

TO: Personnel Board

FROM: Emaan Abdel-Halim, Human Resources

DATE: 26 June 2018

SUBJECT: Monona Terrace Technical Services Specialist 2 – Monona Terrace

At the request of Monona Terrace Director Gregg McManners, received on 1/17/2018, I conducted a position study for the position of Monona Terrace Technical Services Specialist 2 (#4234, CG16, Range 15). This reclassification request comes from the significant changes in organizational structure and advanced technological services offered at Monona Terrace. After meeting with Associate Director, Bill Zeinemann (the position's supervisor), the incumbent—J. Klingelhoets, as well as several IT managers, and upon review of the updated position description, I recommend the following for the reasons outlined in this memo:

- Recreate position #4234 of Monona Terrace Technical Services Specialist 2 as an IT Specialist 2 in Comp Group 18, Range 8; and
- Fill the new professional IT Specialist 2 position through an internal competitive process. The incumbent will continue to underfill #4234 as a MT Technical Services Specialist 2 until the conclusion of the competitive process.

Monona Terrace is an award winning facility for meeting and conventions in Madison, WI; focused on providing top-quality services for its clients. As technology, software and equipment advancements emerge, the Technical Services staff at Monona Terrace have expanded the complexity of their responsibilities to meet their clients' needs. As a result, this current position of Monona Terrace Technical Services Specialist 2 has grown to encompass these additional higher level responsibilities.

First, a review of the classification specification for the Monona Terrace Technical Services Specialist 2 describes the work as:

... **highly responsible, skilled technical and lead work** in the Technical Services Specialist series. Incumbents, in addition to performing the work of the Monona Terrace Technical Services Specialist 1, will **serve a leadership role overseeing the activities of the Technical Services Department's infrastructure, equipment, staff and services**. Work is characterized by the **exercise of independent judgment** and discretion in laying out work and in directing lower level employees. Under general supervision, employees work with **a high degree of independence** in meeting specified objectives... [emphasis added]

Now, a review of the class specification for IT Specialist 2 indicates:

... **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 supervision of a Principal IT Specialist or other supervisor/manager. ... [emphasis added]

Mr. Klingelhoets began working while as student as an hourly Stagehand at Monona Terrace in 2005. In 2013, he competed for his current permanent position as Monona Terrace Technical Services Specialist 2. In this role, Mr. Klingelhoets oversees the installation and operation of the wide array of audio/visual

setup needs for Monona Terrace events. This includes leading and directing the work of hourly stagehands and other staff, as well as troubleshooting and resolving any technical issues to ensure highest quality and performance standards for Monona Terrace's clients.

In 2015, Monona Terrace restructured and recreated the Building Maintenance and Technical Services Supervisor position to focus predominately on Monona Terrace's building maintenance and LEED certification. As a result, the Technical Services unit now reports directly to the Associate Director of Marketing/Events/Community & Public Relations. The logic for this transition was that with more events incorporating robust and complex technical services/equipment, these Technical Service positions became more critical in the value-added, revenue-generating services offered to Monona Terrace clients.

Since this transition, this position has taken on additional responsibilities as a critical member of the USI committee - the event management software and backbone of Monona Terrace's operations; including authoring the customized Krystal reports. The incumbent writes programs to integrate various system softwares, and develops applications to create efficiency and improve accuracy. Mr. Klingelhoet's technical talents developed a mobile app for operations and event staff to check pertinent event details from anywhere in the building through a handheld device. Additionally, he was key to integrating the software for new marquee sign with the USI system for event details to feed directly to the sign. It has been determined that these responsibilities should remain with this position as they have become critical for the success of Monona Terrace.

I reviewed the work performed by Mr. Klingelhoets with Sharon Kauffeld, Principal IT Specialist 2; and David Faust – Applications Development Manager from the IT Department for classification consistency. They indicated that at the IT Specialist 1 level there is a high level of supervision and oversight. While the IT Specialist 2 level will operate with a greater independence, less supervision, limited scope and minimal interagency coordination. Then the IT Specialist 3 and 4 have progressively higher levels of project design and leadership responsibilities. Based on this comparison and given the development of Monona Terrace Technical Services Specialist 2 job duties, this position's placement would be consistent at the IT Specialist 2 level. Given the level of independence required to troubleshoot the variety of technical issues at Monona Terrace, the position operates with limited supervision.

Based on the findings of this position study, I am recommending that position #4234 Monona Terrace Technical Services Specialist 2 be recreated as an IT Specialist 2 in CGI8, Range 08. However, as the Personnel Rules prohibit reclassification from one compensation group to another, the recreated position will be posted to Monona Terrace for internal competition.

The necessary resolution to implement this recommendation has been drafted.

Editor's Note:

Compensation Group/Range	2018 Annual Minimum (Step 1)	2018 Annual Maximum (Step 5)	2018 Annual Maximum (+12% longevity)
16/15	\$ 55,445	\$ 62,733	\$ 70,261
18/08	\$ 61,899	\$ 73,453	\$ 82,268

cc: Gregg McManners – Monona Terrace Director
Bill Zeinemann – Associate Director, Monona Terrace
Michael Lipski – Human Resources Services Manager, HR
Greg Leifer – Employee and Labor Relations Manager, HR