

COUNTY OF MILWAUKEE
Inter-Office Communication

Date: April 22, 2022

To: Supervisor Marcelia Nicholson, Chairwoman, Milwaukee County Board of Supervisors

Margo Franklin, Director and Chief Human Resources Officer, Department of Human Resources

From: Lynn J. Fyhrlund, Director and Chief Information Officer, Information Management Services Division, Department of Administrative Services

Subject: 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)

File Type: Action

REQUEST

The Chief Information Officer and Director of Information Management Services Division, Department of Administrative Services is requesting authorization to create one (1.0) FTE Desktop Support 2 (pay grade 25M) in the Department of Administrative Services - Information Management Services Division (DAS-IMSD). This position will service the Public Safety - Sheriff department at multiple locations, including but not limited to the Safety Building, Criminal Justice Facility, Patrol and Airport.

POLICY

Wisconsin State Statutes:	59.55
Milwaukee County Code of General Ordinances:	MCGO 17.05 (1)
Specific Adopted Budget:	2022 Adopted Budget

BACKGROUND

The Desktop Support 2 serves as the first point of contact for IT related support, providing tier 1 & 2 client support for all technical issues relating to installing, diagnosing, repairing, maintaining, and upgrading all PC 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. A critical role of the Desktop Support 2 will strive to provide the best possible end user computing experience for all Milwaukee County employees, contractors, and vendors. This role is committed to addressing recurring issues through consistent ITIL practices.

This new Desktop Support 2 position will support the public safety departments, specifically the Sheriff Department, on its mission critical IT projects and daily operations. This individual will also be responsible for understanding department needs, squad car support and maintenance, training, testing, and aiding with other assigned activities while providing customer support and providing solutions for assigned projects.

DAS-IMSD will convert one (1) public safety contractor position to an FTE Desktop Support 2 position for the purpose of supporting the public safety team. Milwaukee County can continue to function without this position but will be missing out on hourly savings and loss of Milwaukee County intellectual capital.

ALIGNMENT TO STRATEGIC PLAN

1A: Reflect the full diversity of the County at every level of County government.

2B: Break down silos across County government to maximize access to and quality of services offered. The current contractor is a high performing individual that has supported the MCSO for almost 6 years. IMSD and MCSO agree Milwaukee County would benefit from converting this contractor to an FTE.

FISCAL EFFECT

This position is budgeted at paygrade 25M (annual salary between \$55,120.00 - \$62,670.40). The current public safety contractor position cost is covered via a \$68,640.00 direct service cross charge from the Sheriff. The new FTE position could potentially reduce the annual direct service cross charge of \$1,175 - \$9,303 after added social security. The new position is planned to be filled by August 2022. Thus, the maximum pro-rata annual salary required in 2022 is \$25,716. This amount will be covered by a fund transfer from Agency 1176's services and commodities expenditures to its personnel expenditures. As a result, the net operating expenditures is not expected to increase, and the tax levy will also not be impacted.

Position Requested	Number of Positions	Pay Grade	Annual Salary Range (without social security)
Desktop Support 2	1	25M	\$55,120.00 - \$62,670.40

VIRTUAL MEETING INVITES

- Lynn Fyhrlund – Director and Chief Information Officer, Information Management Services Division, Department of Administrative Services
- Tod Huber – Chief Technical Officer, Information Management Services Division, Department of Administrative Services
- Matt Johnson – IT Director Governance and Business Solutions, Information Management Services Division, Department of Administrative Services

PREPARED BY:



Lynn J. Fyhrlund
Director and Chief Information Officer
DAS – Information Management Services Division

APPROVED BY:



Aaron Hertzberg
Director of Administrative Services
Department of Administrative Services

ATTACHMENTS:

DAS Report
DAS Resolution
DAS Fiscal Note

CC: David Crowley, County Executive
TBD, Chairperson, Committee on Finance
TBD, Vice-Chairperson, Committee on Finance
Mary Jo Meyers, Chief of Staff, County
Executive's Office
Kelly Bablitch, Chief of Staff, County Board of Supervisors
Janelle M. Jensen, Legislative Services Division Manager, Office
of the County Clerk
Aaron Hertzberg, Director of Administrative
Services
Joseph Lamers, Director of Performance, Strategy &
Budget
Steve Cady, Director of Research & Policy, Office of the
Comptroller
Mary Polaris, Human Resources Business Partner,
Department of Human Resources
Shanin Brown, Committee Coordinator, Office of the
County Clerk
Dean Legler, Director of Compensation, Department of
Human Resources
Amy McKinney, Sr. Budget and Management Analyst,
Office of Performance, Strategy and Budget
Elena LaMendola, Financial Manager, Central
Business Office