



Department of Employee Relations

Tom Barrett
Mayor

Maria Monteagudo
Director

Michael Brady
Employee Benefits Director

Troy M. Hamblin
Labor Negotiator

July 14, 2009

Fire and Police Commission
City Hall, Room 706

Attention: Michael Tobin, Executive Director

Dear Commissioners:

Enclosed is a report concerning the classification of one new position of Fire Technical Services Manager in the Fire Department for distribution to each Commissioner, the Executive Director, and for other distribution as necessary.

Sincerely,

Maria Monteagudo
Director of Employee Relations

Enclosure: Job Evaluation Report

c: Chief Douglas Holton, Deputy Chief Michael Romas, Battalion Chief Michael Payne, and Juliet Lee Battle

JOB EVALUATION REPORT

Fire and Police Commission Meeting Date: July 16, 2009
 Department: Fire

Current	Request	Recommendation
New Position	Technical Services Manager Salary Grade to be Studied	Fire Technical Services Manager SG 010 (\$64,805 - \$90,728)

Action Required

In the Salary Ordinance, under Salary Grade 010, add the title "Fire Technical Services Manager."

In the Positions Ordinance, under the Fire Department, Supporting Services Decision Unit, Automation Section, delete one position of "Technical Services Bureau Manager" and add one position of "Fire Technical Services Manager."

Background

This report recommends the appropriate classification and compensation level for a new position created as part of the 2009 budget to be in charge of the Technical Services Section of the Fire Department. This managerial function is currently performed by a Battalion Chief, Fire in Pay Range 863. It is the Fire Department's intent to create this new civilian management position, eliminate the current Battalion Chief, Fire position, and reassign the current incumbent within the department. In reviewing this position, staff analyzed a new job description and held discussions with management and sworn representatives from the Fire Department.

Technical Services Manager-Duties & Responsibilities

The basic function of this position is to supervise and administer the activities of the Technical Services Section; supervise and coordinate all personnel within the sphere of the Information Systems, Communications, and Research and Development areas; and be responsible for future planning and budgeting for the modernization and upgrading of current systems in the rapidly changing environment of urban protective services. The duties and responsibilities are as follows:

- 25% Study, conduct research, and provide strategic planning necessary to make recommendations to the Chief regarding Department information technology, communications, and research and development.
- 20% Supervise, administer, and maintain standards of performance and operational readiness of personnel and equipment assigned to the Section; and be responsible for the timely submission of all records, reports, and communications.
- 15% Interact with all Bureau and Division Heads regarding information system functions, communications, and research and development as they pertain to each respective

area; and coordinate with other municipal departments and agencies any activities that relate to the Section.

- 10% Conduct 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; and enforce regulations, established disciplinary standards, and safety and accident control programs.
- 10% Schedule, plan, and supervise training programs as they pertain to the Section; observe Section training sessions to ascertain the qualifications of officers and personnel and their ability to perform operations; schedule and conduct regular staff meetings with Section personnel to assess workload challenges and overall productivity.
- 10% Serve as a liaison on the City of Milwaukee Information Management Committee and chair the Milwaukee Fire Department Technology Committee.
- 10% Work actively to foster and maintain high morale among Section personnel; foster good public relations with the community and other City agencies; represent the Department at public and private meetings when directed to do so by the Chief; and appear in court when required.

Requirements include a Bachelor's Degree in Management Information Systems, Computer Science, Business, Accounting, or closely related field; and five years of senior management experience in planning and managing large scale information technology projects and budgets that includes managing a staff of professionals in a project-oriented team environment. Equivalent combinations of education and experience may also be considered. These requirements have not been validated for staffing purposes.

Comparisons to Other City Positions

To classify this position, comparisons were made to other positions in the City including the following. For all the positions, equivalent combinations of education and experience may be considered in determining whether someone has met the minimum requirements. Some requirements have not been validated for staffing purposes.

Network Administrator, Salary Grade 08, Health Department (\$57,028 - \$79,836)

Provides expertise and direction in the development, implementation, linkages, and operations of computer hardware, software applications, telecommunications, and network functions for the creation and implementation of the Milwaukee Immunization Record System (MIRS); and has independent responsibility for the Health Department's local area network and wide area network. Requirements include a Bachelor's Degree in Management Information Systems, Computer Science, or related field and five years of computer system experience including at least one year in the use and operation of a Novell 4.X Netware.

Data Base Analyst, Salary Grade 09, DPW-Water Works (\$60,809 - \$85,129)

Develops, maintains, and monitors various production databases and provides system support as required by the Water Works for utility business, plants and distribution application functions.

Information systems include Customer Information, Plants Maintenance Management Systems, Plant Supervisory Control and Data Acquisition (SCADA) and other new database applications. Requirements include a Bachelor's Degree in Computer Science, Management Information Systems (MIS), Mathematics, Business Administration, Science or closely related field and four years of experience in database system development, support, administration, tuning and network administration.

Business Systems Manager, Salary Grade 10, Dept of City Development (\$64,805 - \$90,728)

Responsible for coordinating the activities and directing the resources of the Department of City Development (DCD), the Redevelopment Authority of the City of Milwaukee (RACM), and the Housing Authority of the City of Milwaukee (HACM) Information Technology Section in order to assure the effective and efficient alignment of information technology within the business functions of these three agencies. Requirements include a Master's Degree in Management Information Systems, Business Administration, Computer Science or related field and five years of experience working in an information gathering or systems position in a business, government, or institutional organization with at least two years of experience as a project leader or manager.

Data Services Manager, Salary Grade 10, Police Department (\$64,805 - \$90,728)

Provides comprehensive control of the technical operation and efficiency of the Police Department's Computer Aided Dispatch System including the computer equipment, system software, peripheral hardware, and associated equipment; and has supervisory responsibility for 23 staff. Requirements include Bachelor's Degree in Computer Science or related field, three years of related experience, and comprehensive knowledge of the Computer Aided Dispatch System (CADS) including file layouts, system architecture, programming methods, start-up procedures, remedial problem solving methods, the operating system and applicable programs.

Network Manager, Salary Grade 10, Municipal Court (\$64,805 - \$90,728)

Directs, plans, budgets, coordinates, and prioritizes technology-related projects of the Municipal Court; manages day-to-day operations and assures the availability and security of the Municipal Court's information resources on a 24-hours per day, seven days a week basis including the Municipal Court Management System, administrative systems including data sharing and E-Mail, and electronic access to City, County, and State applications; and other duties as assigned. Requirements include a Bachelor's Degree in Information Systems Management, Computer Science, or related field and three years of recent progressively responsible experience in designing, installing, and configuring local and wide area network hardware and software.

Network Manager, Salary Grade 10, Neighborhood Services (\$64,805 - \$90,728)

Develops and manages computer related projects for the Department of Neighborhood Services; performs strategic planning, analysis, development, procurement, implementation, and management of projects, systems, and computer network resources. This system is used by other City Departments including the Mayor's Office, Common Council/City Clerk, City Attorney, Administration – Budget Office, Police Department, City Treasurer, Assessor's Office, Health Department, City Development, and Department of Public Works. Requirements include Bachelor's Degree in Computer Science, Information Systems, Business Administration or related degree and five years of recent experience in information systems management, project management, applications development, programming, or technical support in local area networks.

Network Manager, Salary Grade 10, DPW-Water Works (\$64,805 - \$90,728)

Lead activities of Technical Service Group in planning, developing, administering, and supporting a complex and varied set of networked systems in the Water Works. This includes resource administration (50%), technical support (35%), and planning and making recommendations for the future (15%). Systems include Municipal Utility Package Software (MUPS) for water meter inventory, reading, billing and customer service functions; and SCADA (Supervisory Control and Data Acquisition) and DCS (Distributed Control Systems) utilized for plant operation, pumping control, chemical feed and ozone operation. Requirements include a Bachelor's Degree in Information Management, Computer Science, Business Administration, or related field and four years of experience as a professional systems analyst or technical systems analyst working with database and management systems, advanced languages, batch and online transaction processing systems, project management methods and procedures, and data communications.

Information Systems Manager, Salary Grade 11, Police Department (\$69,090 - \$96,722)

Responsible for the design, maintenance, and operation of Police data communication systems; project planning and management; maintenance of customer relationships; procurement and management of personnel and other project resources; providing expert level system analysis capabilities; and providing quality assurance, systems, and programming. This position supervises 30 staff including contractors. Requirements include a Bachelor's Degree in Information Systems or Computer Science or related field and five years of experience in systems analysis, information project management, programming, and microcomputer use and operation.

Information Systems Manager-ERS, Salary Grade 12, ERS (\$73,627 - \$103,077)

Responsible for planning and managing the information technology projects and the information technology environment within the Employees' Retirement System Department (ERS); developing and implementing system changes and improvements; and supervising ongoing information support for the Department. Duties include the supervision of five ERS staff members and several contractors. Requirements include a Bachelor's Degree in Management Information Systems, Computer Science, Business Administration, or closely related field and five years of experience in developing and operating major financial systems planning, development implementation and operations in a government environment. Other experience requirements include planning and managing large-scale technology budgets and projects, and administering a staff of professionals in a project-oriented environment.

Library Technical Services Manager, Salary Grade 12, Library (\$73,627 - \$103,077)

Plans and implements policy for the operation and improvement of the Library's Technical Services Bureau; responsible for the administration, budgeting, and program development to support the selection and acquisition of library materials, automation of library operations and services, cataloging and authority control, bibliographic and item inventory database management, and binding, repair, and physical preparation of materials; and directly supervises five employees including a Network Manager in Salary Grade 10 and indirectly supervises another 37 positions. Requirements include a Master's Degree in Library Science and five years of professional library experience including two years in a supervisory capacity.

Police Information Systems Director, Salary Grade 14, Police Department (\$83,653 – \$117,118)
Responsible for the planning and management of all information technology projects and overall information environment; future planning and budgeting for the modernization and upgrading of current systems; serve as a liaison with Federal, State, and local agencies regarding technology collaboration and cooperation; and provide direct supervision of the Central Records Division, Communications Division, and the Data Services Division. Requirements include a Bachelor's Degree in Management Information Systems, Computer Science, Business or related field and 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.

In addition to considering positions which manage Information Technology within other City departments, we also reviewed certain management and/or leadership positions within the Fire Department as shown in the table below:

Selected Fire Department Positions

Title	Salary Grade Pay Range	Rate of Pay
Fire Chief	18	\$107,973 - \$151,159
Assistant Fire Chief	867	\$110,434 - \$134,202
Deputy Chief, Fire	865	\$82,683 - \$100,435
<i>Fire Technical Services Manager (Proposed)</i>	10	\$64,805 - \$90,728
Battalion Chief, Fire	863	\$73,592 - \$89,370
Business Finance Manager	9	\$60,809 - \$85,129
Fire Captain	857	\$67,839 - \$82,289
Fire Equipment Repairs Manager	8	\$57,028 - \$79,836
Fire Dispatch Manager	7	\$53,519 - \$74,922
Fire Lieutenant	856	\$60,434 - \$70,509
Network Coordinator-Senior	6	\$50,206 - \$70,295
Network Coordinator-Associate	4	\$44,194 - \$61,871

Analysis

This position will have responsibility for the Technical Services Division of the Fire Department including a staff of 34 positions with four direct reports which include an Administrative Fire Captain, Pay Range 857, a Dispatch Manager, Salary Grade 07, a Network Coordinator–Senior, Salary Grade 06, and an Administrative Assistant II, Pay Range 445.

In studying this position we looked at the history of the Technical Services Division and the new projects that this position will be overseeing such as the new Computer Aided Dispatch System (CAD). Our comparison of the duties and responsibilities of this new position to other current information technology position indicates that all of the positions are, to some degree, involved with the maintenance and/or modernizing of existing systems or the acquisition of new systems. Several are involved with project management.

The position of Network Administrator, Salary Grade 08, in the Health Department has specific responsibility for the Milwaukee Immunization Record System (MIRS) and some general responsibility for the Health Department's local area network and wide area network. This new

position is stronger, however, since it has a wider scope of responsibility for information technology, communications, and research and development for the Fire Department.

The position of Information Systems Manager-ERS, Salary Grade 12, has responsibility for the information technology projects and environment for the large and complex data system needed for the City's pension program. This position is stronger as it has oversight of a large-scale technology budget and projects and supervises a number of contractors.

The closest match is the Data Services Manager, Salary Grade 10, in the Police Department. Similar to the position under study, the Police position has responsibility for a large staff of 23 positions and the technical operation of various computer systems including a computer aided dispatch system (CADS), records management system, and mobile data communication system. Other City positions in Salary Grade 10 include Network Manager and Business Systems Supervisor. While these positions do not have the same supervisory responsibility in terms of number of direct reports, these positions do have oversight of extensive computer systems for their respective departments which include the Department of City Development, Municipal Court, Neighborhood Services, and Water Works.

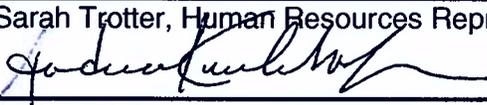
Currently a Battalion Chief, Fire provides oversight of the Technical Services Division. The maximum rate of pay for Battalion Chief, Fire, Pay Range 863, is \$89,370 which falls between the maximum of Salary Grade 09 (\$85,129) and Salary Grade 10 (\$90,728). Our recommendation to place this new position in a salary grade comparable to that of Data Services Manager, Network Manager and Business Systems Supervisor provides a maximum salary that is slightly higher than the maximum for Battalion Chief, Fire.

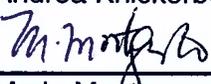
The requested title of Technical Services Manager represents well the functions of the position but we recommend the title of Fire Technical Services Manager to distinguish this position from a similar title in a different salary grade.

Recommendation

Based on the above analysis we recommend this new position be classified as Fire Technical Services Manager in Salary Grade 10.

Prepared by: 
Sarah Trotter, Human Resources Representative

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Monteagudo, Employee Relations Director