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From the Director and Chief Information Officer, Information Management Services Division, Department of Administrative Services requesting authorization to create one (1.0) FTE Desktop Support 2 (pay grade 25M) in the Department of Administrative Service – Information Management Services Division (DAS-IMSD), by recommending adoption of the following:

A RESOLUTION

WHEREAS, the Director and Chief Information Officer, Information Management Services Division, Department of Administrative Services, has requested the creation of one, Full-Time Equivalent (FTE) Desktop Support II position; and

WHEREAS, the Desktop Support II position serves as the first point of contact for Information Technology-related support, providing client support for all technical issues relating to installing, diagnosing, repairing, maintaining, and upgrading all personal computer hardware and equipment, to ensure optimal workstation performance, hardware, software, printing, connectivity, mobile technology, and user set up and authorization, also working all requests, incidents, and problems through to resolution; and

WHEREAS, the duties are currently performed by a contractor; and

WHEREAS, the costs associated with the contractor/FTE are cross charged to the Office of the Sheriff; and

WHEREAS, the Committee on Personnel, at its meeting of July 12, 2022, recommended adoption of File No. 22-826 (vote 4-0); now, therefore,

BE IT RESOLVED, the Milwaukee County Board of Supervisors hereby authorizes and approves the following position action for the Information Management Services Division, Department of Administrative Services:

Action	Title	Number of Positions	Pay Grade
Create	Desktop Support II	1.0 Full-Time Equivalent	Pay Grade 25M \$55,100 - \$62,632