

TO: Personnel Board

FROM: Harper Donahue, Human Resources

DATE: June 4, 2012

SUBJECT: Management Information Specialist 2

At the request of the Information Technology Director, Mr. Paul Kronberger, I have studied the position (#810) of Management Information Specialist 2 (CG18, Range 08) currently occupied by Mr. Eric Olson. This position is currently housed within the Web Team, in the Applications Development area of the IT Department, and reports directly to Ms. Sarah Edgerton (MIS 4). I have met with Mr. Kronberger, and Mr. Olson (the incumbent), and based on these meetings, a review of the position description (attached), and the City of Madison Personnel Rules, I recommend that Mr. Olson be reclassified to a Management Information Specialist 3, CG18/10.

The Management Information Specialist 2 class spec (attached) identifies

"...objective level professional work in the development or support of automated management information systems. This work is characterized by the independent application of professional skills in providing standardized developmental or support activities, and/or serving as a contributing member on more diverse team efforts. Work is performed under the general leadership of a senior level professional."

Specific responsibility may include

- *"Perform all work of a Management Information Specialist 1 with a higher degree of independence, discretion, expertise, complexity and implicit responsibility. Work with customers to define requirements for basic applications (e.g., stand-alone systems with limited users, limited/routine transactions, few data elements, few screens, no/limited interface with other applications, etc). Analyze requirements and translate application design specification to current development language including inputs, processing and outputs. Establish proper controls for security and test applications. Prepare documentation.*
- *Insure application designs, systems software and networks are compatible and in alignment with the practices and goals of the department.*
- *Participate in diverse departmental efforts in a training capacity, (e.g., involvement in application development involving networking considerations, database management, etc. in order to facilitate back-up capability).*
- *Present/participate in related customer training."*

On the other hand, an MIS 3 (attached) describes

"...advanced-level professional work in the development or support of automated management information systems. This level is characterized by responsibility for the development and

implementation of automated systems and major system components or development and implementation of support systems and programs, as assigned. Work may involve some team leader responsibility on specific projects, as assigned and is performed under the general direction of a senior level professional or supervisor.”

The distinguishing features between an MIS 2 and an MIS 3 are:

- *“...the emphasis on more technically complex and responsible activities;*
- *Work with customers on more complex automated applications (e.g., involving some system networking; some diversity of users and user interests; a large number of data elements and procedural considerations; and generally, a large number of variables in design, hardware/software, and potentially conflicting priorities, etc.);*
- *Act as Project Leader on smaller projects and/or components of larger projects. Provide activity schedule; provide technical consultation and training to lower level staff as required;*
- *Contact vendors; evaluate products; prepare RFP’s; participate in vendor contract negotiations.*
- *Exercise judgment in the resolution of conflicts relative to scheduling priorities between customers, varying solution options to applications, etc.”*

Mr. Olson has been with IT since September 2004. His original role was with the HelpDesk as an MIS 1, but in 2005 Olson progressed to an MIS 2 and moved to the “Web Team” (Applications Development) with Ms. Edgerton. Since 2005, Olson has assumed increased levels of responsibilities, but has remained at the MIS 2 level. In 2007, Edgerton assumed Team Leader responsibilities, and has relied heavily on Olson for support. Around this time, Olson would often make recommendations to Ms. Edgerton - protocol was for Mr. Olson to present Edgerton with two options to choose from when making recommendations. Since 2010, Edgerton has allowed Olson to operate with greater levels of autonomy, and the ability to make decisions and report back.

Key Considerations/Factors to support Olson’s MIS 2 → MIS 3 Reclassification:

- Records Management System (RMS): Olson serves as the IT Project Manager for the implementation of a new Records Management System, which serves MPD and more than a dozen other communities throughout Dane County. Olson has been working with MPD in the capacity of a Project Manager since August 2011. This requires him to:
 - Maintain contact/communication with all project leaders involved, which includes delegating responsibilities to others in IT;
 - Meet with MPD to evaluate their procedures to determine best use of software;
 - Maintain direct communication with vendor;
 - Make design decisions, and is ultimately responsible for the system’s implementation.
- Cold Fusion: Olson’s specialized knowledge is required for this computer program which runs the City’s website. Olson built the servers and currently serves as the Project Manager for this programming platform. Olson is responsible for monitoring security updates and upgrades, and ensuring that the system is not vulnerable. Olson has held Server Administrator rights since the summer of 2005 – Administrator rights are usually only held at the MIS 3 level and above.
- Contribute Enterprise Content Management System: In 2006, Olson assumed leadworker responsibilities for Contribute, which allowed City agencies to update the content on their respective websites. Olson was responsible for:

- The technical infrastructure for agency permissions;
- Managing requests to add rights;
- And the system’s installation and system trainings that followed.
- Olson is a key member of the SharePoint Team, and has assisted in establishing the governance structure, technical standards, and direction.
- Online Statement of Interest Forms: Olson served as the project manager for this project which involved working with the Mayor’s Office, Office of the City Attorney, HR, Finance, Clerk’s Office and numerous customers to determine what form changes needed to be made to ensure online forms met legal requirements.
- RFP Involvement: Olson works directly with customers to assess their short-term and long-term IT needs, and to set requirements when writing RFPs. Olson also assists customers when evaluating RFP responses to determine if requirements are being properly met, and to address any potential red flags.
- Olson represents the Web Team at weekly Departmental “Technical Change” meetings.

The work Mr. Olson performs with the Web Team clearly falls within the MIS 3 description. According to Mr. Olson’s position description (attached), 35% of his time is spent as a Project Leader on various projects. An additional 10% of his time is spent assisting other Team Leaders. It is apparent that this is advanced-level work in providing leadership to IT. Olson’s current level of responsibility is comparable to the work performed by Anjali Goel (current MIS 3). As such, Mr. Olson’s position should be recreated as a Management Information Specialist 3 (CG18, R10), and he should be reallocated to the new position.

We have prepared the necessary Resolutions to implement this recommendation.

Attachments

Compensation Group/Range	2012 Annual Minimum (Step 1)	2012 Annual Maximum (Step 5)	2012 Annual Maximum +3% longevity
18/08	\$53,878	\$63,935	\$65,858
18/10	\$58,485	\$70,288	\$72,384

cc: Paul Kronberger—IT Director
Eric Olson — MIS 2
Mike Lipski – HR Services Manager