

TO: Personnel Board

FROM: Julie Trimbell, Human Resources Analyst

DATE: October 4, 2012

SUBJECT: Monona Terrace Audio/Visual Technician - Monona Terrace

Monona Terrace Director Gregg McManners has requested a study of Monona Terrace Audio/Visual Technician position, #3757, in CG16, Range 14, currently occupied by John Schwoerer. Mr. Schwoerer has worked for Monona Terrace since 1998, and became an Audio/Visual Technician in 2003. Since 2004, Monona Terrace has had independent responsibility for its own computer network system. This position is responsible for overseeing the day-to-day operations of the Monona Terrace computer networks, including hardware/software support. Based on the position description submitted and interviews with MT Associate Director Bill Zeinemann, Building Maintenance and Technical Supervisor Jeff Griffith, IT Technical Services Manager Rich Beadles, and the incumbent, I recommend recreation of a vacant Monona Terrace Audio/Visual Technician position (#3597) as a Management Information Specialist 2, CG18, Range 08. Since the information technology work is consistent with that of a professional Management Information Specialist, and the Personnel Rules prohibit reclassification of a represented employee into a non-represented position, I recommend the new professional position be posted and filled through a competitive process.

The computer network at Monona Terrace was installed in 1997. At that time and up until 2001, Monona Terrace depended upon the Information Technology Department at the City for network services. Between 2001 and 2003, they utilized outside consultants for those services in part because City Information Technology could not support the system during the numerous events occurring during off-hours. Monona Terrace began performing all information technology services in-house in 2004.

The class specification for Monona Terrace Audio/Visual Technician (attached) identifies:

...technical and skilled work coordinating audio/visual, computer, closed circuit, and general communication services for the Monona Terrace Community and Convention Center. The work involves coordinating and overseeing the installation, connection, maintenance, and operation of electronic, audio/visual, computer, and telephone equipment and electrical connections associated with the meetings, conferences, conventions, and consumer shows held at the Center. This position will serve as the technical expert for both staff and clients in the areas of responsibility and, under the general supervision of the Building Maintenance Supervisor, will exercise independent judgment in the layout and performance of the work.

While these responsibilities remain a function of this position, over the past eight years, the position has been given increasing responsibility for overall information technology needs at Monona Terrace. This involves performing specialized work relative to Monona Terrace's automated management information system. Monona Terrace has its own computer network and phone system, independent from the City, and has complete control over them. City Information Technology provides minimal support to Monona Terrace, mostly in terms of consultation services as needed.

An updated position description (attached) has been prepared reflecting the new information technology focus of the position and shows this now encompasses approximately 70% of this Audio/Visual Technician position. Mr. Schworer is tasked with operating and overseeing the Monona Terrace computer network, wireless network, telephone system and numerous servers. He conducts research on emerging technology, makes recommendations for new hardware and software purchases, and assists with the bidding process. He performs all hardware and software upgrades, and help desk services for Monona Terrace clients and staff members. These tasks align with those of the Management Information Specialist 2 which is objective level professional work in the support of automated management information systems, characterized by the independent application of professional skills in providing standardized support activities. A review of the position description by Mr. Beadles confirms the duties and responsibilities are in line with those of a Management Information Specialist.

The Knowledge/Skills/Abilities for the Audio/Visual Technician make no reference to information technology services, specifically in reference to operating and overseeing a computer network, wireless network, telephone system and servers. The current class specification for Audio/Visual Technician (attached) shows the following Knowledge requirements:

Knowledge of the methods, practices, tools, and materials used in the general installation, operation, and maintenance of audio/visual, electronic, lighting, computer, and telephone equipment and electrical connections associated with the entertainment/convention industry. Knowledge of sound reinforcement, lighting, closed circuit television, computer network, and related audio/visual and electronic practices and equipment as they relate to entertainment and convention activities. Knowledge of production terms and techniques. Knowledge of equipment and components. Working knowledge of occupational hazards and necessary safety procedures and equipment.

Conversely, the Knowledge/Skills/Abilities for Management Information Specialist 2 include:

Working knowledge of personal computer system technology (hardware and software) and its effective application. Working knowledge of a wide range of software and hardware applications. Knowledge of management information system networking considerations. Ability to troubleshoot and resolve routine hardware and software computer malfunctions. Ability to communicate effectively both orally and in writing. Ability to develop and maintain effective working relationships with internal staff and staff of other agencies. Ability to provide advice, consultation, and training to diverse user groups. Physical strength, coordination and acuity inherent in setting up, installing and testing computers as assigned. Ability to effectively participate in team efforts to improve departmental programs and services. Ability to evaluate hardware and software and recommend purchase.

None of this is contained in the Audio/Visual Technician classification. Because the information technology work is now the main focus of this position making up 70% of the work, I conclude that Management Information Specialist 2, CG18, Range 08, is an appropriate classification for the responsibilities of position #3597. Therefore, position #3597 should be recreated as an MIS2 in the Monona Terrace budget to be posted and filled through a competitive process per the Personnel Rules.

The necessary Resolution has been prepared to implement this recommendation.

Editor's Note:

Compensation Group/Range	2012 Annual Minimum (Step 1)	2012 Annual Maximum (Step 5)	2012 Annual Maximum +12% longevity
16/14	\$47,137	\$53,059	\$59,436
18/08	\$53,878	\$63,935	\$71,604

cc: Gregg McManners - Monona Terrace Director
Bill Zeinemann - Monona Terrace Associate Director
Jeff Griffith - Building Maintenance and Technical Supervisor
John Schwoerer - Monona Terrace Audio/Visual Technician
Greg Leifer - Employee and Labor Relations Manager
Rich Beadles - IT Technical Services Manager