

COUNTY OF MILWAUKEE
Inter-Office Communication

Date: December 27, 2024

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

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

From: Jacqueline 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 requesting authorization to Abolish 1.0 Manager Network and Create 1.0 Supervisor Infrastructure Services position

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 Manager Network position and create 1.0 FTE Supervisor Infrastructure Services position. There is no tax levy impact to this request.

POLICY

Wisconsin State Statutes:	59.17
Milwaukee County Code of General Ordinances:	MCGO 17.05(1)
Specific Adopted Budget:	2024 Adopted Budget

BACKGROUND

The DAS-IMSD Infrastructure and Operations (I&O) Team supports and maintains the IT infrastructure on behalf of County Departments and Staff. Within the I&O team, the Manager Network oversees the Connectivity and Telecom teams.

The Manager Network position was recently vacated. To align DAS-IMSD's organizational design with current departmental technology needs, the Connectivity and Telecom team will report to the Senior Infrastructure Manager. This requires abolishing the Manager Network position (1.0 FTE) and creating a Supervisor Infrastructure Services position (1.0 FTE). This also aligns with other organizational changes in this area included as a part of the 2025 budget.

The Supervisor Infrastructure Services is an individual who demonstrates management skills in previous staff level work but may not have held a management position. The position is responsible for effectively analyzing, planning, organizing, and leading teams in support of

Infrastructure services while working closely with Senior Infrastructure Manager to manage risk, workload, scope, capacity, schedule, and budget. This position also works closely with project sponsors, business and technical partners, subject matter experts, end users, technical resources (internal and third-party vendors), senior management, and executives to ensure that the needs of business users are fully addressed, and continuous improvement is being achieved. The Supervisor Infrastructure Services is accountable for ensuring the team is meeting expectations and completing tasks.

ALIGNMENT TO STRATEGIC PLAN

- 2B – Break down silos across County government to maximize access to and quality of services offered.
- 3B – Enhance the County’s fiscal health and sustainability.

FISCAL EFFECT

The decrease in expense from the requested action will be absorbed within the adopted 2025 DAS-IMSD operating budget.

Action	Title	FTE	Pay Grade	Annual Salary Range (without Social Security)
Abolish	Manager Network	1.0	NR32E	\$97,136.00 - \$145,704.00
Create	Supervisor Infrastructure Services	1.0	NR28	\$76,939.20 - \$115,419.20

VIRTUAL MEETING INVITES

- Jacqueline Bobo – Director and Chief Information Office, Information Management Services Division, Department of Administrative Services
- Matt Johnson – Director of Governance, Information Management Services Division, Department of Administrative Services
- Tahir Hassan – Director Infrastructure and Operations

PREPARED BY:

Jacqueline Bobo

Jacqueline Bobo
 Director and Chief Information Officer
 DAS – Information Management Services Division

APPROVED BY:

Aaron Hertzberg

Aaron Hertzberg
 Director of Administrative Services
 Department of Administrative Services

ATTACHMENTS:

- DAS Report
- DAS Resolution
- DAS Fiscal Note

CC: David Crowley, County Executive

Supervisor Patti Logsdon, Chair, Personnel Committee
Supervisor Willie Johnson, Jr., Chair, 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, Director of Legislative Services, Office of the County Clerk
Aaron Herzberg, Director of Administrative Services
Joseph Lamers, Director, Office of Strategy, Budget, and Performance
Lindsey Peterson, Operating Budget Manager, Office of Strategy, Budget, and Performance
Mary Polaris, Human Resources Business Partner, Department of Human Resources
Tony Maze, Director of Total Rewards
Elena LaMendola, Financial Manager, Central Business Office
Steve Cady, Director of Research & Policy, Office of the Comptroller