



Department of Employee Relations

Marvin E. Pratt
Acting Mayor

Florence Dukes
Director

David Heard
Fire and Police Commission
Executive Director

Michael Brady
Employee Benefits Director

February 9, 2004

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

Dear Committee Members: Re: Common Council File Number 031283

The following classification was approved by the Board of Fire and Police Commissioners on February 5, 2004:

In the Fire Department, one new position was classified as Network Coordinator-Associate, Salary Grade 004.

The job evaluation report containing the necessary Positions Ordinance amendment is attached.

Sincerely,

Florence H. Dukes
Employee Relations Director

FHD:pb

Attachments: Job Evaluation Report
 Fiscal Note

c: Chief William Wentlandt
 Deputy Chief Andrew Smerz
 Captain Patrick Sierra
 Mary McDougall

JOB EVALUATION REPORT

Fire and Police Commission Meeting Date: February 5, 2004

Incumbent: New Position

Department: Fire

Present	Request
Title: n/a	Title: Network Coordinator-Associate
Pay Range: n/a	Pay Range: 004 (\$38,634 - \$54,086)
Step: n/a	Source: Department
Recommendation: Title : Network Coordinator-Associate Salary: 004 (\$38,634 - \$54,086) New Rate: n/a	
Rationale: A comparison of the duties and responsibilities of this position with others in City government indicate that Network Coordinator-Associate is the appropriate classification of this new position.	
History of Position: This is a new position in the 2004 budget.	

Action Required (Effective Pay Period 1, 2004 – December 21, 2003):

In the 2004 Positions Ordinance, under Fire Department, Supporting Services Decision Unit, Automation Section, delete one position of Network Coordinator and add one position of Network Coordinator-Associate.

Background:

On December 9, 2003, the Department of Employee Relations was asked to study this new position in the Fire Department for proper classification. The department requested that the position be classified as Network Coordinator-Associate in Salary Grade 004. In evaluating this request, discussions were held with Deputy Chief Smerz, Mary McDougall, Fire Personnel Officer, and Administrative Fire Captain Patrick Sierra who will supervise this position.

Duties and Responsibilities:

A summary of duties and responsibilities as described in the job description is shown below:

- 40% - Manages activities related to the local area network (LAN)
- Installs, maintains, and troubleshoots PC applications
- Provides help desk support
- Analyzes and recommends modifications for improving existing systems
- Manages, performs, or serves as resource to small to medium IT projects

- 30% - Provides first and second level support for network problems
- Quickly resolves problems or arranges for vendor assistance, if necessary
- Reviews existing systems and procedures
- Implements process improvements regarding application of present and emerging technology
- Initiates IT projects that improve workflow and increase productivity
- Develops training curriculum and tools to support the Computer Aided Dispatch/Records Management System
- Secures or provides training for all department network users

February 5, 2004

- 20% - Develops and maintains department's web site
- 10% - Repairs printers and miscellaneous equipment

Based on the job description provided by the department, this position requires at least three years of experience in local area networks and client server applications. Knowledge of LAN/WAN technology and protocols is required. A Bachelor's or Associate degree in Information Systems is preferred, as is MCSA/MCSE certification with proficiency in Windows NT and Windows XP environments.

Analysis:

The Fire Department will soon go "live" with a new Computer Aided Dispatch (CAD) and Records Management System. This system will expand their IT environment from approximately 60 work stations and 3 file servers to a combined total of over 300 work stations, CAD terminals and laptops with approximately 15 servers. Under the new system, all fire houses, engine companies, ladder companies, medical units, etc. will be connected to the network and laptops will be placed in each major mobile unit.

The new position under study was created to help support the new system through a variety of information technology (IT) activities such as serving on the help desk, troubleshooting problems, installing software and hardware, performing maintenance-related functions, and providing training. This position will report to the Administrative Fire Captain in the Bureau of Technical Services who functions as the Systems Administrator over all technology in the department. Two Administrative Fire Lieutenants also report to the Administrative Fire Captain. One of these positions has primary responsibility for the communications network and equipment such as radios, pagers, cell phones, and the CAD work stations in the field. The other position serves as the network administrator responsible for planning and implementing changes to the computer network such as upgrades and purchase of new software and equipment.

According to the City's report on "Job Classification and Pay Structure for Information Technology Jobs in Line Departments" the Network Coordinator series is intended to be the standard for professional IT employees who perform all of the day-to-day work required to run a local area network. The defining characteristic of jobs assigned to this series is that employees in these jobs typically work under the direction of a higher-level network administrator or IT manager. This description fits the position being studied. In addition, the job descriptions of other Network Coordinator-Associate positions in the City were reviewed and found to be comparable to this position. This level also fits within the existing structure in that it is appropriately below that of the Administrative Fire Lieutenant position in Pay Range 857 that serves as the network administrator.

Recommendation:

Based on the above, we believe that the duties and responsibilities of the position under study are consistent with the Network Coordinator-Associate classification. It is therefore recommended that this position be classified as Network Coordinator-Associate in Salary Grade 004.

Prepared by: Timothy J. Keeley
Timothy J. Keeley, Human Resources Representative

Reviewed by: Florence Dukes
Florence Dukes, Employee Relations Director