JOB EVALUATION REPORT

Fire & Police Commission Meeting: <u>January 24, 2019</u>

Milwaukee Police Department

Current	Recommendation
New Position 2019 Adopted Budget	Human Resources Analyst – Senior PR 2FX ($48,670 - $67,616) One Position
Accounting Assistant I PR 6GN ($36,252 - $39,943) Eliminate One Position	Helpdesk Specialist II PR 3IN ($45,013 - $51,734) Add One Position
Police Records Assistant Manager PR 1CX ($51,469 - $72,063) Eliminate One Position	IT Project Coordinator PR 2GX ($56,767 - $72,063) Add One Position

Alfonso Morales, Chief of Police, has requested to classify three positions within the Information Technology and Human Resources Divisions of the Milwaukee Police Department (MPD). In studying these positions, job descriptions were analyzed and discussions were held with Deborah Wilichowski, Police Information Systems Director, and Arvis Williams, Human Resources Administrator.

Current	New 2019 Budget Position		
Recommended	Human Resources Analyst – Senior	Pay Range 2FX ($48,670 - $67,616)	1 Position

This position performs a full range of professional duties related to personnel and labor relations issues in the Milwaukee Police Department. These duties are to:

- Maintain optimum staffing levels.
- Monitor all separations and vacancies (entry level and promotional) according to department protocol.
- Responsible for preparing and sending 'request to fill' notices to the budget office.
- Provide orientation presentations to new employees (law enforcement and civilian personnel).
- Interpret employment laws, department rules and procedures, and two labor association contracts.
- Review, process, and monitor leaves of absence and returns.
- Supervise, train, and provide work direction to human resources support staff.
- Prepare and/or compose personnel-related documents and correspondence such as charts, job descriptions, correspondence associated with separations, reappointments, and probationary extensions.
- Participate in activities regarding transfers/assignments and review personnel orders.
- Advise/guide supervisors/employees with job-related issues/problems regarding sensitive issues.
- Monitor employee attendance and develop improvement plans.
- Approve and provide guidance on tuition reimbursement applications; and consult with the Department of Employee Relations (DER) on issues.
- Responsible for open records requests (internal and external) for employee personnel records.
- Provide direction to, and assist staff with, responses to open records requests.
- Prepare employment verification requests for information not available via The Work Number®.
- Facilitate the recruitment/appointment process for civilian positions (entry level and management).
- Oversee recruitment activities.
- Coordinate/officiate promotion ceremonies (law enforcement and civilian personnel).
- Prepare job announcement bulletins for internal and citywide postings.

- Facilitate interview panels which involve creating matrices for scoring, developing interview questions, and assisting managers with assessing candidates.
- Assist Fire and Police Commission (FPC) and DER with functions of the hiring process for MPD positions.
- Develop interview questions/tests for internal selection processes consistent with duties and responsibilities.
- Review and monitor the selection process of law enforcement specialty unit vacancies.
- Monitor and coordinate police officer and police aide classes.
- Assist with selecting oral raters and written assessment raters for recruitments.
- Collaborate with department supervisors and DER to create and implement career ladders.
- Liaise between civilians and the Labor Negotiator and assist with proposals pertaining to rules/procedures.
- Assist with the MPSO (Milwaukee Police Supervisors' Organization) and the MPA (Milwaukee Police Association) labor associations as needed.
- Respond to other managers, employees, and City agencies regarding labor relation issues and interpretation.
- Respond to, provide direction, and monitor grievances.

Minimum requirements include a bachelor's degree in human resources, public or business administration, or closely related field. Equivalent combinations of education and experience may be considered.

Prior to 2019, the Human Resources Division of MPD had two Human Resources Analyst – Senior positions. When preparing the 2019 budget, the department decided another analyst was needed in order to assist with the sizable workload that is absorbed by the Human Recourses Analyst – Seniors. This position will be performing the same or similar work as the other two analysts currently working in this section.

We therefore recommend this new position be classified as Human Resources Analyst – Senior in Pay Range 2FX ($48,670 - $67,616).

Current	Accounting Assistant I	Pay Range 6GN ($36,252 - $39,943)	1 Position
Recommended	Helpdesk Specialist II	Pay Range 3IN ($45,013 - $51,734)	1 Position

The Information Technology Division's current position authority allots for one (1) Accounting Assistant I, one (1) Accounting Assistant II, and nine (9) Helpdesk Specialist II positions. The Accounting Assistant I position has been vacant for five months. Based on current workload in the division and department-wide need, the department has requested that this position be reclassified and filled as a Helpdesk Specialist II.

A Helpdesk Specialist II is responsible for recording and resolving all information technology issues reported by department users; providing first line technical support for all MPD computer system users and locations; and regularly monitoring all MPD computer hardware/software systems for proper functionality. The duties and responsibilities of this position are further detailed below.

- Complete, track, and resolve helpdesk trouble logs.
- Perform detailed problem solving and application support.
- Maintain, assist, test, and develop online user help procedures.
- Monitor and coordinate various forms of system documentation.
- Monitor vendor applications for relevant information related to troubleshooting procedures.
- Properly escalate trouble calls to maintenance providers and internal MPD personnel.
- Perform routine PC hardware set-up, repair, and maintenance.
- Use the internet to research and apply software trouble fixes, updates, and new installations.
- Produce analysis, training, and informational reports.

Minimum requirements for this position include an associate's degree in computer science or two years of successful work experience as a Helpdesk Specialist I with the Milwaukee Police Department plus A+ certification and a current valid Wisconsin driver's license. Equivalent combinations of education and experience may be considered.

The helpdesk is a 24/7 operation that supports all of the computers, laptops, tablets, printers, and applications used by MPD. Over the years, the number of devices and applications has continued to increase, with the result that the department routinely approves overtime in order to provide coverage. Repurposing this Accounting Assistant I position as a Helpdesk Specialist II will increase the ability to provide these services throughout the department while reducing overtime.

As the duties, responsibilities, and requirements of this proposed position are consistent with the current Helpdesk Specialist II, we recommend that one position of Accounting Assistant I in Pay Range 6GN ($36,252 - $39,943) be repurposed to Helpdesk Specialist II in Pay Range 3IN ($45,013 - $51,734).

Current	Police Records Assistant Manager	Pay Range 1CX ($51,469 - $72,063)	1 Position
Recommended	IT Project Coordinator	Pay Range 2GX ($56,767 - $72,063)	1 Position

This position will be responsible for managing and coordinating resources for IT hardware and software integration and the development and upgrading of projects. Its duties and responsibilities are to:

- Work with MPD staff to identify and define project requirements, scope, and objectives.
- Provide support to staff during the implementation process.
- Act as the point of contact and communicate the status of projects to all participants.
- Make certain that user department needs are met as projects evolve.
- Direct participation in reports on customer service activities and city service delivery.
- Gather and document operational and technical requirements.
- Develop bid and request for proposal (RFP) documents.
- Coordinate project activities, resources, equipment, and information.
- Help prepare project proposals, timeframes, schedules, and budgets.
- Monitor and track project progress and handle any issues that arise.
- Use project management tools to monitor working hours, budget, plans, and money spent.
- Document new systems and features that work with user departments for training of staff.
- Create and maintain comprehensive project documentation, plans, and reports.
- Develop training materials and assist in the training of system users.

Minimum requirements include a bachelor's degree in business administration, information management, communications, or similar; and at least four years of experience in IT project management, configuration, and business process mapping. Equivalent combinations of education and experience may be considered. These requirements have not yet been assessed by the Staffing Division.

In determining the proper classification for this position, comparisons were made to related City positions including the following:

Title: IT Support Specialist – Senior Pay Range: 2GN ($56,767 - $72,063) Department: Dept. of Administration – ITMD	Function: Assist in maintenance, upgrading, and support of department's mainframes, servers, desktop computers, and software applications; and prepare new hardware/software.

Title: Pay Range: Department:	IT Project Coordinator 2GX ($56,767 - $72,063) Dept. of Administration – ITMD	Function: Coordinate software integration, development and project upgrades; identify/define project requirements, scope, and objectives; and provide support throughout integration.
Title: Pay Range: Department:	IT Support Specialist – Lead 2HN ($63,569 - $76,806) Dept. of Administration – ITMD	Function: Serve as lead worker to IT Support Specialists in maintaining IT infrastructure, assist in documenting procedures, and help evaluate hardware/software purchases.

Upon analyzing the job descriptions of related positions, it has been determined that this new position is most similar to the IT Project Coordinator in Pay Range 2GX ($56,767 - $72,063) found within the Information Technology Management Division of the Department of Administration. These positions are alike in that they both define projects, coordinate their activities and resources, assist with the integration process, and develop training materials for system users.

As the duties, responsibilities, and requirements of this proposed position are consistent with the current IT Project Coordinator, we recommend that one position of Police Records Assistant Manager in Pay Range 1CX ($51,469 - $72,063) be repurposed to IT Project Coordinator in Pay Range 2GX ($56,767 - $72,063).

Action Required – Effective Pay Period 05, 2019 (February 24, 2019)

In the Positions Ordinance
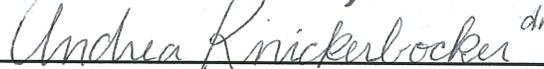
Under Police Department, Information Technology Division:
  Delete one position of "Accounting Assistant I".
  Add one position of "Helpdesk Specialist II".
  Add one position of "IT Project Coordinator".

Under Police Department, Records Management Section:
  Delete one position of "Police Records Assistant Manager".

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