

## Job Evaluation Report

City Service Commission Meeting: July 13, 2021

### Office of the Comptroller

Current	Recommended
Revenue and Financial Services Specialist PR 1IX (\$75,478 - \$105,669) (1 Position)	Revenue and Financial Services Manager PR 1IX (\$75,478 - \$105,669) (1 Position)
Special Assistant to the Comptroller PR 1FX (\$62,338 – \$87,270) (1 Position)	Senior Financial Analyst PR 2JX (\$62,338 - \$87,270) FN: Recruitment at any point with DER approval (1 Position)
	Financial Analyst 2IX (\$58,462 - \$81,844) FN: Recruitment at any point with DER approval (Underfill)
Comptroller Network Analyst PR 2GX (\$51,469 – \$72,063) (1 Positions)	Comptroller Network Administrator 2IX (\$58,462 - \$81,844) (1 Positions)

Note: Residents receive a rate that is 3% higher.

### Background

The Office of the Comptroller has requested a compensation study to evaluate market rates and titles for the positions of Revenue and Financial Services Specialist, Special Assistant to the Comptroller, and Network Analyst. Job descriptions were provided and analyzed, and discussions were held with Toni Biscobing – Financial Services Director, and Joshua Benson – Deputy Comptroller.

### Duties and Responsibilities

#### Revenue and Financial Services Specialist

This position analyzes and makes recommendations on complex financial data in several material forms, to aid in decision making processes and the formation of city policy.

- City Revenue Budget: Preparation of citywide revenue estimates, including solicitation, review and modification, as needed, of departmental estimates as required by State Statute and/or City Charter.
- Annual State Financial Report: Prepare this report annually for the State of Wisconsin, which is used to form the basis for the receipt of nearly \$260 million in State Aids annually.
- Rate Development: Oversees development of various rates, including: Direct Salary Fringe Rate, Direct Salary Indirect Rate, Indirect Cost Proposal and Central Service Cost Allocation Plan and Space Rates.
- Fiscal Policy Analyses: Perform various fiscal analysis including review of Tax Incremental Districts (TIDs) and state legislation which could impact the City of Milwaukee.
- Sewer User Fund: Supervises administration of Sewer User Fund and development of sewer user rates related to the Milwaukee Metropolitan Sewerage District fees, included on the Municipal Services Bills.
- Accounting Duties Related to City Financial Statements: Supervise staff that performs accounting tasks associated with preparation of the city's financial statements.

Minimum requirements include a bachelor's degree in business, economics or related field; three years of professional experience related to the responsibilities of this position, which involved substantial analysis, interpretation, and reporting of financial data; master's degree in business administration, public administration or related field desirable.

#### Special Assistant to the Comptroller

This position analyzes and makes recommendations on complex financial data in several material forms, in order to aid in decision making processes and the formation of city policy.

- Assist Public Debt Specialist in the structuring, issuance, monitoring, and budgeting of bonds and debt service. Duties include but are not limited to gathering, extracting, and analyzing information from various sources, completing, monitoring, and filing disclosure documents for the city's bond issues, updating the city's bond management software, and presenting files to committee in the absence of the Public Debt Specialist.
- Perform financial analysis and research related to tax incremental financing, including feasibility analysis of project plans and amendments, TID debt monitoring, document review, and providing council members with information as requested.
- Assist with preparation of Revenue Budget estimates contained in the annual City Budget and monitor revenue throughout the year.
- Perform various fiscal analyses as needed.

Minimum requirements include a bachelor's degree in business, economic or related field; three years of professional experience related to the responsibilities of this position, which involved substantial analysis and interpretation and reporting of financial data.

#### Network Analyst

This position purchases, configures, and maintains computers, applications, related hardware, inventory, license, and warranties. Identifies, troubleshoots, tests, and resolves and network connection issues and other IT problems and provided training and documentation to users.

- Investigate, diagnose, and resolve network, computer software and hardware issues.
- Install, configure, and maintain computer hardware, software, systems, printers and scanners.
- Setup and maintain security for Comptroller's subnetwork and resolve password problems.
- Assess needs, determine requirements, solicit quotes, and perform purchasing activities for PC's, printer's, software and related equipment.
- Manage service contracts with outside vendors and schedule maintenance. Maintain records of warranties and software licenses.
- Research and test new procedures, systems, and applications and make recommendation based on test results.
- Assist the department with special projects including the citywide giving campaigns and perform other duties as assigned.
- Assist users with report writing and PeopleSoft functionality including query.
- Manage the equipment budget and maintain equipment inventory and supplies.

Minimum qualifications include a bachelor's degree in computer science, information technology, or a closely related field and one year experience in and IT user support environment performing duties closely related to this position – OR – a related associate's degree and three years of experience in an IT user support environment performing duties closely related to this position.

**Analysis****Revenue and Financial Services Specialist**

The Revenue and Financial Services Specialist position has become a high level management position in the Office of the Comptroller. When this position was created, this position did not have any direct reports. Currently, the position has two direct reports which now include Accounting Specialist and Special Assistant to the Comptroller. This position manages the Financial Advisory Division and serves on the department's management team alongside the departments Auditing Manager, Accounting Manager, Grants Fiscal Manager, City Payroll Manager, Functional Applications Manager, and Public Debt Specialist. All of these titles are in the same Pay Range 11X (\$75,478 - \$105,669) as the Revenue and Financial Services Specialist, and with the exception of the Public Debt Specialist, all of the aforementioned titles have direct reports.

Therefore, the department has requested to reclassify one title of Revenue and Financial Services Specialist to Revenue and Financial Services Manager to better reflect the level of work and management duties.

**Special Assistant to the Comptroller**

Prior to 2017, duties of the Special Assistant to the Comptroller were comparable to duties performed by an Office Manager. These duties included:

- Financial research and analysis for special projects, open records requests, tax incremental financial and revenues.
- Preparation and monitoring the departments budgets including but not limited to operations, grant budgets, and debt services schedules, debt payments and premiums.
- Assist in planning, organizing and controlling departmental activities as directed by the Comptroller and Senior Management.
- Manage clerical staff and support for the Administration Division, including managing backup for the front desk.

In 2017, duties and responsibilities of the Special Assistant to the Comptroller became more complex. However, during that time no changes to pay rate or title were made to reflect the increased complexity of work performed. Changes to duties now include performing complex financial analysis of city debt, revenue, tax incremental districts (TID), and other special projects. This position now requires extensive quantitative and statistical analysis abilities, ability to work under strict timelines, knowledge of higher level job-related terminology, laws and regulations, and experience with enterprise accounting systems.

**Internal Comparisons*****Transportation Financial Analyst***

Under the direction of the Finance and Administration Manager, the Transportation Financial Analyst provides staff support in the development and administration of the Department of Public Works (DPW) Parking Section's operating and capital budgets and in the analysis of parking programs, operations and functions.

- Conduct analyses and make recommendations concerning the financial impact of parking programs and operations, such as parking structure contract requirements, meter rate changes, tow policies and fees, permit policies and citation issuance.
- Conduct analyses of the out-year financial implication of contract terms.
- Develop necessary analytical and statistical methodologies, reports and recommendations.

- Provide assistance to the Parking Services Manager by conducting research into parking related program changes, local impacts and cost benefit analyses.
- Provide assistance to the Streetcar System Manager by providing financial research and analysis of ridership and rate methodologies; monitor accounts, organize invoices and ensure timely payments.
- Perform research and provide assistance in developing and monitoring various contracts, RFPs and bids; assist with data reporting for grants.
- Monitor contract expenditures and contract balances, providing proactive reports on contracts which need to be re-issued or to which funds need to be added.
- Assist with procurement projects and provide general analytical assistance.
- Provide detailed financial analyses and reports, including narrative, financial, and statistical. Analyze revenue, expenses, cost-accounting and profit/loss statements for current and future operations to ensure the vitality of the Transportation Fund.
- Prepare, monitor and analyze previous years' operating and capital budgets for both the Parking and Streetcar units within the Transportation Fund.
- Provide professional staff support to management and accounting staff for proper financial recording and timely processing, preparation, monitoring and control of invoices for the Transportation Fund; provide support and assistance to maintain general accounting principles and to ensure city financial processes are in place, followed and monitored.
- Provide financial reports and analyses of parking revenues, costs and expenses; prepare financial projections.
- Provide data for the Budget Office and others for budget preparation and monitoring.
- Provide financial information, such as out-year cash flow development and upkeep, to monitor the need for rate modifications.
- Prepare quarterly and annual revenue and expense summary reports and monitor expenses on a regular basis.
- Prepare financial and accounting reports.
- As part of the snow and ice control management team, report as called upon in order to provide organization and response coordination to meet the needs of the department.

#### *Budget and Fiscal Policy Analyst II*

The Budget and Fiscal Policy Analyst II leads the development of the annual Proposed Executive budget for assigned departments' operating and capital budgets, including recommendations for service levels, expenditures, funded position strength, performance measures, and funding strategies.

- Support strategic planning related to assigned departments, in order to establish meaningful and verifiable objectives.
- Use planning and trend information to help identify expenditure and service priorities.
- Perform analysis for the Accountability in Management (AIM) program for assigned departments.
- Update and revise department performance measures for annual budget recommendations.
- Monitor and evaluate assigned departments' productivity and service quality.
- Conduct research pertaining to assigned departments that supports the improvement of service quality and operating productivity.
- Develop recommendations regarding requests to fill vacant positions; monitor operating budget results and identify potential problems; develop fiscal notes and operating projections for proposed legislation.
- Performs both short-term and long-term financial, management, and policy studies.

Additionally, the department has requested an underfill title of Financial Analyst in Pay Range 2IX (\$58,462 - \$81,844) for the ability to recruit a candidate with less experience in order to train future incumbent(s) for the higher level position while also creating an opportunity for career advancement.

Based upon the above analysis, the department has requested that the title of Special Assistant to the Comptroller be reclassified to the title of Senior Financial Analyst in Pay Range 2JX (\$62,338 - \$87,270) with an underfill title of Financial Analyst in Pay Range 2IX (\$58,462 - \$81,844). The title of Senior Financial Analyst better reflects the duties of the position and is comparable to the titles of Transportation Financial Analyst and Budget and Fiscal Policy Analyst II in PR 2JX (\$62,338 - \$87,270).

### Network Analyst

The Network Analyst position in the Comptroller's office has changed over time to take on more complex duties. These responsibilities include managing remote security, remote equipment, and associated applications as well as developing Comptroller IT policy, training, and best practices. Additionally, the Network Analyst is heavily relied upon for advanced network analysis and has become the Comptroller Offices representative for citywide technology, security, network committees and task forces.

In addition to the increased responsibilities, the level of work for the Network Analyst has also increased due to increased risks to network security as a result of remote work. This position is now required to monitor network vulnerabilities in both remote and on-site settings. This requires an incumbent with a broader knowledge base and skillset than what was previously required. This includes but is not limited to, the ability to develop and implement IT security policies for remote work and participation in citywide IT development through CIMC and COM Cyber Task Group.

### **Internal Comparisons**

#### *Network Administrator (ERS)*

- Perform all network related firmware upgrades and maintenance; provide end user support, disaster recovery, Windows Server and VmWare Environments to support and enhance the Employees' Retirement System (ERS) Pension System.
- Support and maintain Voice Over Internet Protocol (VOIP) remote office.
- Perform maintenance and support on all Cisco networking hardware (routers, switches and firewalls (ASAs).
- Design and support (VOIP) solutions using Cisco technologies for the ERS remote office.
- Update and review all network documentation, including diagrams and metrics reporting on a monthly, quarterly, and/or yearly basis.
- Perform upgrades and lifecycle management (implementation, rotation and decommissioning of Cisco devices).
- Assist the Chief Technology Officer (CTO) with recommendations for improvement to security and architectural designs and updates.
- Ensure the ERS is following best practices for configuration of associated hardware.
- Perform patch/security and firmware updates for networking hardware.
- Monitor and troubleshoot local area network (LAN)/ wide area network (WAN) components and provide technical support for the ERS network.
- Monitor, improve and maintain the ERS disaster recovery environments; ensure proper security protocols and guidelines and protect the network from vulnerabilities.
- Assist the IT support team as needed with monitoring and supporting replications virtual machine server (VM server) and storage area network (SAN) to SAN backups.
- Use project management tools and techniques to implement new initiatives; reports on project status and perform cost/benefit analysis of proposed IT projects.
- Support VmWare hosts, virtual servers and Vcenter console during down times.
- Perform asset management and IT inventory tracking of network devices.

- Support and provide the technical networking expertise necessary to execute the IT strategic plan and make recommendations and/or develop solutions to meet the goals and objectives set forth by senior management and the CTO.

### *Business Systems Coordinator*

Manage the daily operations and maintenance of the City Treasurer Department's General Office Local Area Network (LAN), Munis Tax System and the iNovah Cashier System LAN file server, which includes archiving database records, making account adjustments in the system, and maintaining the Cashier System coding structure and database.

- Manage documentation on network administration procedures; maintain and adjust inventory spreadsheets for all departmental hardware, software, and network infrastructure (switch and/or hub IDs).
- Monitor the department's compliance with software application licensing agreements; research and recommend hardware and software acquisitions, and design and implement network configurations.
- Assist departmental management with long-range information systems planning, providing technical expertise, alternative approaches, and cost information.
- Configure, install, and provide on-going support for all software applications and hardware in use within the department, including computer workstations, peripheral components, printers, optical scanners, and fax machines.
- Research methods to monitor, eradicate, and prevent email and internet-based infections of LAN workstations by malicious software and hacker incidents; utilizing specialized scanning, detecting, and blocking software.
- Manage and maintain the department's website.
- Modify existing systems and applications in use on an ongoing basis, as required to meet the department's needs.
- Plan, develop, install, configure, test, troubleshoot, and support new software system installations for client-server systems and applications; train staff regarding utilization.
- Develop and document procedures for technology-related tasks performed by departmental staff.
- Assist the Financial Services Division staff in transferring the Positive Pay accounts payable, payroll, and refund/assignment account check issues files, and any other financial data files to the appropriate sites for Financial Services.
- Affect the close of current tax levy collection period for current property tax accounts.
- Prepare contractor work orders for the production of the requisite electronic tax records, following through to assure the production of the electronic tax records in the correct media with delivery on a timely basis in accordance with the contract in force.
- Monitor the performance of and address any problems with the department's tax bill imprinting and mailing services and electronic tax record production services contractors.
- Affect the close of the monthly billing cycle for special improvement bonds and current installment and delinquent property tax accounts; update and maintain the delinquent tax collection summary reports.
- Run installment, delinquent tax bill, and electronic tax record production jobs as required.
- Create and import collection law firm costs, law firm direct pay reports, and e-payment and lockbox payment files on a daily basis.

### **Market Rates of Pay**

In conducting a cost of labor analysis for the title of Network Administrator, staff conducted an analysis of market rates of pay from the Economic Research Institute (ERI) a salary survey service to which the Department of Employee Relations subscribes.

## ERI, Computer Network Administrator

Years of Experience	10th Percentile	25th Percentile	Survey Mean	75th Percentile	90th Percentile
7	\$ 68,734	\$ 74,855	\$ 82,918	\$ 90,968	\$ 99,041
6	\$ 66,397	\$ 72,292	\$ 80,068	\$ 87,822	\$ 95,614
5	\$ 63,934	\$ 69,593	\$ 77,065	\$ 84,504	\$ 91,996
4	\$ 61,366	\$ 66,780	\$ 73,934	\$ 81,042	\$ 88,216
3	\$ 58,718	\$ 63,879	\$ 70,708	\$ 77,470	\$ 84,314
2	\$ 56,017	\$ 60,922	\$ 67,420	\$ 73,829	\$ 80,332
1	\$ 53,293	\$ 57,940	\$ 64,107	\$ 70,162	\$ 76,317

Source: ERI. Data as of July 1, 2021

*ERI defines a Computer Network Administrator as a position that Administers design, organization, and implementation of network, and heads technical support staff who manage and maintain hubs, servers, and routers; Utilizes knowledge and understanding of both networking and telecommunications theory and practice; Communicates with users, technical teams, and vendors on new technology and system upgrades and to determine software and hardware installation requirements.*

Based upon the above analysis and market data DER is recommends reclassifying one position of Comptroller Network Analyst in Pay Range 2GX (\$51,469 – \$72,063) to Comptroller Network Administrator in Pay Range 2IX (\$58,462 - \$81,844).

### **Action Required – Effective Pay Period 16, 2021 (July 25, 2021)**

#### In the Salary Ordinance

Under Pay Range 1FX:

Delete the title 'Special Assistant to the Comptroller'

Under Pay Range 1IX:

Delete the title 'Revenue and Financial Services Specialist'

Add the title 'Revenue and Financial Services Manager'

Under Pay Range 2GX:

Delete the title 'Comptroller Network Analyst'

Under Pay Range 2IX:

Create footnotes (6) (12) and renumber accordingly:

(6) Recruitment may be at any rate in the range with DER approval.

(12) Recruitment may be at any rate in the range with DER approval.

Add the title 'Financial Analyst' and apply footnotes (6) and (12).

Add the title 'Comptroller Network Administrator'.

Under Pay Range 2JX

Create footnotes (8) and (16) and renumber accordingly:

(8) Recruitment may be at any rate in the range with DER approval.

(16) Recruitment may be at any rate in the range with DER approval.

Add the title 'Senior Financial Analyst' and apply footnotes (8) and (16).

In the Positions Ordinance

Under Comptroller, Administration Division:

Delete one position of 'Special Assistant to the Comptroller (Y)'

Add one position of 'Senior Financial Analyst'

Under Comptroller, Financial Advisory Division:

Delete one position of 'Revenue and Financial Services Specialist'

Add one position of 'Revenue and Financial Services Manager'

Under Comptroller, Financial Systems Support Division:

Delete one position of 'Network Analyst'

Add one position of 'Comptroller Network Administrator'

Prepared By:

Arielle Ewing

Arielle Ewing, Human Resources Analyst – Senior

Reviewed By:

Andrea Knickerbocker

Andrea Knickerbocker, Human Resources Manager

Reviewed By:



Makda Fessahaye, Employee Relations Director