TO: Personnel Board

FROM: Emaan Abdel-Halim, Human Resources

DATE: 26 June 2018

SUBJECT: IT Specialist 2 (J. Schwoerer) – Monona Terrace

At the request of Monona Terrace Director Gregg McManners, received on 1/17/2018, I conducted a position study for the IT Specialist 2 position (#3597; CG18, Range 8) currently occupied by Mr. John Schwoerer. 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 positions' supervisor) and the incumbent, and upon review of the updated position description, I recommend the following for the reasons outlined in this memo:

- Recreate position #3597 of IT Specialist 2 as an IT Specialist 3 in Comp Group 18, Range 10; and
- Reallocate the incumbent, Mr. John Schwoerer to the new position.

Monona Terrace has its own computer network, WiFi, and phone system separate from the City, which is independently managed by its staff.   This IT Specialist 2 position is primarily responsible for ensuring all technical operating systems and over 15 network servers are optimally functioning to provide the highest quality of services to Monona Terrace's customers and clients. In 2012, this position was created to address the technological needs of the convention center's clients; which has evolved into more sophisticated and complex systems. As an award winning facility, Monona Terrace strives to provide highest level of service to accommodate complex technical and meeting/convention setup options for their customers.   Additionally, clients will request unique services and/or bring in their own specialized equipment which the IT Specialist will develop ways to integrate into their systems and meet the needs of for the meeting/event. Finally, this position provides supervision over 2 MT Technical Services Specialists (One of which is being recreated as an IT Specialist 2 by separate resolution).

First, 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]

A review of the classification specification for the IT Specialist 3 describes the work as:

> … **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… [emphasis added]

One example of Mr. Schwoerer's work is the development of the speaker ready room for conferences and meeting presentations. This service provides presenters with a designated network server to upload their specific presentations and then is released to the appropriate meeting rooms, at the appropriate

times. This provides speakers a streamlined and efficient means to access their presentations without dealing with technical issues or equipment setup before their sessions. This is an example of advanced-level IT work, expected at a higher IT Specialist 3 level.

Also, 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, with the IT Specialist 2 taking lead for the section. As a result, Mr. Schwoerer and his team are vital participants in sales team presentations and he assumes the project lead on fulfilling specialized technical requests for client events. This position also makes recommendations and has the purchasing responsibility for equipment upgrades, oversees related RFP/RFQ processes, provides contract management for the technical service providers, and advises/assists with both the capital and operating budget preparations. Again, these functions are found at the higher level of IT Specialist 3.

In this position study analysis, I reviewed this request with members of the IT management team to ensure alignment within the IT Specialist classification series. I also considered other comparable positions of the Police Information Systems Coordinator (CG, 18, Range 12) and the Fire Department Information Technology Coordinator (IT Specialist 3, CG 18, Range 10). While the Police Information Systems Coordinator position shares similar project management and financial/budgetary responsibilities, this Police position supervises a larger staff comprised of five (5) professional level IT Specialist positions. On the other hand, the Fire Information Technology Coordinator is equivalent to the IT Specialist 3 classification, does not supervise any staff, but does provide wide array of technology support for numerous software management systems at the multiple fire station locations citywide. While Mr. Schwoerer does take project leadership on the emerging and complex technology requests for Monona Terrace's clients; his position is not consistent with the Police Information Systems Coordinator due to the limited staff size and focus in a single location. However, the work described herein aligns with the IT Specialist 3, and although the Fire position does not supervise staff, the breadth of work with Fire offsets the lack of supervision. Given these considerations, I find the IT Specialist 3 the most appropriate classification for this current Monona Terrace position.

Based on the findings of this position study, I am recommending that position #3597 of IT Specialist 2 be recreated as an IT Specialist 3 in CG18, Range 10 and the incumbent reallocated to the new position, in Monona Terrace's operating budget.

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)
18/08	$ 61,899	$ 73,453	$ 82,268
18/10	$ 67,192	$ 80,752	$ 90,442

cc: Gregg McManners – Director, Monona Terrace
     Bill Zeinemann – Associate Director, Monona Terrace
     John Schwoerer – Incumbent
     Michael Lipski – Human Resources Services Manager