

Job Evaluation Report

Fire and Police Commission Meeting: February 4, 2021

Police Department

Current	Recommended
Electronic Technician PR 3MN (\$48,173 - \$61,023) FN: Recruitment Rate is \$52,951 (One Vacant Position)	Technical Writer PR 2HX (\$54,865 - \$76,806) FN: Minimum recruitment is at \$61,356 and may be at any rate in the pay range based upon experience and credentials with DER approval (One Position)

Note: Residents receive an additional 3%

Background

The Police Department has requested to repurpose one vacant position of Electronic Technician in Radio Communications to a Technical Writer in the Information Technology Division. The Department of Employee Relations has received a new job description and has discussed this new title with Cathy Walker-Harris, Human Resources Analyst – Senior; April Nwandu, Human Resources Specialist; and Jeffrey Larson, Police Information Systems Director.

Duties and Responsibilities

The primary responsibility of the Technical Writer will be to research, draft, review, and revise relevant Information Technology (IT) policies defining the processes for efficient management and accountability of IT systems and resources within the Police Department. Duties, responsibilities and requirements include:

- Study drawings; observe system operations and maintenance processes to document operating procedure and detail.
- Convene workgroups and lead teams through edits of written materials. Conduct periodic reviews with IT Division staff and analyze any changes that are required to existing policies.
- Maintain records and files of work and revisions.
- Develop or maintain online help documentation and informational material.
- Maintain SharePoint collaboration pages
- Complete trouble tickets as assigned
- Conduct extensive and in-depth research and analysis of various IT issues such as system operation, system maintenance, IT management best practices.
- Conduct extensive and in-depth research and analysis of various information technology (IT) issues such as system operation, system maintenance, IT management best practices.
- Lead teams/workgroups reviewing and analyzing rules, regulations, policies, and procedures of the IT Division and other IT organizations throughout the country.

Minimum requirements include a bachelor's degree in technical communications, English or related field and at least three years of experience as a Technical Writer or performing similar work. These requirements have not yet been assessed for staffing purposes.

Analysis and Recommendation

In considering similar positions within city government, the duties and responsibilities of this new title compare to the level of responsibility of an IT Support Specialist-Lead, Pay Range 2HN (\$54,865 - \$76,806) with a recruitment rate of \$61,356 and of an IT Auditor, Pay Range 2HX (\$54,865 - \$76,806) with recruitment at any rate based upon experience and credentials with DER approval.

The Information Systems Auditor in the Comptroller's Office is responsible for ensuring that City of Milwaukee information systems meet or exceed standards, comply with government regulations, align with organizational goals, and are cost-effective. Auditing of information systems is critical to the city's internal financial and management controls.

The IT Support Specialist-Lead in the Department of Administration-Information and Technology Management Division assists the IT Support Manager in maintenance, upgrading and support of the department's servers, desktop computers and software applications.

In considering the cost of labor for a technical writer in southeastern Wisconsin, the Bureau of Labor Statistics (BLS) provides the following market data.

Technical Writer					
Milwaukee-Waukesha-West Allis, WI	10th percentile	25th percentile	Median	75th percentile	90th percentile
	\$45,742	\$56,341	\$69,607	\$79,166	\$86,633

Source: BLS - Period 2019 with data aged 3%

According the BLS, a Technical writer prepares instruction manuals, how-to guides, journal articles, and other supporting documents to communicate complex and technical information more easily. Although technical writers work in a variety of industries, they are concentrated in the computer and management, scientific, and technical industries.

Based upon the comparison to comparable city positions' responsibilities and a review of the market rates of pay for these responsibilities, this report recommends classifying this position as Technical Writer in Pay Range 2HX (\$54,865 - \$76,806) with minimum recruitment at \$61,356. To assist the Police Department in recruiting a highly qualified candidate for this position, this report further recommends recruitment at any rate in the range with DER approval based upon experience and credentials.

Action Required – Effective Pay Period 6, 2021 (March 7, 2021)

In the Salary Ordinance

Under Pay Range 2HX

Add the title 'Technical Writer (6) (12)'

(6) Recruitment is at the minimum rate below and may be at any rate in the range based upon experience and credentials with the approval of DER.

Biweekly	2,359.85
Annual	61,356.10

(12) Recruitment is at the minimum rate below and may be at any rate in the range based upon experience and credentials with the approval of DER.

Biweekly	2,430.65
Annual	63,196.90

In the Positions Ordinance

Under Police Department:

Radio Communications:

- Delete one position of Electronic Technician

Information Technology Division:

- Add one position of 'Technical Writer'

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