

COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION

DATE : May 6, 2022

TO : Marcelia Nicholson, Milwaukee County Board Chair

FROM : Joe Lamers, Director, Office of Strategy, Budget, and Performance

SUBJECT : Request to Create 1.0 FTE Desktop Support II

Background:

The Director and Chief Information Officer of the Department of Administrative Services - Information Management Services Division (DAS - IMSD) is requesting the to create 1.0 FTE Desktop Support II position. 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.

The Desktop Support II position serves as the first point of contact for IT related support, providing 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.

Fiscal Note:

The duties of this position are currently being performed by a contractor. It is anticipated the contractor will be converted to an FTE effective August 8, 2022. The contracted position is budgeted at \$68,640. The costs of the contractor/FTE are cross charged to the Sheriff. Assuming the position is filled at the midpoint of the salary range, the annual cost including social security will be \$63,675, resulting in a reduction in the cost of the support for the Sheriff's Office.

Position Title	Action	FTE	Pay Grade (without Social Security)
Desktop Support II	Create	1.0	25M \$55,100 - \$62,632

Recommendation: The Office of Strategy, Performance and Budget recommends that:

One (1) FTE Desktop Support II position be created in DAS – IMSD.

JOSEPH LAMERS

Joe Lamers, Director, Office of Strategy, Budget, and Performance