

TO: Personnel Board

FROM: Tameaka Bryant, Employee and Labor Relations Specialist

DATE: September 12, 2022

SUBJECT: Assistant IT Director, Information Technology Division

On May 24, 2022 The City of Madison Information Technology (IT) Director Sarah Edgerton, submitted a request to Human Resources for a position study of the IT Application Development Manager position #831 in CG18, Range 16; currently occupied by David Faust. Upon the resignation of the IT Technical Services Manager in July 2021; the IT Application Development Manager assumed those duties. After a review of the updated position description, meetings with the supervisor and employee, and upon a full analysis, I recommend the following for the reasons outlined in this memo:

- Delete position #831 and the classification of IT Application Development Manager in CG18, Range 16 from the salary schedule
- Create the classification of Assistant Information Technology Director in CG18, Range 17
- Recreate position #831 in the new classification of Assistant Information Technology Director in the IT Division operating budget; and
- Reallocate the employee, D. Faust, to the new position; retroactively effective the pay period beginning May 30, 2022.

In July 2021 the IT Technical Services Manager resigned from the City of Madison. The IT Director took this opportunity to re-evaluate the priorities of the IT Department. Priorities for the Department were cyber security, as well as efficiency and consistency of services and expectations. As part of this reorganization, the position of IT Technical Services Manager was recreated one range lower to a Principal IT Specialist (CG18, Range 14) with focused responsibilities on critical cyber security infrastructure citywide. The remaining managerial responsibilities of the former IT Technical Services Manager position was also reassigned to the IT Application Development Manager. In combining the two managerial roles into one position, it creates greater efficiency across the IT organization. D. Faust is able to set expectations department wide, break across silos, and coordinate across both the technical services unit and application development unit of the IT Department. This also creates greater efficiency so with consistent communications, and made room for both sides are able to evaluate what each other are doing and utilize each other's best practices. As part of this reassignment the IT Application Development Manager gained supervision of 20 FTEs, three team leaders and their lower level professional and technical employees. These three teams include Digital Media, Help Desk and Network Operations. With majority of the teams reporting to the IT Application Development Manager he oversees all of the IT operations.

First, a review from the classification specification for the IT Application Development Manager describes the work as:

...responsible supervisory and professional work in directing programs, functions, services and staff in the Development Unit of Information Technology. The Development Unit is responsible for analyzing customer requirements, designing new systems, acquiring new systems, enhancing existing systems, problem resolution and providing general consulting services. Work includes **supervising staff engaged in general applications development and specialized responsibility for city-wide programs such as GIS or EDMS**, as well as strategic planning responsibility. Work is

performed under the general supervision of the Information Technology Director. [emphasis added]

With the addition of the three teams D. Faust is overseeing the depth and breadth of his work goes beyond solely Application Development and now includes Digital Media Supervisor, HelpDesk Supervisor Principal IT Specialist, Network Operations, Web Team, Applications Development and Asset Management. As a result, the position has morphed more into an Assistant IT Director function and his work aligns with other Assistant Division Directors across the City, such as Assistant City Engineer and Assistant City Traffic Engineer both in CG18, Range 17.

Now a review of the classification specification for the Assistant City Engineer CG18, Range 17:

... **highly responsible managerial, administrative and professional engineering work in the Engineering Division.** Under the general supervision of the City Engineer, this position serves as the Deputy City Engineer and exercises considerable judgment and discretion in **overseeing the design, support, and field activities of the Division and directly carrying out responsibilities in the areas of personnel and budget management, interdepartmental planning and coordination activities**, Board and Commission support, and other related areas. This position will act on behalf of the City Engineer and the Engineering Division during absences of the City Engineer and/or as specifically delegated in order to provide for continuity of services. [emphasis added]

While the Engineering Division has 300 staff and the IT Division has 64; it is fair to compare the two Assistant Director level positions because Engineering has four Assistant City Engineers to oversee their larger staff size. However, both the Engineering Division and IT Division are comparable in the volume of work per employee, complex nature of the work, required technical skill set of staff and how both of these agencies impact the residents of the city of Madison. With the additional duties of the IT Application Manager of overseeing the entire operations of the IT Division, design and support activities of their staff, interdepartmental planning and coordination it is logical to reclassify this position to an IT Assistant Director in the same classification and range as the Assistant City Engineer.

Therefore, I recommend the classification of IT Application Development Manager be deleted. Create a classification title of Assistant IT Director in CG18, Range 17, recreate position # 831 in the new classification in the IT Division operating budget, and reallocate the employee, D. Faust, to the new position effective the pay period of May 30, 2022.

The necessary resolution to implement this recommendation has been drafted.

Editor's Note:

Classification	Compensation Group/Range	2022 Annual Minimum (Step 1)	2022 Annual Maximum (Step 5)	2022 Annual Maximum (+12% longevity)
IT Application Development Manager	18/16	\$ 95,481	\$115,065	\$128,872
Assistant IT Director	18/17	\$100,370	\$ 121,046	\$ 135,572

cc: Sarah Edgerton – IT Director
Emaan Abdel-Halim-Human Resources Services Manager
Erin Hillson-Employee and Labor Relations Manager

Gregg McManners- Interim Human Resources Director