

JOB EVALUATION REPORT

Fire and Police Commission Meeting Date: January 18, 2001

Incumbent: Henry E. Cannon Department: Fire

Present	Request
Title: Assistant Motor Vehicle Operator Instructor	Title: Vehicle Operations Officer
Pay Range: PR 856 (\$45,590-\$53,237)	Pay Range: PR 856 (\$45,590-\$53,237)
Step: \$51,211	Source: Department
Recommendation: Title : Vehicle Operations Instructor Salary: PR 856 (\$45,590-\$53,237)	
Rationale: This report recommends retitling the position of Assistant Motor Vehicle Operator Instructor to Vehicle Operations Instructor. When this position was created it functioned as assistant to the Motor Vehicle Operator Instructor. In 1995, the Motor Vehicle Operator Instructor was reclassified to Battalion Chief, Vehicle Operations. The change in title would better reflect the duties of the position.	
History: The position was created in 1989.	

Action Required:

In the Positions Ordinance, under the Fire Department, Supporting Services Decision Unit, delete the title "Assistant Motor Vehicle Operator Instructor" and substitute therefor "Vehicle Operations Instructor".

In the Salary Ordinance, under Pay Range 856, delete the title "Assistant Motor Vehicle Operator Instructor" and substitute therefor "Vehicle Operations Instructor".

Background:

In May of 2000, the Fire and Police Commission forwarded to us a request from the Fire Chief to reclassify the position of Assistant Motor Vehicle Operator Instructor to Vehicle Operations Officer. Discussions were held with the head of the Bureau of Instruction and Training, Deputy Chief Douglas Holton, and with First Assistant Chief Engineer Dennis Michalowski.

Duties, Responsibilities and Recommendations:

The primary responsibility of this position is to train and evaluate department employees in driving, tillering, pumping and aerial ladder operations. This position is also responsible for testing equipment and expediting equipment maintenance and repair, monitoring safety and accident control programs and providing support at greater alarms.

The reason behind this title change request is to more accurately reflect the position's place in the chain of command. The current title suggests that there is a higher level position entitled "Motor Vehicle Operator Instructor". In fact, that title was reclassified in 1995 to "Battalion Chief, Vehicle Operations".

We concur with the reasoning behind this request. However, we believe that a more appropriate title would be "Vehicle Operations Instructor". That title would describe the essential function of the job and would differentiate it from management pay plan positions, which frequently include the term "officer".

We therefore recommend retitling the Assistant Motor Vehicle Operator Instructor, Pay Range 856, to Vehicle Operations Instructor, Pay Range 856.

Prepared by: Joseph Alvarado
Human Resources Representative

Reviewed by: [Signature]
Employee Relations Director

JJA
Asst Mot Veh Op Ins
Jalvar/Wpdata/Firedept/Reclass



Department of Employee Relations

January 11, 2001

John O. Norquist
Mayor

Jeffrey Hansen
Director

Florence Dukes
Deputy Director

Frank Forbes
Labor Negotiator

Michael Brady
Employee Benefits Manager

Fire and Police Commission
809 North Broadway, Room 104

Attention: Joseph Czarnecki, Executive Director

Dear Commissioners:

On October 13, 1999, the Finance and Personnel Committee placed the position of Information Technology Manager-MFD, at Salary Grade 10 with the direction to review the position again in October 2000. The Department of Employee Relations (DER) has completed that review and recommend that the job be reclassified to Salary Grade 11. This is the same recommendation that DER made in 1999. We are further recommending that this change be effective October 16th, 2000.

Attached is the original study for your information.

Sincerely,

Frank H. Forbes
City Labor Negotiator

Attachment

C: Chief Lawrence Gardner
Assistant Chief Dennis Michalowski
Dale H. Theesfeld

FHF:rlr
Team-b/fire/ITM-MFD



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Fire and Police Commission

September 11, 2000

Woody Welch
Chairman
Rosa M. Dominguez
Vice-Chair
August G. Erdmann
Carla Y. Cross
Eric Mandel Johnson
Commissioners
Joseph J. Czarnecki
Executive Director
David Heard
Public Relations Officer
Cassandra K. Scherer
Examinations Supervisor
Steven Fronk
Hearing Examiner

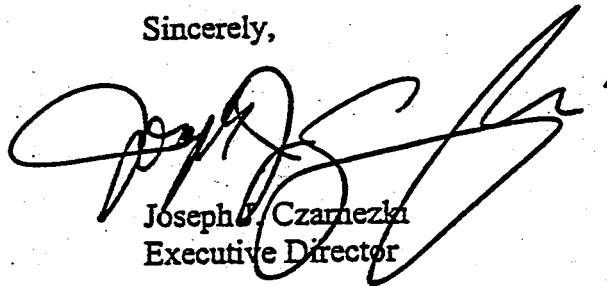
Jeffrey Hansen, Director
Department of Employee Relations
Personnel Division
City Hall - Room 706
200 E. Wells St.
Milwaukee, WI 53202

Dear Director Hansen:

Forwarded herewith is a copy of a communication, a job description and reclassification study received from Chief Gardner, Milwaukee Fire Department, requesting a review of the position of Information Technology Manager-MFD, assigned to the Automation Section, to upgrade the salary from Salary Grade 010 to Salary Grade 011.

We are referring this matter for your study and report prior to its presentation to the Common Council.

Sincerely,



Joseph J. Czarnecki
Executive Director

JJC:rk

Att.



RECEIVED
AUG 31 2000

FIRE AND POLICE COMMISSION

Fire Department

Lawrence A. Gardner
Chief

Dennis G. Michalowski
Assistant Chief

August 31, 2000

To the Honorable
The Board of Fire and Police Commissioners
809 North Broadway, Room 104
Milwaukee, Wisconsin 53202

Dear Commissioners:

At the July 29, 1999, Board meeting you approved a job reclassification for Mr. Dale H. Theesfeld. At that time, the Department of Employee Relations requested that Mr. Theesfeld's position be reclassified to the title of Information Technology Manager-MFD, Salary Grade 11. Their report was clear in its recommendation, stating that this position is unique in City government, functioning both as a network manager and as manager of the mainframe for the Computer Aided Dispatch (CAD) system.

At the October 13, 1999, Finance and Personnel meeting, it was decided to place the position in Salary Grade 010, with a study for proper job classification and rate of pay by the Department of Employee Relations in October, 2000. Mr. Theesfeld was promoted to Information Technology Manager-MFD, Salary Grade 010, effective November 14, 1999. (File Numbers 990626 & 990627)

Conditions cited in the 1999 report remain the same, thereby warranting the increase in salary. In addition, Mr. Theesfeld's duties will increase as he assumes technology manager duties during specification, bid, installation, and implementation processes of the new Fire/Police CAD system. It is respectfully requested that Mr. Theesfeld's position be reclassified to Salary Grade 011.

Respectfully,

LAWRENCE A. GARDNER
Chief

LG:mem
Attachment
Doc:fpc\reclass theesfeld



Department of Employee Relations

September 3, 1999

John O. Norquist
Mayor

Jeffrey Hansen
Director

Florence Dukas
Deputy Director

Frank Forbes
Labor Negotiator

Michael Brady
Employee Benefits Manager

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

Ladies and Gentlemen: Re: Common Council File Number 990403

The following reclassification was approved by the Board of Fire and Police Commissioners on July 29, 1999.

In the Fire Department, one position of Systems Analyst-Lead, Salary Grade 009, held by Dale Theesfeld, was reclassified to Information Technology Manager-MFD, Salary Grade 011.

The job evaluation report containing the necessary Salary and Positions Ordinance amendments is attached.

Sincerely,


Allan J. Weber
Human Resources Manager

AJW:pb

Attachments: Job Evaluation Report
Fiscal Note

c: Chief Lawrence Gardner, Assistant Chief Dennis Michalowski, Dale Theesfeld, Joseph Czarnecki, Jeffrey Hansen, and Laura Engan.

RECEIVED
SEP 14 1999

MILWAUKEE FIRE DEPT.
OFFICE OF THE CHIEF



Department of Employee Relations

July 23, 1999

John O. Norquist
Mayor

Jeffrey Hansen
Director

Florence Dukes
Deputy Director

Frank Forbes
Labor Negotiator

Michael Brady
Employee Benefits Manager

Fire and Police Commission
809 North Broadway, Room 104

Attention: Joseph Czarnecki, Executive Director

Dear Commissioners:

Enclosed are copies of a report concerning the reclassification of one position of Systems Analyst-Lead held by Dale H. Theesfeld to Information Technology Manager-MFD in the Milwaukee Fire Department.

Extra copies of the report are enclosed for each Commissioner, the Executive Director, and, for other distribution as necessary.

Sincerely,



Allan J. Weber
Human Resources Manager

Enclosures: 11 copies of 1 report

c: Chief Lawrence Gardner ✓
Assistant Chief Dennis Michalowski
Dale H. Theesfeld

JOB EVALUATION REPORT

Fire and Police Commission Meeting Date: July 29, 1999

Employee: Dale H. Theesfeld

Department: Fire Department

Present	Request
Title: Systems Analyst-Lead	Title: Systems Analyst-Project Leader
Salary Grade: 009 (\$47,476 -66,463)	Salary Grade: 011 (\$53,941- 75,515)
Current Rate: \$66,463	Source: Department
<p>Recommendation: Information Technology Manager-MFD Salary Grade 011 (\$53,941 - 75,515)</p> <p>New Rate: \$68,891</p> <p>The Commission should note that the recommended maximum rate of pay for this position will exceed that of its immediate supervisor, a Deputy Chief, by \$4,500 per year.</p>	
<p>Rationale: The nature of work performed by this position is that of a day-to-day administrator of the Fire Department's Computer-Aided Dispatch System. The level of responsibility associated with this job and attendant consequence of error is very significant. An analysis of the level of work performed indicates that the position should be allocated to Salary Grade 011, with the title of Information Technology Manager-MFD.</p>	
<p>History of Position: This position was transferred from MIS to the Fire Department approximately six years ago. It has not been studied since that time.</p>	

Action Required

In the Positions Ordinance, under Fire Department, Supporting Services Decision Unit, Bureau of Administration, Automation Section, eliminate one position of Systems Analyst-Lead and substitute one position of Information Technology Manager-MFD.

In the Salary Ordinance, under Salary Grade 011, add the title "Information Technology Manager-MFD."

Background

During the week of January 11, 1999, the Milwaukee Fire Department requested that a position of Systems Analyst-Lead Salary Grade 09, held by Mr. Dale Theesfeld, be studied for proper job classification and rate of pay. Although this position was not included in the City-wide study of information technology (IT) positions, it was always our intention to study and report on this position, in addition to those in the Police Department, after the Fire and Police Commission and Common Council had approved this new job classification and pay structure.

The City Service Commission approved a new job classification and pay structure for IT positions on November 5, 1998. The Common Council approved Salary and Positions Ordinance changes associated with the new job classification and pay structure on May 5, 1999. It was at this point that we made arrangements to study this position and interview the employee filling the position.

In studying this position, the employee filling the position completed a questionnaire regarding The Fire Department's information systems. A new, revised job description was also prepared by the Department and a job audit interview was conducted with Mr. Theesfeld at the Fire Department on June 25, 1999.

Duties and Responsibilities

The basic function of this position is to manage the computer-aided dispatch (CAD) system for the Fire Department. This mainframe system handles 100,000 incidents per year and extends into all Fire Houses and the Department's headquarters. The Computer-Aided System, which is run by a Stratos 88 mainframe located in the Police Administration Building, handles approximately 100,000 requests for help per year. Seventy-two percent (72%) of these calls are generated by the 911 telephone system. Approximately eight out of nine "runs" are for emergency medical services. The mainframe has an uninterrupted power supply (UPS) and is fault tolerant.

After a Fire Equipment Dispatcher takes information from a caller, the computer quickly locates the closest available unit able to respond to the emergency and dispatches it to the scene. This automated system also produces detailed reports of all incidents, including precise time of day, location, unit responding, type of emergency, response time, and other information. The availability of such comprehensive information allows Fire Department commanders to pinpoint any problems that may occur and continually improve the services provided by the Fire Department. Another closely related responsibility involves serving as the database administrator for the CAD system.

The extensive reports produced by this system require the employee filling the position to quickly and accurately answer all questions from Fire Department commanders and other personnel regarding incidents. Other closely related areas of responsibility include procuring new services and equipment to support the mainframe, planning new information technology projects, and performing some system analysis work.

This position reports to Deputy Chief Donald Doro and directly supervises the following positions:

- 1--Administrative Fire Captain
- 2-Administrative Fire Lieutenants
- 1-Administrative Assistant II

To our knowledge, none of these individuals filling these positions have been trained as IT professionals. With the exception of the Administrative Assistant, all of these employees are uniformed Firefighters with a proclivity for using information technology.

The CAD System consists of:

- A Stratos System 88 (Mainframe) and Modem Rack
- 47 CAD terminals
- 61 report terminals

In addition to the CAD System, this position manages three networks serving approximately 70 users located in the following areas:

- Administration Bureau (31 terminals, three printers, undetermined number of modems)
- Bureau of Instruction and Training (15 terminals, one printer, one modem)
- Repair Shop (5 terminals, two printers, one modem)

One NT 4.0 server operates this network.

Other servers in the Fire Department are

- an NT 4.0 intranet server
- MFDINET server, and a
- redundant server.

The operating budget for information systems in the Fire Department is approximately \$1,000,000 per year.

Standards Used to Evaluate Management Pay Plan Jobs

The City uses a formal qualitative factor comparison system to evaluate (classify) management positions. This system, developed by the consulting firm Cresap, Padgett and McCormick in 1986, requires that each management position be compared to all other positions according to each of these four job evaluation factors:

Factor	Weight
▪ Impact and Accountability	45%
▪ Knowledge and Skill	35%
▪ Relationships Responsibility	15%
▪ Working Conditions	5%

These factors equate to those listed in the Equal Pay Act of 1963, namely skill, effort, responsibility, and working conditions, which are considered universal job evaluation factors, in that they are used by virtually every employer in the United States.

The usual evaluation process normally requires a careful assessment of the changes that have taken place in the duties and responsibilities of a position. In this particular case, however, we are assessing how this position fits into the new job classification and pay structure recently established for IT jobs. It is therefore unnecessary to closely examine any changes that have occurred. The evaluation of this position will consequently rest upon the job as it exists at this point in time. I should be noted, however, that the responsibilities of this position have expanded beyond administration of the CAD System to include a local-area and wide-area network.

Although this position under study operates in a "line" department, outside of MIS, it has two unique responsibilities:

- the operation of a Stratos 88 mainframe and
- responsibility for administering a medical and fire emergency response system

Another unique aspect of this position is that the employee filling this position is the only *bona fide* IT professional in the Fire Department. Although the position supervises a small staff, none of those individuals are trained as IT professionals.

These unique characteristics indicate that the position make it necessary to compare this job with those in both MIS and line departments.

Information Technology Jobs in City Government

The new job classification and pay structure for IT jobs approved by the City Service Commission, as altered by the Common Council, is divided between positions in the City's centralized Milwaukee Information Services (MIS) Section and those in line departments. The reason for this division rests upon the significantly different work environments and job expectations of IT professionals in the MIS Section and those in line departments.

Information Technology Jobs in MIS

The new job series for information technology positions in Milwaukee Information Systems is based upon the knowledge and skills of systems analysts. It is configured as shown on the following page.

Management IT Jobs in Milwaukee Information Systems (MIS)		
SG	Min – Max	Title
17	\$ 79.1 - 110.7	Information Systems Director
16	\$ 74.2 – 103.9	Information Systems Manager
15	\$ 69.6 - 97.5	Information Systems Manager
14	\$ 65.3 - 85.8	
13	\$ 61.3 - 85.1	Systems Analyst Manager
13	\$ 61.3 - 85.1	Geographic Info Systems Mgr
12	\$ 57.5 - 80.5	Geographic Info Systems Mgr
12	\$ 57.5 - 80.7	Systems Analyst Manager
12	\$ 57.5 - 80.8	Client Services Manager-MIS
11	\$ 53.9 - 75.5	Systems Analyst-Project Leader
10	\$ 50.6 - 70.8	
9	\$ 47.5 - 66.5	Network Systems Integrator
8	\$ 44.5 - 62.3	Systems Analyst-Senior
7	\$ 41.7 - 58.5	
6	\$ 39.2 - 54.9	Systems Analyst-Associate
5	\$ 36.8 - 51.5	
4	\$ 34.5 - 48.3	Systems Analyst-Assistant
3	\$ 32.4 - 45.3	
2	\$ 30.4 - 42.5	

The full performance level for Systems Analysts is Salary Grade 08. New Systems Analysts may be hired in either Salary Grade 04 or 06 and be promoted to Salary Grade 008.

Project leaders responsible for multiple projects in different City departments have been allocated to Salary Grade 11. These positions are responsible for guiding and directing the work of IT professionals on a variety of projects in many different City departments. In our judgement the scope of knowledge and skill required to perform the job of a project leader in MIS is greater than that of systems analysts or network managers working in one City department.

Positions allocated to Salary Grade 12 and above in MIS are high-level IT managers responsible for managing complex IT projects and guiding the work of IT professionals.

Information Technology Jobs in Line Departments

Information technology jobs in line departments have been subdivided into three major series:

- Network Installation, Operation, and Management
- Business Systems Operation and Management
- Telecommunications Design, Installation, Operation, and Management

Network Installation, Operation, and Maintenance

This job family is intended to include those jobs devoted primarily to installing, maintaining, monitoring, and operating a local area or wide-area network (LAN or WAN) on a day-to-day basis.

The following job series are a part of this job family:

Bargaining Unit Jobs

Network Analyst Series

Network Analyst-Senior	PR 591
Network Analyst-Associate	PR 598
Network Analyst-Assistant	PR 596

Management Pay Plan Jobs

Network Coordinator Series

Network Coordinator-Senior	SG 06
Network Coordinator-Associate	SG 04
Network Coordinator-Assistant	SG 02

In addition, the following high-level managers are a part of this job family:

Network Manager	SG 10
Network Planning Manager	SG 12

This series was intended to include those jobs devoted primarily to installing, maintaining, monitoring, and operating a local area or wide-area network (LAN or WAN) on a day-to-day basis. Employees assigned to this series typically evaluate vendor products in hardware, software, and telecommunications equipment and recommend purchases consistent with their department's short and long-term objectives. They also recommend and implement LAN policies and standards and ensure adherence to security procedures. They maintain contact with outside organizations in maintaining, servicing, and/or purchase of the LAN. They also train users on LAN/WAN operations and procedures.

Employees filling these jobs typically have formal training and education in network administration and various levels of work experience.

Due to the relatively new arrival of this occupational group, standard requirements such as those in existence for established professional groups such as civil engineers and librarians have not yet been established for levels (Assistant, Associate, and Senior) by the Department of Employee Relations.

Network Analyst Series

PR	Min- Max	Title	SG Equivalent
			7
591	\$ 46.4 - 56.3	Network Analyst-Senior	
			6
			5
598	\$ 41.4 - 50.3	Network Analyst-Associate	
			4
596	\$ 36.9 - 44.9	Network Analyst-Assistant	3
			2

This series was intended to primarily include positions in MIS responsible for installing and maintaining Citywide computer networks and providing technical support to computer users throughout City government. Employees in these jobs are represented by a bargaining unit.

- | | | |
|------------------------------|--------|--------------------------|
| 1. Network Analyst-Assistant | PR 596 | Entry or Underfill Level |
| 2. Network Analyst-Associate | PR 598 | Entry or Underfill Level |
| 3. Network Analyst-Senior | PR 591 | Full Performance Level |

Exceptions:

There are, however, two positions that have been classified into this series that are located outside of MIS, in line departments. One is located in the Milwaukee Public Library; the other is located in the Health Department. Both of these positions work under the direction of higher level network administrators who have overall responsibility for operation of the department's network. These jobs have been classified as follows:

Library	Network Analyst-Senior	Pay Range 591
Health	Network Analyst-Associate	Pay Range 598

Pay range allocations for these two jobs were established primarily by salary survey information provided by HRAAdvantage.

The following chart represents IT jobs assigned to the Management Pay Plan. Most IT professionals in City government have been placed in this Pay Plan.

SG	Min - Max	Network Administration	Business Systems Management	Telecommunications
12	57.5 - 80.8	Network Planning Manager		
11	53.9 - 75.5		<i>Business Systems Manager**</i>	
10	50.6 - 70.8	Network Manager	Business Systems Supervisor*	
9	47.5 - 66.5	<i>Library Network Manager**</i>		
8	44.5 - 62.3	Network Administrator	Business Systems Coordinator	Telecomm Analyst-Senior
7	41.7 - 58.5	<i>Council Network Administrator**</i>		
6	39.2 - 54.9	Network Coordinator-Senior		Telecomm Analyst-Assoc
5	36.8 - 51.5	<i>Council Network Analyst**</i>		
4	34.5 - 48.3	Network Coordinator-Associate		Telecomm Analyst-Asst
3	32.4 - 45.3			
2	30.4 - 42.5	Network Coordinator-Assistant		

* Under study at the present time

** To be restudied in June, 2000

Network Coordinator Series

This series, as established, was 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 series was created to run parallel to several other well established series for professionals, including Management Accountant, Auditor, and Purchasing Agent. It is structured as follows:

- | | | |
|----------------------------------|-------|--------------------------|
| 1. Network Coordinator-Assistant | SG 02 | Entry or Underfill Level |
| 2. Network Coordinator-Associate | SG 04 | Entry or Underfill Level |
| 3. Network Coordinator-Senior | SG 06 | Full Performance Level |

High-Level Network Administrators and Managers

At this point in time, the City has established three job classifications for high-level network managers having responsibilities above and beyond that associated with the full performance of Network Coordinators allocated to Salary Grade 06.

Salary Grade allocations for these one-of-a-kind jobs in Salary Grade 08 and above were primarily determined by salary survey information from HRAdvantage.

They are:

- | | |
|-----------------------------|-------|
| 1. Network Administrator | SG 08 |
| 2. Network Manager | SG 10 |
| 3. Network Planning Manager | SG 12 |

Network Administrator SG 08

Jobs allocated to Salary Grade 08 have *independent* responsibility for a medium-size LAN or WAN operating in a small to medium-size City department. Two positions of Network Administrator currently exist in City government. They are:

Network Administrator	SG 08	Milwaukee Health Department
Network Administrator	SG 08	City Treasurer

(The network administrator for the Common Council/City Clerk was recommended for placement in Salary Grade 08; the Council reallocated it to Salary Grade 07, with the understanding that it would be restudied in one year.)

Network Manager SG 10

Network managers allocated to Salary Grade 10 have independent responsibility for a LAN or WAN that is on a larger scale and imp[act] than that associated with Network Administrators (Salary Grade 08).

Two positions were recommended for classification as Network Manager—one the Municipal Court and one in the Public Library. The Common Council reallocated the network manager for the Library from Salary Grade 07 to Salary Grade 09, with the understanding that it would be restudied in one year.

The Network Manager in the Municipal Court has independent responsibility for a large-scale LAN/WAN. This network has a critical impact upon the Court's internal operations as well as individuals affected by the Court's decisions.

Network Planning Manager SG 12

This singular position, located in the Department of Public Works, is responsible for the design, maintenance, and operation of very complex data and telecommunications systems supporting 1,000+ users throughout Public Works and other City departments. This Manager supervises a staff of six IT professionals, including a systems analysts, two network administrators, and two electrical engineers.

Business Systems Operation and Management

This series was intended to include those jobs whose primary objective is to plan and carry out business-specific technology operations. In accomplishing this objective, employees in these jobs must ensure that internal customer needs are in alignment with business initiatives. This requires working with MIS and internal customers to develop short and long-term systems plans. Employees filling these jobs typically have education and training in business processes and operations, in addition to considerable knowledge of information technology systems.

It should be noted that, due to the evolving integration of business systems with information technology, the actual duties and responsibilities of jobs included in this series in some cases may be very similar to those performed by jobs assigned to other IT job series, including network administrators," systems analysts" and in some cases electrical engineers.

The intention of creating the "business systems manager" series was to identify those jobs functioning primarily as business/technology administrators and secondarily as technically oriented "systems analysts" or "network administrators." In the future, as IT jobs continue to evolve, this job series may no longer be warranted.

Current job assignments for specific "business systems supervisors/managers" are provided below.

Business Systems Coordinator	SG 08	City Treasurer's Office
Business Systems Coordinator	SG 08	City Assessor's Office
Business Systems Supervisor	SG 10	Municipal Court
Business Systems Supervisor	SG 10	City Development
Business Systems Manager	SG 11*	Assessor's Office

*To be studied in one year

Telecommunications Design, Operation, and Management

Telecommunications Analyst Series

This series is intended to include jobs high-level technical jobs devoted to the design, installation, operation and maintenance of complex telecommunications and connected information systems. Individuals fillings these positions typically have training and education in computer science or electrical engineering.

Telecommunications Analyst-Assistant SG 04 Entry or Underfill Level

Telecommunications Analyst-Associate SG 06 Full Performance Level

Telecommunications Analyst-Senior SG 08

This single position, located in the Department of Public Works, provides the highest level of telecommunications expertise for "DPW's" network, which now extends into the Health Department, Port of Milwaukee, Fire Department, and Police Department. The knowledge and skill requirements of the position are equivalent to an electrical engineer with eight or more years of work experience.

Evaluation of Position

The primary focus of this position is to administer the Computer-Aided Dispatch System for the Milwaukee Fire Department. As stated by the employee filling the position, "all other things are secondary" to this responsibility. The Computer-Aided System, which is run by a Stratos 88 mainframe located in the Police Administration

Building, handles approximately 100,000 requests for help per year. Seventy-two percent (72%) of these calls are generated by the 911 telephone system. Eight out of nine requests are for emergency medical services. The mainframe has an uninterrupted power supply (UPS) and is fault tolerant.

After a Fire Equipment Dispatcher takes information from a caller, the computer quickly locates the closest available unit able to respond to the emergency and dispatches it to the scene. This automated system also produces detailed reports of all incidents, including precise time of day, location, unit responding, type of emergency, response time, and other information. The availability of such comprehensive information allows Fire Department commanders to pinpoint any problems in operations and continually improve Fire Department services.

As previously stated, although the position under study operates in a "line" department, outside of MIS, it has two unique responsibilities:

- the operation of a Stratos 88 mainframe and
- responsibility for administering a medical and fire emergency response system

Another unique aspect of this position is that the employee filling this position is the only *bona fide* IT professional in the Fire Department. Although the position supervises a small staff, none of those individuals are trained as IT professionals.

In analyzing this position, considerable weight was given to the fact that this position is the only information technology professional of any type working in the Fire Department. This means that the employee filling the position is completely responsible for the day-to-day operation and ongoing enhancements for a system that operates twenty-four hours a day, seven days a week, and is critical to the health and safety of Milwaukee residents. The following chart indicates how IT jobs have been rated according to the factor comparison system used by the Department of Employee Relations.

Salary Grades, Levels, and Points For IT Jobs in Milwaukee Information Systems										
Title	SG	Total Pts	Impact/ Account t	Pts	Knowl/ Skill	Pts	Relation Respons	Pts	Wkn g Cond	Pts
Information Systems Director	17	978	17	421	16	412	13	140	1	5
Information Systems Manager	15	807	16	366	14	296	13	140	1	5
Geographic Info Systems Mgr	12	494	12	209	12	213	9	67	1	5
Systems Analyst-Manager	12	494	12	209	12	213	9	67	1	5
Client Services Mgr (MIS)	12	475	12	209	11	181	10	80	1	5
Systems Analyst-Project Leader	11	423	11	182	11	181	8	55	1	5
Network Systems Integrator	09	319	9	138	9	130	7	46	1	5
Systems Analyst-Senior	08	274	8	120	8	111	6	38	1	5
Systems Analyst-Associate	06	209	7	104	5	68	5	32	1	5
Systems Analyst-Assistant	04	156	4	68	4	57	4	26	1	5

Salary Grade, Levels, and Points for IT Positions in Line Departments										
	SG	Total Pts	Impact/Account	Pts	Knowl/Skill	Pts	Relation Respons	Pts	Wkng Cond	Pts
Network Planning Manager	12	492	12	209	11	181	11	97	1	5
Business Systems Manager	11	To be restudied in June, 2000								
Network Manager	10	360	10	158	9	130	9	67	1	5
Business Systems Supervisor	10	360	10	158	9	130	9	67	1	5
Library Network Manager	09	To be restudied in June, 2000								
Telecommuni Analyst-Sr.	08	274	8	120	8	111	6	38	1	5
Business Systems Coordinator	08	274	8	120	8	111	6	38	1	5
Network Administrator	08	274	8	120	8	111	6	38	1	5
Council Network Administrator	07	To be restudied in June, 2000								
Telecomm Analyst-Associate	06	209	7	104	5	68	5	32	1	5
Network Coordinator-Senior	06	209	7	104	5	68	5	32	1	5
Telecomm Analyst-Assistant	04	156	4	68	4	57	4	26	1	5
Network Coordinator-Associate	04	156	4	68	4	57	4	26	1	5
Network Coordinator-Assistant	02	128	2	52	3	49	3	22	1	5

It should be noted that when all IT jobs were placed in new salary grades the corresponding evaluations of the level of work performed was reevaluated on a on a first-time (de novo) basis. For this reason, some job classifications, under some job evaluation factors, may now reflect levels that are below those previously assigned. This is not an error but instead reflects the way in which these jobs were reassessed.

The position's current profile is as shown:

	SG	Total Pts	Impact/Account	Pts	Knowl/Skill	Pts	Relation Respon	Pts	Wkng Cond	Pts
Systems Analyst-Lead	09	341	10	158	8	111	9	67	1	5

Impact and Accountability

In our judgement the overall impact of this position is somewhat higher than that of a Systems Analyst - Project Leader, primarily due to the responsibility and consequence of error associated with managing the CAD System, as described above. For this reason it appears that the level for this factor should be 12.

Knowledge and Skill

In our judgement, a higher level of knowledge and skill is required to direct the work of other information technology professionals, as required for the Network Planning Manager in the Department of Public Works, for example, who supervises the work of systems analysts, network coordinators, and electrical engineers. Likewise, Project Leaders in MIS direct the work of IT professionals. For this reason it appears that the level associated with this factor should be 10.

Relationships Responsibility

It appears that this position requires the same level of responsibility for contacts with others as other Systems Analysts-Project Leaders, which is a level 8. (This is the new level assigned.)

Working Conditions

Like the vast majority of management positions this position works in an office environment and is therefore rated at level 1.

Based upon this assessment, the new profile for this position is presented below.

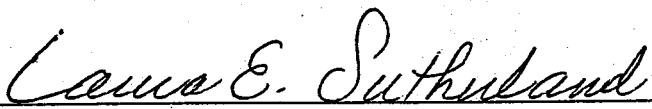
	SG	Total Pts	Impact/ Account	Pts	Knowl/ Skill	Pts.	Relation Respons	Pts	Wkng Cond	Pts
Systems Analyst-Lead	11	423	12	209	10	154	8	55	1	5

The total points associated with this position are 423, which fits into Salary Grade 11. (The range for Salary Grade 11 is 405 to 465 points.)

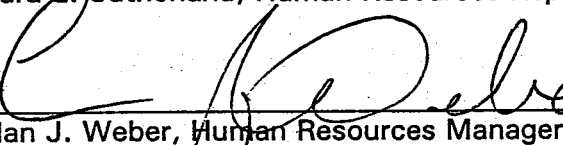
Due to the fact that this position functions as the manager of the CAD System, which is a mainframe, in addition to functioning as a network manager, this position is somewhat unique in City government. It consequently appears that this position should have a unique title.

We therefore recommend that this position be classified as an Information Technology Manager – MFD, in Salary Grade 11, which is more descriptive than its present title. Although we normally avoid incorporating acronyms into job titles because they fail to communicate meaning to those unfamiliar with particular jargon, we feel that in this case "MFD" is fairly recognizable within City government.

Prepared by:


Laura E. Sutherland, Human Resources Representative

Reviewed by:


Allan J. Weber, Human Resources Manager

JOB DESCRIPTION

City Service
Commission

Finance
Committee

Fire & Police
Commission

Common
Council

Instructions: Complete all sections except No. 11 and submit 3 copies.
After Action, copies to: Employee Relations, Department, and Incumbent.

1. Present Incumbent		Date H. Theesfeld		2. Date Prepared		6/21/99	
3. Date Filled		12/20/92		4. Previous Incumbent		N/A	
5. Department		Fire		Bureau Division		Technical Services	
6. Work Location		711 W. Wells St.		Telephone		288-8997	
7. Title, Pay Range, and Class Code		Present Title		Systems Analyst - Lead		Pay Range	
		Requested Title		Systems Analyst - Project Leader		Class Code	
						009	
						5058	
						011	
						5240	
8. Represented?		DO NOT COMPLETE THIS BLOCK					
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		11. RECOMMENDED TITLE AND PAY RANGE:					
9. Bargaining Unit		Same as Present <input type="checkbox"/> Change (Explain Below) <input type="checkbox"/> Date: _____					
10. FLSA Status		Compensation Services Manager					
<input checked="" type="checkbox"/> Exempt							
<input type="checkbox"/> Non exempt							
12. BASIC FUNCTION OF POSITION:							
<p>Primary duty is to act as information systems manager for the computer aided dispatch (CAD) mainframe system through which 100,000 incidents are processed annually. Another important duty is to act as database administrator with the mainframe system. Additionally, the role of the chief information officer is assumed on all the data associated with the mainframe.</p> <p>Other functions of this position include the management of other information system projects for the department. Responsibilities include project planning and management maintenance of customer relationships, procurement and management of personnel and other project resources, furnishing expert level system analysis capabilities, furnishing expert level financial analysis, furnishing expert accounting analysis, ensuring that quality exists in systems and programming, and that related standards are followed.</p>							
13. DESCRIPTION OF JOB: (Describe the specific duties and responsibilities of the job as accurately and completely as possible. Use additional sheet if necessary.)							
A. DUTIES AND RESPONSIBILITIES: (Break job into component parts as you would describe it to the incumbent. Indicate the approximate percentage of time devoted to each major task or group of related tasks. List the most important duties and responsibilities first. Include responsibilities related to employee safety and affirmative action goals for management positions.)							
<p>30 Acts as information systems manager. Role includes all those activities to ensure the continuous operation of the mainframe system. This includes all the software and hardware associated with this system.</p> <p>20 Acts as database administrator. Role includes the maintenance of all the data associated with the operation of the mainframe system. This includes all associated input data and output data from the system. Validates that the database is correct.</p> <p>25 Acts as chief information officer. Role includes the total support for any questions relative to the department's operation with the goal of answering all questions on a same day basis, and providing a month-end and year -end report by the second day of the new period.</p> <p>5 Performs various management duties, such as; obtains and assigns personnel and other resources for assigned projects, initiates, monitors, and controls work of subordinates and contractors, and reports progress, performs quality assurance functions, ensures that project management system is properly used and maintained for assigned projects, and that all established standards are followed, and monitors and controls project expenditures and initiates action to seek and secure additional funding when required.</p>							



13. Description of Job (Continued)

5 Performs customer liaison duties, such as; develops and maintains customer contacts and working relationships, clarifies customer requirements for projects and service requests, coordinates customer services and advises customers of project's progress and status, explains department operations and standards, directs the planning and conduct of customer training for project implementation, and furnishes general customer assistance as required.

5 Performs various planning duties, such as; assists customers in the development of departmental/divisional IS plans, defines major projects in terms of background, purpose, objectives, and scope, develops project work plans, schedules, and cost estimates, identifies resource requirements and distributes personnel workloads, and develops and implements project management system plans.

5 Performs various procurement-related duties, such as; initiates and manages procurement activities for assigned projects, prepares bid/RFP specifications and other related procurement documents, prepares proposal evaluation plans and criteria, and evaluates proposals and recommends awards, prepares software package customization plans and estimates, performs software make or buy analyses when indicated, assists in the development of contract terms and conditions, prepares equipment bills-of-materials for applicable projects, and researches equipment and software product alternatives.

3 Performs systems analysis duties, such as; surveys existing systems and programs, and determines and documents customer requirements, prepares conceptual system designs for customer and technical evaluation and acceptance, develops detailed system and programming designs for development, ensures that adopted systems and programming design and development standards are followed, plans and performs quality assurance evaluations for all systems and programming work, and participates in the development, evaluation, and maintenance of standards.

2 Performs personnel-related duties, such as; maintains job descriptions and performance appraisal documents for assigned positions, monitors the process of filling staff vacancies, and evaluates training needs and seeks training for assigned personnel. Maintains competency in position-related skills requirements, and develops such new skills as may be required.

B. Name and Title of Immediate Supervisor: Donald Doro, Deputy Chief

C. SUPERVISION RECEIVED: (Indicate the extent to which work assignments and methods are outlined, reviewed, and approved by others.)

Receives supervision from the Deputy Chief, Technical Services. Majority of duties independently performed using initiative, self-motivation, and sound judgement.

D. SUPERVISION EXERCISED:

1120. Total number of employees for whom responsible, either directly or indirectly.
Direct Supervision. List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following: (a) assign duties; (b) outline methods; (c) direct work in process; (d) check or inspect completed work; (e) sign or approve work; (f) make hiring recommendations; (g) prepare performance appraisals; (h) take disciplinary action or effectively recommend such.

The position's expertise gives supervision that supersedes the formal structure of the department, but only in the area of expertise.

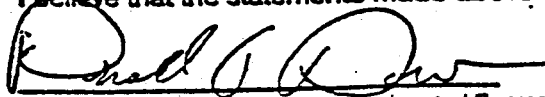
E. QUALIFICATIONS REQUIRED: (Indicate the more important qualifications required for filling a vacancy—such as education, experience, knowledge, skills, and abilities, including specific physical abilities.)

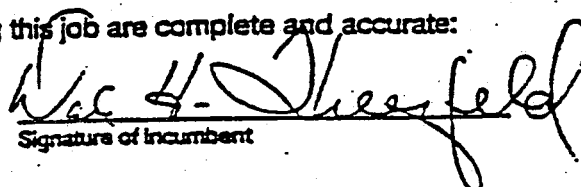
Requires Bachelor's Degree, with a preference for an advanced degree. Must have the ability to handle all issues of automation, financial analysis, statistical analysis, and accounting. Must be able to perform as an Information Systems Manager, a Data Base Manager, and as a Chief Information Officer.

F. SUPPLEMENTARY INFORMATION: (Indicate any other information which further explains the importance, difficulty, or responsibility of the position, such as amount of budget or number and variety of items in warehouse or files, or special personality characteristics.)

Must be able to deliver results under time constraints. The nature of the fire service dictates that time is crucial. This requires dependable systems and quick resolutions to all problems. Because of budgeting constraints, the position has to be capable in many areas, with the ability to deliver results.

G. I believe that the statements made above in describing this job are complete and accurate:


Signature of Department Head or Designated Representative


Signature of Incumbent