

TO: Personnel Board

FROM: Michael Lipski, Compensation and Benefits Manager

DATE: April 20, 2011

SUBJECT: Communications Technician 3-Traffic Engineering Division

The Traffic Engineering Division has requested a study of the vacant position of Communications Technician 3 (CG16-R19) to determine whether it should be retitled to reflect the leadworker responsibilities of the position and whether it is in the appropriate range. An updated position description was submitted and I met with Traffic Operations Manager Lynn Christoph and Communications Operations Supervisor Keith Lippert to discuss the Communications section. Based on my review of the submitted materials, the interviews I conducted, and evaluation against other positions/classifications in the City, I make the following recommendations:

- The current classification of Communications Technician 3 in CG16-R19 should be retitled Communications Operations Leadworker and placed in CG16-R20.
- The current vacant position (#1223) of Communications Technician 3 should be recreated as a Communications Operations Leadworker.
- The classification of Mobile Data Technician in CG16-R18 should be retitled to Communications Technician 3 in the same CG and Range.
- The existing position (#1212) of Mobile Data Technician should be deleted and recreated as a Communications Technician 3 in CG16-R18 and the incumbent (D. Nachreiner) be reallocated to the new position.
- The class specification for Communications Technician should be updated to reflect the incorporation of the Mobile Data Technician duties and responsibilities and the deletion of the leadworker responsibilities (attached).

The Communications Section of Traffic Engineering is responsible for installing, repairing, and maintaining all 2-way communication devices for the City and other municipalities, including Dane County and surrounding communities. These devices include police radios, consoles for the 911 Center, mobile data stations, police and fire sirens, the radio system for tornado sirens, and other safety-related communication devices. Failure to properly maintain these systems could result in serious consequences if the devices do not perform in emergency situations. Furthermore, employees in the unit are on standby 24/7 in case of an emergency malfunction.

Under the general supervision of the Traffic Operations Manager (CG18-R15), the Communications Operations Supervisor (CG18-R12) oversees the communications section. Besides the Supervisor, the communications section has 9 budgeted FTE, including a Communications Technician 3 (CG16-R19) who also serves as leadworker, a Mobile Data Technician (CG16-R18), 3 Communications Technician 2 (CG16-R17), 2 Communications Technician 1 (CG16-14), and 2 Communications Workers (CG16-R11). Over the years, the technology in the Communications section has become more complex. Whereas radios used to be 6 channels, current radios are 23 channels with encryption. In addition, more vehicles, such

as police cruisers, include mobile data terminals which need to be installed and maintained. As a result of the changing technology, the Communications Operations Supervisor spends more time working with engineers on the design of the communications systems and has delegated much of the day-to-day leadwork responsibilities to the Communications Technician 3.

The Communications Technician 3 is the leadworker over the other communications section employees. This includes responsibility for scheduling day-to-day work, as well as all standby scheduling. While the Supervisor will still establish priorities for work, the Communications Technician 3 does the scheduling to ensure the priorities are completed. The Communications Technician 3 is the first point of contact if employees in the field encounter problems, including problems that may arise after hours. The Communications Technician 3 has also taken on the responsibility for billing within the section. This involves using a computerized system to keep track of work and billing. As the section does a high percentage of work for outside municipalities (almost 50%), and also bills for work done for other City departments, it is important to ensure bills are accurate and no double-billing occurs. The Technician 3 maintains this responsibility. Finally, the Technician 3 must have the ability to perform all the different work performed by the lower-level staff so that the employee can be a resource when trouble arises. In the updated position description, leadwork/billing responsibilities make up 45% of the position, with the bulk of the remaining time spent performing high-level technical work and assisting the Supervisor with evaluating new radio and test equipment, reviewing and assisting in the evaluation of new radio system designs and other technical work as needed. The Technician 3 also serves on technical committees and attends meetings with the Supervisor, or represents the department during the supervisor's absence.

The Traffic Operations Manager also oversees the electrical section within Traffic Engineering. That section does not have an intermediate supervisor but rather has an Electrical Operations Leadworker (CG16-R20) who reports directly to the Manager. A review of the position description (attached) and conversations with the Manager shows that the Electrical Operations Leadworker has similar responsibility to the Communications Technician 3 for planning, assigning, and overseeing the work of the 12 lower-level permanent staff in the section, monitoring work, and troubleshooting problems that occur as work is being performed. This is 40% of the Leadworker position description, with the remainder of the time spent installing, maintaining, and repairing systems in the electrical section.

Although the communications section has an intermediate supervisor between the Technician 3 and the Traffic Operations Manager, I do not find significant differences between the responsibility of the Electrical Operations Leadworker and the Communications Technician 3. Both have a significant portion of their time allocated to serving as leadworker over a large group of lower-level staff. Both are expected to troubleshoot problems that occur in the field. Both engage in high-level technical work within their respective sections, and are expected to be able to perform all the work of the section. The work of each section presents its own risk: the electrical section works with high voltage wires that could result in electrocution while the communications section works with emergency equipment that could have serious public ramifications if malfunctions occur as well as radiation levels that could be dangerous. As such, I recommend that a new classification of Communications Operations Leadworker be created in

CG16-R20, comparable to the Electrical Operations Leadworker and the current vacant position of Communications Technician 3 be recreated as the Communications Operations Leadworker.

In discussion with Ms. Christoph and Mr. Lippert, they recommended that if the Communications Technician 3 becomes a leadworker, that the classification of Communications Technician 3 not be discarded. Rather, as mentioned above, the communications section has a classification of Mobile Data Technician that is in a higher range than the Communications Technician 2 and qualifications for the Mobile Data Technician include a certain amount of time spent as a Communications Technician 2. In addition to specific responsibilities for mobile data terminals and equipment, the Mobile Data Technician is expected to perform the same work as the Communications Technician 2. Based on this, it is appropriate to retitle the Mobile Data Technician as a Communications Technician 3 and move the Communications Technician 3 classification from Range 19 to Range 18. Therefore, I recommend elimination of the classification of Mobile Data Technician in CG16-R18, movement of the classification of Communications Technician 3 from Range 19 to Range 18, and recreating the existing Mobile Data Technician position as a Communications Technician 3 while reallocating the incumbent to the new position.

We have prepared the necessary Resolution to implement this recommendation.

Editor's Note:

Compensation Group/Range	2011 Annual Minimum (Step 1)	2011 Annual Maximum (Step 5)	2011 Annual Maximum +12% longevity
16/18	\$51,823	\$59,936	\$67,132
16/19	\$53,571	\$62,503	\$69,992
16/20	\$55,537	\$65,066	\$72,878

cc: David Dryer-City Traffic Engineer and Parking Manager  
Lynn Christoph-Traffic Operations Manager  
Keith Lippert-Communications Operations Manager  
David Nachreiner-Mobile Data Technician  
Greg Leifer-Labor Relations Manager