

COUNTY OF MILWAUKEE
Inter-Office Communication

Date: December 17, 2025

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

From: Jaci Bobo, 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 requests to abolish 1.0 FTE Service Operations Specialist NR23 and create 1.0 FTE Service Operations Technician NR21

File Type: Action

REQUEST

The Director and Chief Information Officer of Information Management Services Division, Department of Administrative Services (DAS-IMSD) is requesting authorization to abolish 1.0 FTE Service Operations Specialist position and create 1.0 FTE Service Operations Technician position.

POLICY

Wisconsin State Statutes:	Wis Stats 59.17
Milwaukee County Code of General Ordinances:	MCGO 17.05(1)
Specific Adopted Budget:	2025 Adopted Budget

BACKGROUND

This Service Operations Technician position was not included in the most recent Adopted Budget for two reasons: 1) the position was occupied by an experienced employee. That individual has been promoted within the same functional team and a vacancy for the position has occurred. 2) The future needs of this team necessitate only the capabilities handled by the Service Operations Technician role. This change will effectively reduce the pay range for the position.

ALIGNMENT TO STRATEGIC PLAN

This supports the Department of Administrative Services – Information Management Services Division's alignment to the strategic plan area:

- 3B – Enhance the County's fiscal health and sustainability.

FISCAL EFFECT

This DAS-IMSD position is cross charged to Sheriff (Agency 400), Administration (Low Org 4002). The decrease in expense from the requested action will be absorbed within the adopted 2026 Sheriff operating budget.

POSITION INFORMATION

Action	Title	Pay Range	Annual Salary Range – 2,088 Hours
Abolish	Service Operations Specialist	NR23	\$58,902.00 – \$88,322.00
Create	Service Operations Technician	NR21	\$52,430.00 – \$78,613.00

VIRTUAL / HYBRID MEETING INVITES

- Jacqueline Bobo – Director and Chief Information Officer, Information Management Services Division, Department of Administrative Services
- Matt Johnson – Deputy Chief Information Officer, Information Management Services Division, Department of Administrative Services

PREPARED BY:

Matt Johnson – Deputy Chief Information Officer, DAS-IMSD

APPROVED BY:

Jacqueline Bobo

Jaci Bobo

Director and Chief Information Officer
DAS – Information Management Services Division

Aaron Hertzberg

Aaron Hertzberg

Executive Director Administrative Services
Department of Administrative Services

ATTACHMENTS:

DAS Report

DAS Resolution
DAS Fiscal Note

cc: Aaron Hertzberg, Director of Administrative Services
Isaac Rowlett, Interim Director, Office of Strategy, Budget, and Performance
Lindsey Peterson, Operating Budget Manager, Office of Strategy, Budget, and Performance
Sarah Schulman, Human Resources Business Partner, Department of Human Resources
Margo Franklin, Chief Human Resource Officer
Teisha Blonvia, Financial Manager, Central Business Office
Denita Ball, Milwaukee County Sheriff