



May 21, 2020

Milwaukee Police Department
Police Administration Building
749 West State Street
Milwaukee, Wisconsin 53233
<http://www.milwaukee.gov/police>

Alfonso Morales
Chief of Police

(414) 933-4444

The Board of
Fire and Police Commissioners
200 E. Wells Street, Room 706
Milwaukee, WI 53202

RE: REQUEST TO PROMOTE WITHOUT EXAM – HELP DESK SPECIALIST II KUE XIONG
TO IT SUPPORT SPECIALIST SR.

Dear Commissioners:

I am nominating for promotion without an exam Help Desk Specialist II Kue Xiong to the position of IT Support Specialist Sr. to fill an existing vacancy.

The IT Support Specialist Sr. role is to trouble shoot and deliver support to end users within the organization for various types of software programs to efficiently and effectively fulfill the objectives of the Police Department. This role supports different aspects throughout the department, such as District operations, Human Resources, Finance Department, Office of the Chief, and other divisions. The IT Support Specialist Sr. reviews, analyzes, and modifies programming systems including encoding, testing, and debugging to support an organization's application systems.

Mr. Xiong has over 5 years of experience providing IT support. He has been working with the department for a year and a half, first as a contractor and for the last 10 months as a Help Desk Specialist II. Mr. Xiong also has a Bachelor's degree in Information Technology Management. He is skilled in delivering excellent support to users who call in and assisting them with their issues in a timely manner. He is being recommended for the IT Support Specialist Sr. position based on his training and experience.

To alleviate any potential hardships that can result from keeping this position vacant for too long, I am requesting that this promotion IT Support Specialist Sr. be approved without an exam, pursuant to Fire and Police Commission Rule XI, Section 10 form (attached for reference).

Sincerely,

A handwritten signature in blue ink, appearing to read 'Alfonso Morales', is written over a light blue horizontal line.

ALFONSO MORALES
CHIEF OF POLICE

AM:jh