelly Reid, Ken Wischer, Dennis Yaccarino

Job Evaluation Report

City Service Commission Meeting: October 24, 2017

Election Commission

Current	Recommended
Program Assistant I PR 5EN (\$40,501 – \$46,724)	Program Assistant I PR 5EN (\$40,501 – \$46,724) Add Bilingual Designation in the Positions Ordinance

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

In the Positions Ordinance, under Election Commission, General Office, delete one position of "Program Assistant I" and add one position of "Program Assistant I – Bilingual".

Background and Analysis

The Election Commission has requested a bilingual designation in the Positions Ordinance for one position of Program Assistant I. This position is required to be fluent in Spanish to perform some of the duties related to compliance with Section 203 of the Voting Rights Act. The basic function of this position is to provide office support for all activities associated with assigning Chief Inspectors, Election Inspectors, and other election workers to polling sites; training of election workers; scheduling training locations and dates; and processing payroll for election workers after each election. Other duties include evaluating language skills of election worker applicants, translating election materials, assigning qualified election workers to polling sites requiring bilingual workers, analyzing the need for language assistance after each election via reports from polling sites, documenting and addressing issues as they relate to Section 203 and providing administrative support to the Election Commission Advisory Task Force.

Under Section 203 of the Voting Rights Act the City has been required to provide assistance to Spanish-speaking voters who have limited English proficiency. The previous incumbent of this vacant position was bilingual and performed the duties listed above. As the Department is now working on filling this vacant position, they are requesting that the position be designated as bilingual in the Positions Ordinance. This designation will help to distinguish the position as bilingual. Other City positions that have a bilingual designation in the Positions Ordinance include Office Assistant II, Clinic Assistant, Dietetic Technician, and Public Health Educator II.

Recommendation

It is therefore recommended that one position of Program Assistant I in the Election Commission be designated as bilingual in the Positions Ordinance.

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 Date: October 24, 2017

Employees' Retirement System

Current	Request	Recommendation
New Position	Senior Java Developer PR 2LX (\$70,827-\$99,154)	ERS Software Developer PR 2LX (\$70,827- \$99,154) Recruitment flexibility within range with DER approval
New Position	Server Administrator PR 2LX (\$70,827-\$99,154)	ERS Server Administrator PR 2LX (\$70,827- \$99,154) Recruitment flexibility within range with DER approval
New Position	Senior Database Administrator PR 2LX (\$70,827-\$99,154)	ERS Database Administrator PR 2LX (\$70,827- \$99,154) Recruitment flexibility within range with DER approval

Background

In April of this year, Jerry Allen, ERS Executive Director, submitted a plan developed in collaboration with the Office of Budget and Management to reorganize the information technology section of the Employees' Retirement System (ERS). The objectives of the reorganization were to increase the effectiveness of its human resources and, at the same time, lower staffing costs. This was to be accomplished by determining the optimal number and configuration of employees required with their related knowledge, skills, abilities, and attributes as well as phasing out contracts with outside vendors and their contractors. In addition to eliminating numerous vendor contracts, the plan called for the addition of three positions that are the subject of this report and reclassification of two management positions that will be the subject of a report that will be submitted to your Commission at a future meeting. The aforementioned three positions were included in ERS in the City's adopted 2017 budget. When implemented, it is estimated that this reorganization will save \$1.5 million dollars over a three-year period.

The Employees' Retirement System

The mission of the Employees' Retirement System (ERS) is to faithfully administer a multi-employer retirement plan, in all its variations, as set forth the City Charter; provide services to active employees, retirees, and beneficiaries; maintain all required member records and demographic information; administer health plans for retirees; administer the City's group life insurance program; and invest and manage the funds of the Trust, currently \$4.4 billion, in a prudent and vigilant manner. The Employees' Retirement System has 11,000 active members and 15,000 retirees. Each month ERS issues \$23 million in retirement benefits to 15,000 retirees and beneficiaries.

The following employers participate in the Employees' Retirement System:

- All departments and offices of the City of Milwaukee
- Milwaukee Metropolitan Sewerage District
- Veolia Environmental Services Solid Waste, North America

- Milwaukee Area Technical College
- Wisconsin Center
- Housing Authority of the City of Milwaukee
- Redevelopment Authority of the City of Milwaukee
- Milwaukee Public Schools

The Employees' Retirement System administers the following benefits programs for sworn employees in the Fire Department; sworn employees in the Police Department, general City employees, and elected officials:

- Service retirement
- Disability retirement
- Separation benefits
- Death benefits
- Survivorship options
- Group life insurance
- Retiree health and dental insurance

In addition, ERS oversees the City's contributions to Social Security and Medicare.

It should be noted that the rules used to determine retirement benefits are extraordinarily complex. They are governed by Chapter 36 of the City Charter, labor contracts for 19 different bargaining units and employee groups spanning 40+ years, and 1,800+ legal opinions. This high level of complexity is characteristic of much larger retirement systems such as the Tennessee Consolidated Retirement System which manages separate plans for 500 employers. The primary information technology system used by ERS must consequently accommodate this complexity.

This report will first describe the duties and responsibilities of each position and then present salary survey data information and analyses that pertain to all three positions.

Request: Senior Java Developer PR 2LX \$70,827- \$99,154
Recommendation: ERS Software Developer PR 2LX \$70,827- \$99,154

This programmer analyst (software developer) uses Java 6.0 to develop, test, document, and release software applications for MERITS, the primary information technology system used by the Employees' Retirement System to store and retrieve information regarding active and retired employees and generate 25,000 checks each month in retirement-related benefits. This requires a working knowledge of the rules regarding pension eligibility and benefits for many different employee groups. The position also trains and support users of the system by a number of actions including producing instructions, work flow diagrams, and other job performance tools. As the primary Java code developer, this programmer analyst oversees the work of Java programmers who address problems and enhance the functionality of MERITS. These programmers currently work offshore.

When new software applications or modifications to MERITS are required to reflect changes in collective bargaining agreements or legislative changes, the employee performing the job designs, develops, tests, documents, implements a code-based solution and trains users new system implementations. This position also analyzes business data, including demographic data, and produces scheduled and *ad hoc* management reports. Another important aspect of the job is troubleshooting issues and repairing Java code to maintain and support MERITS. This requires a thorough assessment of problems across multiple platforms and environments. In many cases this programmer analyst must determine the root cause of problems and develop solutions in the absence of proper documentation or information from third-party developers. As a result, a good deal of knowledge regarding

retirement rules and business processes, as well as ingenuity and initiative is required to solve these types of problems.

Requirements for the position, as reflected on the job description created by the department, include a bachelor's degree computer science or related field and five years of professional systems analysis and Java development experience with complex, large-scale, n-tiered applications using Java/JEE, HTML, CSS, JavaScript, Struts, AJAX, SQL and JSP, and WEb services technologies. In addition, the employee performing that job must have work experience and knowledge of relational and object-oriented modeling, Rational Application Developer, WebSphere Application Server, SQL server, MS Windows 2010, MS Office Suite 2016, and MS Server 2008/2012. These requirements have not been validated for purposes of staffing.

Request:	Server Administrator	PR 2LX \$70,827- \$99,154
Recommendation:	ERS Server Administrator	PR 2LX \$70,827- \$99,154

This position, which reports to the ERS Systems Administrator and also receives assignments from the ERS Chief Technology Officer, has responsibility for maintaining and enhancing the department's servers, which include seven licensed servers, and VmWare. This includes maintaining physical VMWare 6.5, host servers, and virtual servers. Responsibilities include the following:

- Maintaining and supporting Exchange Server 2010
- Maintaining and supporting VmWare virtual environment and clusters
- Monitoring and performing backups and recovery if needed
- Assist with SAN maintenance and support (Equalogic SAN)
- Monitoring, improving, and maintaining the ERS disaster recovery environments
- Monitoring internetwork software and hardware to facilitate communications between ERS's data locations
- Monitoring/Maintaining/Upgrading Exchange email environment
- Performing cost/benefit analysis of proposed IT projects
- Perform maintenance on physical Vmware 6.5 host servers and virtual servers
- Troubleshooting issues with cloning and VmWare replicas
- Monitoring and supporting the department's server network and end-to-end nodes
- Performing server application upgrades as needed
- Performing patching/security updates to physical and virtual servers
- Ensuring proper security protocols and guidelines are followed
- Protecting the network from vulnerabilities
- Maintaining anti-virus software and support for 50+ users

The requirements for the position, as stated in the job description developed by the department, include a bachelor's degree in computer science or closely related field, and three years of work experience maintaining Windows 2003+ servers and VmWare. Work experience should include patching and upgrading physical and virtual servers in an environment that requires a high degree of availability. These requirements have not been validated for purposes of staffing.

Request:	Senior Database Administrator	PR 2LX \$70,827- \$99,154
Recommendation:	ERS Database Administrator	PR 2LX \$70,827- \$99,154

The primary goal of this position is to manage all aspects of the MERITS system databases and SQL database applications. MERITS has 150 databases, approximately 70 of which are system databases. This administrator designs solutions to improve the productivity and efficiency of internal and external databases. Responsibilities include the following:

- Researches, analyzes, and recommends the use of new technologies to enhance the department's information technology operations
- Performs in-depth business and systems analysis of the pension system and its environment, making recommendations to improve the functionality of databases
- Identifies single points of failure and recommends improvements to eliminate failures
- Performs SQL backups, reporting backups, transaction log backups, and the like to ensure that no data is lost in the event of a disaster
- Troubleshoots problems with MERITS databases and subsystems and works with the infrastructure team
- Documents current environments and standards for the department's databases
- Manages and participates in the development and implementation of SQL-based projects
- Determines potential database solutions and tests for both technical and business compatibility
- Works with the applications team, quality assurance, and end users to ensure technical compatibility and user satisfaction
- Leads database support and maintenance (patching, updates, upgrades, etc.)
- Provides desktop support to users
- Works with the IT team on disaster recovery testing and support
- Documents changes to processes (whether implemented through the application of technology or otherwise)
- Provides status reports and completes detailed task level project plans for medium to large projects
- As necessary, reports for ERS management, the board, or its subcommittees

Requirements for the position, as reflected on the job description written by the department, include a bachelor's degree in computer science or related field and three years of experience in database development, support, and maintenance. The employee performing the job should also possess the following: experience in applying desktop and server-based automation technologies; experience in MS Windows server and desktop environments; advanced Excel skills; hands-on work experience with enterprise technologies such as SANs and VmWare; knowledge of LAN/WAN networking concepts for disaster recovery. These requirements have not been validated for purposes of staffing.

Salary Survey Data and Analysis

The following table provides salary survey information for nearly all the information technology jobs contained in a survey published by the Bureau of Labor Statistics for the Milwaukee-Waukesha-West Allis metropolitan area in May of 2016. The data was aged by 2.7% to indicate current salary levels. Jobs other than the subjects of this report have been included to provide a context and means of comparison for the discussion of these pay levels.

Information Technology Jobs Milwaukee-Waukesha-West Allis Area
US Department of Labor, Bureau of Labor Statistics (BLS), May 2016
Aged by 2.7%

Job	10P	25P	Median	75P	90P
Computer Network Architects	\$ 70,627	\$ 85,262	\$ 99,239	\$ 116,636	\$ 130,388
Software Developers, Systems Software	\$ 61,189	\$ 75,259	\$ 91,639	\$ 104,795	\$ 124,370
Software Developers, Applications	\$ 56,988	\$ 69,846	\$ 85,251	\$ 105,329	\$ 126,906
Information Security Analysts	\$ 44,315	\$ 62,739	\$ 83,947	\$ 109,088	\$ 127,677
Database Administrators	\$ 54,092	\$ 67,032	\$ 83,629	\$ 103,368	\$ 123,137
Computer Systems Analysts	\$ 53,003	\$ 65,451	\$ 80,106	\$ 97,637	\$ 116,513
Network and Computer Systems Administrators	\$ 46,441	\$ 58,631	\$ 73,862	\$ 92,625	\$ 114,808
Computer Programmers	\$ 37,907	\$ 53,486	\$ 70,298	\$ 91,619	\$ 111,789
Computer Occupations, All Other	\$ 25,562	\$ 53,661	\$ 69,928	\$ 94,505	\$ 119,502
Computer Network Support Specialists	\$ 35,863	\$ 45,424	\$ 58,426	\$ 72,003	\$ 88,630
Computer User Support Specialists	\$ 31,652	\$ 41,378	\$ 54,082	\$ 68,501	\$ 81,647
Web Developers	\$ 32,772	\$ 37,218	\$ 50,097	\$ 68,943	\$ 91,167

As a matter of practice, Employee Relations uses wages and salaries found in the 25th and 75th percentile of the BLS survey to suggest a minimum and maximum pay level for a particular job. Using the salaries of systems developers and applications developers combined, an appropriate pay level for the Java developer would be \$70,000 at the beginning of the range and \$105,000 at the maximum. The most closely corresponding pay range found in the City's Salary Ordinance is Pay Range 2LX with a minimum of \$70,827 and a maximum of \$99,154. Given the complexity of the computing environment in ERS, and degree of knowledge and skill required to perform the job, Pay Range 2LX appears appropriate for this senior Java developer. In comparison with IT jobs in the Department of Information Management and Technology, Pay Range 2LX contains the job classification Systems Analyst-Project Leader which appears to be an appropriate comparison.

Similarly, an appropriate pay level for the job of database administrator appears to be approximately \$67,032 to \$103,368. The City's pay range that most closely corresponds to these ranges is also Pay Range 2LX (\$70,827-\$99,154). Lastly, a pay range of approximately \$58,631 to \$92,625 would be an appropriate pay range for the server administrator, which also corresponds most closely to Pay Range 2LX (\$70,827-\$99,154).

Recommendations

It is therefore recommended that three new information technology positions in the Employees' Retirement System be established with the following titles and pay levels. In addition to assist the department in recruiting for these positions we recommend structured recruitment flexibility within the range with DER's approval. In the past, DER has experienced difficulty in recruiting for comparable positions within City government.

ERS Software Developer
PR 2LX \$70,827- \$99,154

ERS Server Administrator
PR 2LX \$70,827- \$99,154

ERS Database Administrator
PR 2LX \$70,827- \$99,154

Prepared By: *Laura Sutherland*
Laura Sutherland, Human Resources Representative

Reviewed By: *Andrea Knickerbocker*
Andrea Knickerbocker, Human Resources Manager

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

Actions Required – Effective Pay Period 23, (November 5, 2017)

In the Salary Ordinance

Under Pay Range 2LX:

Add the following titles and footnote:

ERS SOFTWARE DEVELOPER (3) ERS SERVER ADMINISTRATOR (3) ERS DATABASE ADMINISTRATOR (3)
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(3) Recruitment at any point in the range with DER approval.

In the Position's Ordinance

Under Employees' Retirement System, Information Systems

Delete one position of Sr. Database Administrator and one position of Sr. Java Developer

Add one position of ERS Software Developer and one position of ERS Database Administrator



City of Milwaukee Fiscal Impact Statement

A

Date 10/25/17 **File Number** 171008
Subject Classification and pay recommendations submitted to the City Service Commission for October 24, 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 1, 2017
City Service Commission Meeting of October 24, 2017

NEW COSTS FOR 2017										
No.	Dept	From	PR	To	PR	Present Annual	New Annual	New Savings	Rollup	Total Rollup+ Sal
1	Election Commission	Program Assistant I	5EN	Program Assistant I*	5EN	N/A	N/A	N/A	Bilingual Designation in Positions Ord Only	
1	Employee's Retirement	New Position	N/A	ERS Software Developer**	2LX	N/A	N/A	N/A	Included in 2017 Budget	
1	Employee's Retirement	New Position	N/A	ERS Server Administrator**	2LX	N/A	N/A	N/A	Included in 2017 Budget	
1	Employee's Retirement	New Position	N/A	ERS Database Administrator**	2LX	N/A	N/A	N/A	Included in 2017 Budget	
4								\$0	\$0	\$0

*Assume effective date is Pay Period 25, 2017 (December 1, 2017)

**Assume effective date is Pay Period 23, 2017 (November 5, 2017)

COSTS FOR FULL YEAR										
No.	Dept	From	PR	To	PR	Present Annual	New Annual	New Savings	Rollup	Total Rollup+ Sal
1	Election Commission	Program Assistant I	5EN	Program Assistant I	5EN	N/A	N/A	N/A	Bilingual Designation in Positions Ord Only	
1	Employee's Retirement	New Position	N/A	ERS Software Developer	2LX	N/A	N/A	N/A	Included in 2017 Budget	
1	Employee's Retirement	New Position	N/A	ERS Server Administrator	2LX	N/A	N/A	N/A	Included in 2017 Budget	
1	Employee's Retirement	New Position	N/A	ERS Database Administrator	2LX	N/A	N/A	N/A	Included in 2017 Budget	
4								\$0	\$0	\$0

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