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From the Director and Chief Information Officer, Information Management Services Division, Department of Administrative Services, requesting authorization to Abolish 1.0 FTE Service Operations Specialist position and Create 1.0 FTE Information Technology Service Operations Technician position, by recommending adoption of the following:

A RESOLUTION

WHEREAS, the Information Management Services Division (IMSD), Department of Administrative Services (DAS), identified a need to create one full-time equivalent Service Operations Technician position; and

WHEREAS, the Service Operations Specialist position was occupied by an experienced employee; and

WHEREAS, the employee in the Service Operations Specialist position has been promoted within the same functional team, and a vacancy has occurred; and

WHEREAS, the future needs of this team necessitate only the capabilities handled by the Service Operations Technician position; and

WHEREAS, to cover the cost of creating the new position, one vacant Service Operation Specialist position is requested to be abolished; and

WHEREAS, the Service Operations Specialist position to be abolished is funded at pay grade NR23, and the Service Operations Technician position to be created is in pay grade NR21; and

WHEREAS, the Department of Human Resources reviewed this request for a new position to determine the appropriate classification (Service Operations Technician) and pay grade (NR21), and submitted a report attached to this file; and

WHEREAS, the Office of Strategy, Budget, and Performance reviewed this request with respect to need, appropriateness, and funding availability, as required per Section 59.60(10), Wisconsin State Statutes, and submitted a report included in this file; and

WHEREAS, the Committee on Personnel, at its meeting of January 20, 2026, recommended adoption of File No. 26-195 (vote 5-0); now, therefore,

BE IT RESOLVED, the Milwaukee County Board of Supervisors hereby approves the classification and pay grade recommendation for the position, as outlined in the report from the Department of Human Resources hereto attached to this file and summarized below:

Recommended Title	Service Operations Technician
Agency (Department)	116 – Information Management Services Division, Department of Administrative Services
Organization (Org.) (Low Org.)	1176 – Service Operations
Number of Positions	1
Pay Grade	NR21
Minimum	\$52,430.00
Maximum	\$78,613.00

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