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

9
10 **AN AMENDED RESOLUTION**

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

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

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

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

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

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

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37 WHEREAS, the Committee on Finance and Audit, at its meeting of March 16,
38 2017, recommended adoption of File No. 17-99 (vote 6-0); now, therefore,

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