

JOB EVALUATION REPORT

Fire and Police Commission Meeting Date: April 5, 2012

Milwaukee Fire Department

Present	Requested	Recommended
Office Assistant III PR 6FN (\$33,865 – 37,464)	Information Technology Specialist PR 3GN (\$39,522-47,065)	Database Specialist PR 5GN (\$40,589 – 48,721)

Action Required

In the Positions Ordinance, under Fire Department, Support Services Bureau Decision Unit, Administration Division, eliminate one position of Office Assistant III and in lieu thereof, add one position of Database Specialist in the Technical Services Division of the Fire department's Support Services Bureau Decision Unit.

Background

Fire Chief Rohlfing has requested that a position of Office Assistant III be studied to determine its appropriate title and pay level in conjunction with a reorganization of functions. In studying this request, the following documents were reviewed: an initial job description for the position and a revised description, both of which were written by the Fire Department with assistance from Employee Relations; work products from the employee performing the job; information regarding the National Fire Incident Reporting System provided on its website; and job descriptions for other positions within City government performing similar work; job descriptions from other fire departments for positions performing similar work; and occupational information from the Department of Labor.

In addition, the employee performing the job was interviewed at her worksite and discussions were held with Deborah Wilichowski, Fire Technical Services Manager, the employee's immediate supervisor. Discussions with Ms. Wilichowski resulted in a revised job description for the position which provides a more comprehensive and accurate description of the position's duties and responsibilities than initially presented.

Duties and Responsibilities

The basic responsibility of this position, which requires about two-third's of the position's time, is to administer the Records Management System (RMS) for the Milwaukee Fire Department (MFD), ensuring that the Department is compliance with standards set by the National Fire Incident Reporting System (NFIRS) when submitting data to the Department of Homeland Security.

Duties associated with this area of responsibility include the following:

- Writing database queries
- Auditing fire reports completed by company officers for thoroughness and adherence to standards
- Verifying informaiton submitted in fire reports

- Extracting fire report data and formatting it for upload to the Department of Homeland Security
- Uploading all MFD fire report data to the Department of Homeland Security
- Responding to open records requests and writing queries to retrieve data

In addition, the employee performing the job also conducts group training sessions in using the System and provides one-on-one coaching as needed. As with almost all employees who perform work associated with information technology, the employee must continually learn new information related to the software.

This position is also responsible for providing technical support to Fire Department employees and includes such duties as trouble shooting issues with personal computer hardware and software; installing software updates; and setting up new personal computers. This position is also responsible for administering the Department's email system, which includes creating and deactivating email accounts, maintaining distribution groups, resetting passwords, and the like. Office administration duties, which account for a minor part of the position's time, include maintaining a detailed database of IT hardware used in 36 engine houses; purchasing toner for all printers and FAX machines in the Fire Department; creating, printing, binding, and distributing day books to all fire houses on an annual basis; and processing work orders for repairing and installing computer and communications equipment.

Knowledge, Skills, Abilities, and Attributes

This job analysis, which was conducted to recommend an appropriate title and pay level, indicates that successful performance of the job requires approximately four years of experience working with a data base system at the level described above and the ability to troubleshoot personal computer hardware and software. Since equivalent combinations of education and experience are almost always applicable, an individual could have an associate's degree in information technology, for example, and two years of work experience. The Staffing Division has not assessed these requirements for purposes of recruitment and hiring.

In the field of information technology, the particular set of knowledge, skills, abilities, and attributes of the employee performing the job very often has a significant impact upon the level of work performed. For that reason, it is not only appropriate to discuss the requirements of the job, apart from the person holding the job, but to also take into consideration the knowledge, skills, abilities, and attributes of the employee performing the work. Prior to working with the Records Management System in the Fire Department, the employee filling the job, Ms Amber Lawson, was employed as a database analyst and project leader for IBM for a period of eight years. In addition, as of December 2011, she had earned 94 college credits and attained certification as a Microsoft Certified Engineer Plus Internet (MCSE+I). This work experience and knowledge/skills enabled Ms Lawson to perform the duties associated with maintaining the Fire Department's Records Management Database.

Analysis

It is apparent that the nature of work performed by this position no longer conforms to that of an Office Assistant and now falls within the broad occupation of information technology. In terms of comparisons within City government, there are two other Database Specialists in the City's employ at this time—one in the Department of City Development (DCD), and another in the Milwaukee Fire Department. The position in DCD administers all data bases associated with real estate and redevelopment acquisitions, dispositions, inventory, and property management.

The position in the Fire Department supports the daily administration of TeleStaff, the Fire Department's staffing software.

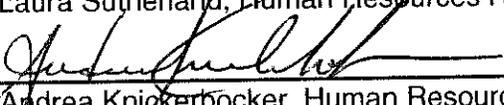
The Fire Department's "TeleStaff administrator" administers the interface configuration with the Computer-Aided Dispatch; administers the Telestaff configuration based upon staffing rules; maintains all data related to personnel transactions; works with colleagues who administer the Computer Aided Dispatch System and Records Management System as to what data is shared between these database systems; provides training to staff; tests upgrades to the software; and performs other duties related to information technology. The requirements for this position, as stated in the most recent job announcement, are an associate's degree in information technology or closely related field or a minimum of two years of experience administering the day-to-day functions of a database system.

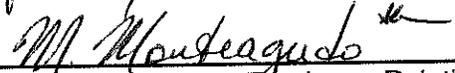
The classification of Information Technology Specialist, which was requested by the Department, is associated with two positions in the City's Department of Information Technology Management (ITMD) who provide first-line customer support for users of the the City's financial and human resources systems and work on projects related to the maintenance and upgrade of these large systems. It therefore appears that the classification of Database Specialist is more appropriate for the position under study than that of Information Technology Specialist.

Recommendation

Both the nature of work and level of work performed by two other Database Specialists, particularly the currently existing Database Specialist in the Fire Department, are comparable to the position under study. It is therefore recommended that the position under study be reclassified from from Office Assistant III to Database Specialist, PR 5GN.

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