

TO: Personnel Board

FROM: Julie Trimbell, Human Resources

DATE: November 6, 2015

SUBJECT: IT Specialist 3 to IT Specialist 4 (Silverwood)

At the request of IT Director Paul Kronberger, I have studied the position (#835) of IT Specialist 3, currently occupied by Jonathan Silverwood, to determine whether it should be recreated as an IT Specialist 4 based on increased responsibilities, including significant technical and project leadership work. After reviewing the position description and meeting with the supervisor and employee, I agree that this position should be recreated as an IT Specialist 4 and the incumbent reallocated to the new level for the reasons outlined in this memo.

The IT Specialist 3 classification 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 the development and implementation of support systems and programs, as assigned. Work may involve some leadership responsibility on specific projects, as assigned...

The IT Specialist 4 classification describes:

...professional leadership work in the development or support of complex automated management information systems. This work requires considerable judgment, discretion and expertise in the development or support of highly complex and diverse management information systems. Work is characterized by significant technical or project leadership responsibility for the development and implementation of specified technology areas. Employees may be expected to supervise lower-level employees on a project basis, and provide general leadership to lower-level staff. Employees work under the general supervision of a Principal IT Specialist or other supervisor/manager and operate with considerable independence in meeting established objectives.

Relevant duties include:

- Perform all work of an IT Specialist 3, with increased emphasis on project leadership or technical leadership for the most complex information technology duties, functions and responsibilities.
- Take full responsibility for specified technology areas (e.g., telecommunications, network support, unified communications, personal/enterprise computer hardware/software network security, desktop management, storage/backup and virtualization).
- Provide recommendations on departmental policies and procedures, budgeting and planning issues.
- Plan, assign, lead and monitor other IT Specialists. Provide technical training and consultation. Participate in hiring processes, and other staff utilization issues.
- Represent the department on sensitive interactions with customers and vendor negotiations.
- Act on behalf of the Principal IT Specialist or Technical Services Division Manager, as assigned.

Mr. Silverwood was hired by the City as an IT Specialist 3 (formerly MIS 3) in March of 2010 and has worked on the Network Operations team since that time. Mr. Silverwood has overall technical leadership responsibility for the design and support of the City's fiber optic, local area, and wide area networks. He is responsible for the overall design, development and implementation of citywide fiber-optic network infrastructure, major network components, network support systems and network management systems in a secure environment. This network not only supports City employees and facilities, but also entities throughout Madison who tap into the City's network.

He serves as the lead on a number of initiatives including the following:

- Intelligent Transportation System network (ITS) - providing signal connectivity at intersections for traffic control;
- SCADA network - supporting the security of the Water Utility's well sites;
- City data, voice and video network - supporting 300 surveillance cameras citywide, and all City computers and telephones;
- 800 MHz radio system backhaul network - supporting areas where no fiber optic network or DSL exists;
- Fiber to the premise (FTTP) network - supporting the efforts to address the Digital Divide Initiative, including involvement in the RFP process.
- Metropolitan Unified Fiber Network Consortium (MUFN-C) Network Operations Sub-Committee - serves as chairperson and works with consortium members to lead the development of processes to maintain and expand existing shared networks while representing City interests.

Mr. Silverwood's work involves communication and coordination with numerous individuals, both internal to the City and external, and under limited supervision. He provides training to lower level IT Specialists and consults as needed with other IT staff.

Mr. Silverwood has primary responsibility for the Internet Firewall and security of the network, which affects all City agencies. His efforts over the years have made the environment more stable than in the past. He was also responsible for the implementation of VPN remote access and the installation of a Load Balancer, which have resulted in greater efficiency overall for internal and external users. Mr. Silverwood is instrumental in the budget process each year by providing estimates for network related expenses.

The work described clearly constitutes leadership work in the development or support of complex automated management information systems with full responsibility for specified technology areas as outlined at the IT Specialist 4 level. As such, I recommend that Mr. Silverwood's position be recreated as an IT Specialist 4 and he be reallocated to the new level.

We have prepared the necessary Resolution to implement this recommendation.

Editor's Note:

Compensation Group/Range	2015 Annual Minimum (Step 1)	2015 Annual Maximum (Step 5)	2015 Annual Maximum +12% longevity
18/10	\$61,674	\$74,121	\$83,015
18/12	\$67,421	\$81,395	\$91,163

cc: Paul Kronberger - IT Director
Rich Beadles – IT Technical Services Manager
Chris Lueder - Principal IT Specialist