



Fire Department

**Douglas A. Holton**  
Chief  
**Brian Glassel**  
Assistant Chief

March 11, 2009

To the Honorable  
The Board of Fire and Police Commissioners  
200 East Wells Street, Room 706  
Milwaukee, Wisconsin 53202

Dear Commissioners:

Attached is a job description for Technical Services Manager in our Bureau of Administration, Technical Services Section, which was created as a civilian management position in the 2009 budget. I respectfully request that this position, currently being held by a Battalion Chief, be classified.

Please contact Deputy Chief Gary R. Miller at 286-8944 if you have any questions. Thank you for your assistance.

Respectfully,

**DOUGLAS A. HOLTON**  
Chief

DH:mem  
Attachment  
Doc:fpc/new budget positions/classify tech serv mgr 3-11-09

# JOB DESCRIPTION

## FOR DER USE ONLY

Vacancy No. _____	
City Service Commission: _____	Finance Committee: _____
Fire & Police Commission: _____	Common Council: _____

**Instructions:** Complete all sections except No. 11. Refer to the "Guidelines for Preparing Job Descriptions" for instructions on completing specific items.

<b>1. Date Prepared/ Revised:</b> 3/1/09	<b>2. Present Incumbent:</b>	<b>Is incumbent underfilling position?</b> YES <input type="checkbox"/> NO <input type="checkbox"/>		
<b>3. Date Filled:</b>	<b>4. Previous Incumbent:</b>	If YES, indicate underfill title in box 10.		
<b>5. Department:</b> Fire Department		<b>Bureau:</b> Administration <b>Division:</b>	<b>Unit:</b> 2 <b>Section:</b> Technical Services	
<b>6. Work Location:</b> 2333 N. 49 <sup>th</sup> St.		<b>Telephone:</b> 286-8941 <b>Email:</b>	<b>Work Schedule:</b> Hours: 7:30 am - 4:00 pm / Days: Monday - Friday	
<b>7. Represented by a Union?</b> NO	<b>8. Bargaining Unit:</b> Management, General City If in District Council 48, chose a Local: None		<b>9. FLSA Status:</b> EXEMPT	
<b>10.</b>	<b>Official Title:</b>	<b>Pay Range</b>	<b>Job Code</b>	<b>EEO Code</b>
	<b>Underfill Title (if applicable):</b>			
	<b>Requested Title (if applicable):</b> Technical Services Manager			
	<b>Recommended Title (DER Use Only):</b>	Approved by: _____ Date: _____		

### 11. BASIC FUNCTION OF POSITION:

Primary duties are to supervise and administer the activities of the Technical Services Section, and supervise and coordinate all personnel within the sphere of the Information Systems, Communications, and Research and Development areas. The Technical Services Manager will be responsible for future planning and budgeting for the modernization and upgrading of the current systems in the rapidly changing environment of urban protective services.

### 12. DESCRIPTION OF JOB (Check if description applies to **Official Title** or **Underfill Title** ):

#### A. ESSENTIAL FUNCTIONS/Duties and Responsibilities: (Refer to the "Guidelines for Preparing Job Descriptions" for instructions on determining Essential Functions.)

% of Time	ESSENTIAL FUNCTION
20	• Supervises, administers, and maintains standards of performance and operational readiness of personnel and equipment assigned to the section. Responsible for the timely submission of all records, reports, and communications.
15	• Interacts with all bureau and division heads regarding information system functions, communications, and research and development as they pertain to each respective area. Coordinates with other municipal departments and agencies any activities that relate to the section.
5	• Works actively to foster and maintain high morale among section personnel. Fosters good public relations with the community and other city agencies.
10	• Conducts inspections to insure compliance regarding proper maintenance of equipment and records, proper supervision and administration of personnel in accordance with department regulations, maintenance of discipline, and morale and physical well-being of assigned subordinate personnel. Enforces regulations and established disciplinary standards. Enforces safety and accident control programs.
10	• Schedules, plans, and supervises training programs as they pertain to the Section. Observes section training sessions in order to ascertain the qualifications of officers and personnel and their ability to perform operations. Schedules and conducts regular staff meetings with section personnel to assess workload challenges and overall bureau productivity.
25	• Studies, conducts research, and provides strategic planning necessary to make recommendations to the Chief regarding department information technology, communications, and research and development.
	•

**B. PERIPHERAL DUTIES:**

% of Time	PERIPHERAL DUTY
10	<ul style="list-style-type: none"> <li>• Serve as a liaison on the City of Milwaukee Information Management Committee and chair the MFD Technology Committee.</li> </ul>
5	<ul style="list-style-type: none"> <li>• Represents the department at public and private meetings when directed to do so by the Chief. Appears in court when required.</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> </ul>

**C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:**

Gary R. Miller, Deputy Chief, Bureau of Administration

**D. SUPERVISION RECEIVED:** (Describe the extent to which work assignments and methods are outlined, reviewed, and approved by this position’s supervisor.)

Receives general supervision from the Deputy Chief.

**E. SUPERVISION EXERCISED:**

Total number of employees for whom responsible, either directly or indirectly = 36.

**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:

<ul style="list-style-type: none"> <li>a. Assign duties</li> <li>b. Outline methods</li> <li>c. Direct work in progress</li> <li>d. Check or inspect completed work</li> </ul>	<ul style="list-style-type: none"> <li>e. Sign or approve work</li> <li>f. Make hiring recommendations</li> <li>g. Prepare performance appraisals</li> <li>h. Take disciplinary action or effectively recommend such</li> </ul>	
Number Supervised	Job Title	Extent of Supervision Exercised (Select those that apply from list above, a - h)
1	Dispatch Manager	a - h
1	Network Coordinator - Senior	a - h
1	Administrative Fire Captain	a - h
1	Administrative Assistant II	a - h

**F. MINIMUM QUALIFICATIONS REQUIRED:** (Indicate the MINIMUM qualifications required to enter the job.)

i. Education and Experience:

Bachelor’s Degree in Management Information Systems, Computer Science, Business, Accounting, or closely-related field from an accredited college or university is mandatory.

Five years of senior management experience planning and managing large scale information technology projects and budgets, including managing a staff of professionals in a project-oriented team environment.

ii. Knowledge, Skills and Abilities:

The Technical Services Manager must be familiar with the operation, use, and care of all information systems and communication equipment within the department. Knowledge of computer hardware equipment, network functionality and software, as these areas apply to the section, is required.

Must have knowledge of city ordinances, labor contracts, state statutes, Wisconsin Industrial Commission orders, and department rules and regulations as they relate to sphere of authority and responsibility.

Professional approach to the demands of the position is necessary. Must be able to communicate clearly and relate well with all internal and external customers. Ability to deal with the public firmly and courteously. Competency in management principles as well as ability to report facts clearly, concisely, and accurately. Should be of high moral integrity.

iii. Certifications, Licenses, Registrations:

iv. Other Requirements:

**13. PHYSICAL AND ENVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED**

The Americans with Disabilities Act of 1993 requires job descriptions to provide detailed information regarding the physical demands required to perform the essential functions of a job; the conditions under which the job is performed; and the tools and equipment the employee will be required to use on the job. Reasonable accommodations may be made to enable qualified individuals to perform the essential duties and responsibilities of the job for each of the categories listed below.

**G. PHYSICAL ACTIVITY OF THE POSITION:** (List the physical activities that are representative of those that must be met to successfully perform the essential functions of the job).

**CHECK ALL THAT APPLY:**

<input type="checkbox"/>	<b>Climbing:</b> Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet and legs and/or hands and arms. Body agility is emphasized. Check only if the amount and kind of climbing required exceeds that required for ordinary locomotion.
<input type="checkbox"/>	<b>Balancing:</b> Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. Check only if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
<input type="checkbox"/>	<b>Stooping:</b> Bending body downward and forward by bending spine at the waist. Check only if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
<input type="checkbox"/>	<b>Kneeling:</b> Bending legs at knee to come to a rest on knee or knees.
<input type="checkbox"/>	<b>Crouching:</b> Bending the body downward and forward by bending leg and spine.
<input type="checkbox"/>	<b>Crawling:</b> Moving about on hands and knees or hands and feet.
<input type="checkbox"/>	<b>Reaching:</b> Extending Hand(s) and arm(s) in any direction.
<input type="checkbox"/>	<b>Standing:</b> Particularly for sustained periods of time.
<input type="checkbox"/>	<b>Walking:</b> Moving about on foot to accomplish tasks, particularly for long distances.
<input type="checkbox"/>	<b>Pushing:</b> Using upper extremities to exert force in order to draw, press against something with steady force in order to thrust forward, downward or outward.
<input type="checkbox"/>	<b>Pulling:</b> Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input type="checkbox"/>	<b>Lifting:</b> Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Check only if it occurs to a considerable degree and requires substantial use of the upper extremities and back muscles.
<input checked="" type="checkbox"/>	<b>Fingering:</b> Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input checked="" type="checkbox"/>	<b>Grasping:</b> Applying pressure to an object with fingers and palm.
<input checked="" type="checkbox"/>	<b>Feeling:</b> Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
<input checked="" type="checkbox"/>	<b>Talking:</b> Expressing or exchanging ideas by means of the spoken word. Those activities which demand

	detailed or important instructions spoken to other workers accurately, loudly or quickly.
<input checked="" type="checkbox"/>	<b>Hearing:</b> Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication and make fine discriminations in sound.
<input checked="" type="checkbox"/>	<b>Repetitive Motions:</b> Substantial movements (motions) of the wrist, hands, and/or fingers.
<input checked="" type="checkbox"/>	<b>Driving:</b> Minimum standards required by State Law (including license).

**H. PHYSICAL REQUIREMENTS OF THE POSITION:** (List the physical requirements that are essential functions of the job.)

**CHECK ONE:**

<input checked="" type="checkbox"/>	<b>Sedentary Work:</b> Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
<input type="checkbox"/>	<b>Light Work:</b> Exerting up to 10 pounds of force occasionally and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
<input type="checkbox"/>	<b>Medium Work:</b> Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
<input type="checkbox"/>	<b>Heavy Work:</b> Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
<input type="checkbox"/>	<b>Very Heavy Work:</b> Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

**I. VISUAL ACUITY REQUIREMENTS:** (List the visual acuity requirements that are essential functions of the job.)

**CHECK ONE:**

<input checked="" type="checkbox"/>	<b>Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative:</b> This is a minimum standard for use with those whose job requires work done at close visual range (i.e. preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines, using measurement devices, assembly or fabrication of parts).
<input type="checkbox"/>	<b>Machine Operators, Mechanics, Skilled Tradespeople:</b> This is a minimum standard for use with those whose work deals with machines where the seeing job is at or within arm's reach. This also includes mechanics and skilled tradespeople and those who do work of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.)
<input type="checkbox"/>	<b>Mobile Equipment Operators:</b> This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	<b>Other:</b> This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

**J. THE CONDITIONS THE WORKER WILL BE SUBJECT TO IN THIS POSITION:**

List the environmental/working conditions to which the employee may be exposed while performing the essential functions of the job. Include scheduling considerations such as on-call for emergencies, rotating shift, etc. **Approximate Percentage of time performing field work: 0%**

**CHECK ALL THAT APPLY:**

<input checked="" type="checkbox"/>	<b>None:</b> The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input type="checkbox"/>	<b>The worker is subject to inside environmental conditions:</b> Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
<input type="checkbox"/>	<b>The worker is subject to outside environmental conditions:</b> No effective protection from weather.
<input type="checkbox"/>	<b>The worker is subject to extreme cold:</b> Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	<b>The worker is subject to extreme heat:</b> Temperatures above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	<b>The worker is subject to noise:</b> There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
<input type="checkbox"/>	<b>The worker is subject to vibration:</b> Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	<b>The worker is subject to hazards:</b> Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places or exposure to chemicals.
<input type="checkbox"/>	<b>The worker is subject to atmospheric conditions:</b> One or more of the following conditions that affect the

<input type="checkbox"/>	respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation.
<input type="checkbox"/>	<b>The worker is subject to oil:</b> There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	<b>The worker is required to wear a respirator.</b>

**K. MACHINE, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, SOFTWARE, ETC. USED BY POSITION:**

List equipment needed to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)

**CHECK ALL THAT APPLY:**

<input type="checkbox"/> Camera and photographic equipment	<input checked="" type="checkbox"/> Office Equipment (desk, chair, telephone, etc.)
<input type="checkbox"/> Cleaning supplies	<input checked="" type="checkbox"/> Office supplies (pens, staplers, pencils, etc.)
<input type="checkbox"/> Commercial vehicle	<input type="checkbox"/> Packing materials (boxes, shrink wrap, etc.)
<input type="checkbox"/> Data processing equipment	<input checked="" type="checkbox"/> PC equipment (monitor, keyboard, printer, etc.)
<input type="checkbox"/> Handcart	<input checked="" type="checkbox"/> PC software
<input type="checkbox"/> Hand tools ( <i>please list</i> ):	
<input checked="" type="checkbox"/> Office Machines ( <i>check all that apply</i> ): <input checked="" type="checkbox"/> Copier <input checked="" type="checkbox"/> Facsimile <input checked="" type="checkbox"/> Calculator <input type="checkbox"/> Cash register	
<input type="checkbox"/> Other ( <i>please list</i> ):	

**L. SUPPLEMENTARY INFORMATION:** (Indicate any other information which further explains the importance, difficulty, or uniqueness of the position, such as its scope of responsibility related to finances, equipment, people, information, etc. Also indicate success factors such a personal characteristics that contribute to an individual's ability to perform well in the job, and any other special considerations.)

Quasi-military organization.

Regulation of conduct, etc., under the rules and regulations of the Milwaukee Fire Department and the City of Milwaukee Fire and Police Commission.

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




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*Signature of Department Head or Designated Representative*