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From the Chief Information Officer, Information Management Services Division (IMSD), Department of Administrative Services (DAS), requesting authorization to create one full-time equivalent Information Technology End User Support Analyst-Lead position in IMSD, DAS, effective February 3, 2017, and to process an administrative fund transfer to move funds from the allocated contingency, by recommending adoption of the following:

A RESOLUTION

WHEREAS, the role of contracted Information Technology (IT) End User Support Analyst-Lead position would transition a long-term contracted IT resource role to a permanent full-time, supervisory position; and

WHEREAS, the new IT End User Support Analyst-Lead position has expanded responsibilities, including: supervision of End-User Analysts, Interns, and IT contractors; enforcement of IT incident and service request and problem management processes; and coordination of Knowledge Base Management; and

WHEREAS, the IT End User Support Analyst-Lead position is part of the Service Desk team that provides day-to-day support and superior customer service for technology end-users in all Milwaukee County departments and divisions; and

WHEREAS, the incumbent shall ensure consistent outcomes, provide development and training on standardized problem solving techniques, assist in the retention of key organizational information, and enable IMSD to work toward permanent resolutions of IT service requests, IT self-service, and reduction in overall IT service needs; and

WHEREAS, funding for this position was included in the allocated contingency in the 2017 Adopted Budget; and

WHEREAS, the request to approve the classification for this position is being reviewed separately by the Committee on Personnel as part of File No. 17-131; and

WHEREAS, the Committee on Finance and Audit, at its meeting of March 16, 2017, recommended adoption of File No. 17-99 (vote 6-0); now, therefore,

BE IT RESOLVED, the Milwaukee County Board of Supervisors hereby approves the creation of 1.0 full-time equivalent Information Technology End User Support Analyst-Lead position in the Information Management Services Division (IMSD), Department of Administrative Services (DAS); and

45 BE IT FURTHER RESOLVED, DAS is authorized to process an administrative
46 fund transfer in the amount of the 2017 position cost from the Appropriation for
47 Contingencies to IMSD, DAS.

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