

**CITY OF FRANKLIN
PERSONNEL COMMITTEE MEETING
FRANKLIN CITY HALL, COMMON COUNCIL CHAMBERS
9229 W. Loomis Road, Franklin, WI 53132
Monday, September 16th, 2024 – 6:00 p.m.**

AGENDA

- I. Call to Order, Roll Call, and Pledge of Allegiance
- II. Citizen Comment Period
- III. Approval of the Minutes from 7/15/2024
- IV. Welcome to Alderwoman Eichmann to the Personnel Committee
- V. Presentation by Scott Fuller, USI Insurance Services, on City of Franklin Insurance Plans and Preliminary Renewal Outlook
- VI. Promotion of Ryan Boos from Desktop & User Support Administrator to Server and Infrastructure Engineer and Approval of the Revised Job Description
- VII. Vacation Accruals for Lateral Transfers in the Fire Department
- VIII. Appointment of an additional member to the Civil Service Sub-Committee or consideration of the elimination of the Civil Service Sub-Committee
- IX. Election of Officers
- X. Staffing Report
- XI. Future Agenda Items
 - Insurance Renewals need approval at October meeting
 - Compensation Study
 - Employee Survey
- XII. Next Scheduled Meeting Date – October 21st, 2024
- XIII. Adjournment

*Notice is given that a majority of members of the Common Council of the municipality are expected to attend this meeting to gather information about an agenda item over which they have decision-making responsibility. This may constitute a meeting of the Common Council per *States ex re Badke v Greendale Village Bd* even though the Common Council will not take formal action at this meeting.

**CITY OF FRANKLIN
PERSONNEL COMMITTEE MEETING
FRANKLIN CITY HALL COUNCIL CHAMBERS
9229 W. Loomis Rd., Franklin, Wisconsin
6:00 p.m., July 15th, 2024**

MINUTES

I. The July 15th, 2024 Personnel Committee Meeting was called to order at 6:00 p.m. by Chair Wikel in the Council Chambers at City Hall. Members present were Chair Wikel, Alderman Hasan, Members Traynor, Budny, and Prusko. Alderman Barber was excused. Also in attendance were Director of Administration Hersh and Human Resources Manager Zahn.

II. Citizen comment period

None

III. Approval of the Minutes from 5/20/2024

Motion by Alderman Hasan and seconded by Member Prusko to approve the minutes from 5/20/24 as written. Motion Carried: Ayes- All.

IV. Resignation of Alderman Holpfer. Alderman Jon Peccarelli expected to be appointed to Personnel Committee

Alderman Peccarelli was in attendance for this meeting but will not be appointed to the Committee until the following evening. As such, he participated in discussion, but had no vote at this meeting.

V. Election of Officers

Due to missing several members, Chair Wikel asked to table this item until the next Personnel Committee meeting. This was agreed.

VI. Nepotism Policy

Motion by Member Traynor and seconded by Member Budny to recommend approval of the revised policy as submitted. Motion Carried: Ayes – All.

VII. City Attorney Staff Position and a City Attorney Job Description – Discussion Only

Discussion was conducted on the issue. The Mayor explained this was not just a cost issue, but that we want the best service. He stated that more information will be provided at the next meeting showing what other attorneys are being used for and how the funds would be broken down.

VIII. Pregnant Workers Fairness Act Policy

Motion by Alderman Hasan and seconded by Member Traynor to recommend adding the policy into the Employee Handbook.

IX. Director of Administration Updates

Director Hersh informed the Committee that we would be starting negotiations with the Police Union on 7/26/24.

X. Staffing Report

Info provided. No action needed.

XI. Future Agenda Items

- Preliminary projections for the City Health Insurance Plan
- Compensation Study
- Employee Survey

XII. Next Meeting Date

The next regularly scheduled meeting is planned for August 19th, 2024.

XIII. Adjournment

Motion by Member Traynor and seconded by Member Prusko to adjourn the Personnel Committee meeting at 7:11 p.m. Motion carried: Ayes-All.

APPROVAL	REQUEST FOR COUNCIL ACTION	MEETING DATE 9/17/2024
REPORTS & RECOMMENDATIONS	PROMOTION OF RYAN BOOS FROM DESKTOP & USER SUPPORT ADMINISTRATOR (LEVEL 3) TO SERVER AND INFRASTRUCTURE ENGINEER (LEVEL 8) UNDER THE REVISED JOB DESCRIPTION	ITEM NUMBER

BACKGROUND

Mr Ryan Boos has served as the Desktop & User Support Administrator for the City of Franklin and has consistently demonstrated exceptional technical skills, leadership, and dedication to the IT Department. His role has significantly evolved, and his current Level 3 designation no longer aligns with the complexity of the tasks he handles, nor does it reflect the depth of his expertise.

Project Leadership: One of many examples, Mr. Boos successfully managed the migration of the TraCS server from local servers to the DOT cloud, ensuring continuity and stability while Director Matelski was on vacation. This project, which directly impacts the Police citation system and has financial implications for the City, was completed without any issues, showcasing Mr. Boos's leadership and technical understanding.

Expanded Responsibilities: As outlined in the job description, the Server and Infrastructure Engineer role better reflects Mr. Boos's current responsibilities. This includes managing and supporting the City's network, servers, and storage equipment, ensuring security compliance, and maintaining critical City infrastructure.

Policy Limitations: Current City policies limit promotions to no more than a 7.5% salary increase and restrict level advancements. This promotion would require a notable exception from the Common Council to align Mr. Boos's position with his current responsibilities.

ANALYSIS

Promoting Mr. Ryan Boos to Server and Infrastructure Engineer (Level 8) will:

Retain Talent: Mr. Boos's institutional knowledge, technical expertise, and leadership are invaluable assets to the City. His promotion is crucial to retaining a high-caliber employee who is critical to the success of the IT Department and the City.

Align Duties with Position: The Level 8 position is a better match for Mr Boos's current duties, including advanced network management, server maintenance, and security oversight. This alignment will ensure that his contributions are appropriately recognized and compensated.

Support City Goals: This promotion supports the City's goals of fostering a motivated workforce, promoting from within, and ensuring that policies do not hinder the advancement of qualified employees.

FISCAL IMPACT:

From a budgetary perspective, Mr. Boos should be positioned near the top of the Grade 3 salary range. In 2023, his hourly rate was increased from \$23.84 to \$27.38, with an additional year-end merit increase. At the time of this CAS, Mr. Boos's salary is \$56,973. For context, another IT employee with no IT experience and a college degree was hired at \$50,000. Mr. Boos also

received a wage increase in 2023 due to obtaining a significant IT-related certification.

According to the 2024 budget, the salary range for Grade 8 is \$69,744 - \$92,412, while Grade 3 is \$45,125 - \$58,662. Assuming Mr. Boos's current salary is approximately \$58,662, a promotion to the minimum of Grade 8 would result in a 15.88% raise, requiring an additional \$11,082 in the 2025 salary budget. For the remaining four months of 2024, an estimated \$3,694 would be needed in the IT salary budget to cover this increase. The salary budget should have sufficient funds due to the late start of a new IT hire in July, potentially covering these costs.

This promotion will create a more appropriate salary gap between Mr. Boos and the new hire, aligning his compensation with the responsibilities of a Level 8 position. The exact fiscal impact will depend on the final approved salary within the Level 8 range.

ATTACHMENTS:

1. Letter of Recommendation from Administration and IT
2. Revised Job Description: Server and Infrastructure Engineer
3. Ryan Boos Stand Alone Accolade and Project Achievement

RECOMMENDATION

It is recommended that the Personnel Committee as an advisory board to the Common Council and that the Common Council approve the promotion of Ryan Boos from the current position of Desktop & User Support Administrator (Level 3) to the position of Server and Infrastructure Engineer (Level 8) within the City of Franklin's Information Technologies (IT) Department.

COUNCIL ACTION REQUESTED

Motion to approve the promotion of Ryan Boos from Desktop & User Support Administrator (Level 3) to Server and Infrastructure Engineer (Level 8) and revised job description, effective immediately, with the associated salary adjustment, and to grant the necessary exceptions to City policy to facilitate this promotion subject to technical changes by the Director of IT, Director of Administration, and Human Resources Manager.

Submitted By: Kelly Hersh, Director of Administration

Submitted By: James Matelski, Director of Information Technologies

Mayor – JRN; DOA – KH; IT – JM



City of Franklin

Kelly Hersh
Director of Administration
James Matelski
Director of Information Technologies

September 16, 2024

Personnel Committee and Common Council
City of Franklin
9229 W. Loomis Rd.
Franklin, WI 53132

Dear Members of the Personnel Committee and Common Council,

We are writing to express our strong support for the promotion of Ryan Boos, the current Desktop & User Support Administrator, from a Level 3 position to a Level 8 position within the City of Franklin's Information Technologies (IT) Department. This promotion is deserved and crucial for retaining an invaluable team member.

Mr. Boos's role within the department has significantly evolved beyond the scope of his current Level 3 designation. The complexity of the tasks he handles, the depth of his technical expertise, and the leadership qualities he demonstrates all reflect a position that far exceeds the limitations of his current job classification. His contributions include critical IT support, advanced problem-solving, and a proactive approach to maintaining and enhancing the City's technological infrastructure. The impact of his work is felt across the organization, contributing to the efficiency and effectiveness of all departments.

However, due to existing policy constraints, which limit promotional levels and the associated pay increase to a maximum of 7.5%, Mr. Boos's promotion cannot proceed without your intervention. While designed to maintain fairness, these policies inadvertently hinder our ability to recognize and reward exceptional performance and expertise within our existing workforce. In Mr. Boos's case, this limitation prevents us from aligning his compensation and job title with the responsibilities he has effectively been managing.

We believe it is in the City's best interest to support the growth and advancement of our employees, particularly those like Mr. Boos, who have demonstrated unwavering dedication, exceptional skill, and a commitment to the betterment of the City. His institutional knowledge, discipline, and proactive approach make Mr. Boos an irreplaceable asset. It would be a significant loss for the City to miss the opportunity to further Mr. Boos's career here due to outdated policies that do not fully account for such circumstances.

In light of this, we respectfully request that the Personnel Committee recommend as an advisory board to the Council and that the Common Council approve the promotion of Ryan Boos to a Level 8 position. This action is fair and necessary to retain and continue benefiting from Mr. Boos's expertise and dedication. We urge you to consider the long-term value of supporting internal growth and promoting from within, as it aligns with our

Celebrating Quality of Life



City of Franklin

Kelly Hersh
Director of Administration
James Matelski
Director of Information Technologies

goals of maintaining a highly skilled and motivated workforce.

Thank you for your attention to this matter. We are confident that with your support, we can continue to foster a work environment that values and rewards our employees' hard work and expertise.

Sincerely,

A handwritten signature in black ink that reads "Kelly Hersh".

Kelly Hersh
Director of Administration

A handwritten signature in black ink that reads "James Matelski".

James Matelski
Director of Information Technologies

City of Franklin
9229 W. Loomis Road
Franklin, WI 53132

*This letter is intended for the Personnel Committee and Common Council to review and approve the proposed promotion, reflecting the City's commitment to recognizing and rewarding exceptional employee contributions. *

Celebrating Quality of Life

9229 West Loomis Road, Franklin, Wisconsin 53132-9630 | Phone (414) 858-1100 | Fax (414) 427-7627 | franklinwi.gov

IT STAFFING & COMPENSATION CHALLENGES

Challenges for IT:

- **Insourcing Attempts in 2020:**
 - The timing for insourcing was particularly challenging.
 - While many applications were received, qualifications varied widely.
 - Several offers were made, but candidates either returned to previous jobs or failed to pass the background check.
 - Dustin Zastrow (HBS) was dismissed on April 20, 2020. Ryan Boos was onboarded as a temporary employee through RHT in August 2021 and became a full-time employee in August 2022.
 - RHT's Mary Steinhardt replaced Ann Woodroof (HBS) in December 2021. After a year, an attempt was made to onboard her in January 2023. However, Mary left in March 2023 when salary negotiations fell through, as her current RHT salary was \$6K above the grade level's maximum.
 - **The position has been vacant for over a year because the job classification is below market.**
 - Director Steeno and Mayor Olson preferred to address reclassification as part of a broader compensation study and new grade level matrix.
 - **The Director of IT has been performing Helpdesk functions for the past year.**

Inflation and Salary Adjustments:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024*		Total 5y	Total 6y	Total 11y	
1																				
2	BLS US Avg CPI				1.5	1.6	0.1	1.3	2.1	2.4	1.8	1.2	4.7	8.0	4.1	3.1		19.8	22.9	30.4
3	Inf Calculator	1.6	3.2	2.1	1.5	1.6	0.1	1.6	2.1	2.4	1.8	1.2	4.7	8.0	4.1	3.1		19.8	22.9	30.7
4	SSA COLA	0.0	3.6	1.7	1.5	1.7	0.0	0.3	2.0	2.8	1.6	1.3	5.9	8.7	3.2			20.7	20.7	27.5
5	CoF Annual Raise					1.0	1.5	2.0	1.5	2.0	1.5	2.0	2.5	2.0	2.0	3.0		10.0	13.0	21.0
6																				
7		* Jan only																		
8																				

Key Issues:

1. **Competitive Market for IT:**
 - Like Finance and other positions at the City of Franklin, IT competes with the regional market, requiring salaries aligning with public and private sector positions. IT must compete beyond civil service roles.

2 Rigorous Background Checks:

- IT personnel undergo thorough background checks comparable to those of sworn police officers. Many candidates cannot pass this full background check, including checks for misdemeanors and restraining orders
- Comparative departments often conduct only partial background checks, yet their Helpdesk roles are within the same grade structure without compensation adjustments for the more rigorous process in Franklin.

3. Salaries Below Market:

- The 65th percentile, adjusted for inflation, places the City of Franklin well below the market.
- My 2023 analysis shows Helpdesk positions ranging from \$46,536 to \$67,380, while Franklin's classification was \$42,952 to \$55,836—more than a standard deviation below the sample.
- The 2024 RHT Salary Survey (using Racine pricing) lists salaries as \$52,963, \$64,125, and \$75,763.
- The only viable strategy is to hire for a Helpdesk 1 position rather than the current Helpdesk 2/3 roles.
- Over the past 5-6 years, the average City of Franklin salary increase has been 10-13%, while the BLS CPI stands at 19.8%-22.9%, and SSA COLA at 20.7%. The 65th percentile places salaries 33% below top market rates, and with a 10-12% inflation adjustment, Franklin's salaries are over 40% below market, as reflected in the salary surveys.

4. Young Workforce Dynamics:

- IT is a young worker field, competing against the Gig Economy, where workers have little loyalty to a single employer. Independent contracting is becoming the norm, with younger workers increasingly pursuing self-employment, contract work, or content creation instead of traditional employment with pension benefits.

**AVERAGE LENGTH OF
TIME SPENT IN A ROLE,
BY GENERATION.**



BABY BOOMERS

57-75 years old

8 YEARS, 3 MONTHS

GEN-X

41-56 years old

5 YEARS, 2 MONTHS

MILLENNIALS

25-40 years old

2 YEARS, 9 MONTHS

GEN-Z

6-24 years old

2 YEARS, 3 MONTHS

From: James Matelski
Sent: Tuesday, April 23, 2024 6 28 PM
To: Kelly Hersh, John Nelson
Subject: FW: Tracs Update

Mayor Nelson:

I want to give special credit to Ryan Boos on managing and directing the movement of TraCS from the local servers over to the DOT cloud. TraCS as of today is a fully cloud based solution, where legacy servers and applications can now be decommissioned. Ryan successfully run with the project and completed it while I was on vacation. As you are aware, TraCS runs the Police citation system for the city and does have direct financial impact. I would like to commend Ryan on both his leadership and technical expertise.

He is a rare employee.

-Jim

James Matelski
Director of Information Technology
City of Franklin
9229 W. Loomis Rd.
Franklin WI 53132
O: 414-427-7645
C: 414-391-8798

This message originates from the City of Franklin. It contains information that may be confidential or privileged and is intended only for the individual(s) named above. It is prohibited for anyone to disclose, copy, distribute, or use the contents of this message without permission, except as allowed by the Wisconsin Public Record Law. If this message is sent to a quorum of a governmental body, my intent is the same as though it were sent by regular mail and further e-mail distribution is prohibited. All personal messages express views solely of the sender, which are not attributed to the municipality I represent and may not be copied or distributed with this disclaimer. If you have received this message in error please notify me immediately.

From: Ryan Boos
Sent: Tuesday, April 23, 2024 9:41 AM
To: Police-Sergeants; Police - Dispatch; Police - Admin; Police - Bureau; Police - Officers
Cc: James Matelski
Subject: Tracs Update

All,

The Tracs server migration was a success!

The next step is Sgt Koster and I going to every single computer that uses Tracs and manually updating the software to talk to the new Server in the Cloud, the process takes 10 minutes

After the update your new Tracs login is now your EMAIL ADDRESS and your first temp password is: tracs

All lower case, you will then create a new password that must be 8 characters long, one cap, one special character but not # symbol

Once you are set up you can continue your work !

Ryan Boos
PD IT System Engineer
City of Franklin
9455 W. Loomis Rd.
Franklin WI 53132
O 414-858-2728



This message originates from the City of Franklin. It contains information that may be confidential or privileged and is intended only for the individual(s) named above. It is prohibited for anyone to disclose, copy, distribute, or use the contents of this message without permission, except as allowed by the Wisconsin Public Record Law. If this message is sent to a quorum of a governmental body, my intent is the same as though it were sent by regular mail and further e-mail distribution is prohibited. All personal messages express views solely of the sender, which are not attributed to the municipality I represent and may not be copied or distributed with this disclaimer. If you have received this message in error please notify me immediately.

CITY OF FRANKLIN
Job Description

Job Title: Server and Infrastructure Engineer

Department: Information Services

Reports To: Director of Information Technology

Salary Level: Grade 8

FLSA Status: Exempt

Prepared By: Jim Matelski, Director of Information Technology and Dana Zahn, Human Resources Coordinator

Prepared Date: February 2020

Approved By: Common Council

Approved Date: March 17, 2020

Summary This position is customer-service oriented and proactive in anticipating and resolving problems while maximizing efficient use of computing resources. Under the direction of the Director of Information Technology, responsible for the installation, maintenance, and support of all network, servers, and storage equipment. Responsible for the successful operation and performance of all core enterprise applications and working with key vendors to remediate all issues.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- ***Execute Policies and Procedures***
 - Ensure that all production servers comply with organizational standards, established security policies, licensing agreements, and configuration guidelines.
 - Follow all IT established processes for application service requests, network engineering releases, IT projects, system maintenance, and change requests.
- ***Setup and Deploy Infrastructure***
 - Architect and develop enterprise wide IPv4 and IPv6 addressing and routing schemas that focuses both on department and application isolation.
 - Create security Access Control Lists (ACLs) that limit network communications in accordance with both CJIS and HIPAA security practices.
 - Create virtual machine templates from a standardized Windows 2016/2019 security baseline. Deploy all new virtual machine server requests from the defined templates.
 - Work with HP 3PAR SAN vendors in the creating or extending storage LUNs. Present all new storage to the VMWare virtualization environment.
 - Provision and deploy new HP switches and wireless access points as usage demands grow.
 - Consolidate, maintain, and extend key building infrastructure, which can include UPS, cooling, video surveillance, plant and patch cable management.
- ***Monitor Performance and Resolve Issues***

- Proactively monitor all systems to identify potential conditions that could result in system outages or poor performance.
- Develop, collect, and maintain metrics for system up-time and vital statistics.
- Perform routine system maintenance to ensure stable and secure operations.
- Actively monitor and remediate network performance and QoS issues across the organization's LANs, WANs, Internet, and wireless deployments.
- ***Remediate Security Vulnerabilities***
 - Proactively identify security vulnerabilities, research and propose corrective actions.
 - Review, evaluate and deploy Windows service packs, hot fixes, system updates, and vendor-supplied firmware/patches in accordance to IT security policies.
 - Configure enterprise wide password and auditing policies. Research System Information Event Management (SIEM) logs and alerts for potential security issues.
- ***Backup and Recovery***
 - Maintain and configure virtual machine and physical server backups and guarantee all backup jobs successfully run to completion. This includes disk-to-disk and disk-to-tape archives.
 - Monitor and test system backups and archives for data recovery, survivability and open record requests processing.
 - Maintain offsite tape archives and rotate tapes in accordance to IT security policies.
- ***User Provisioning & Security Auditing***
 - Provision and maintain user accounts within Active Directory, Microsoft Exchange, email filtering systems, and departmental applications in accordance to defined NIST 800-53 IT security policies and procedures.
 - Configure Active Directory group policies to control user state management and enterprise application configurations.
 - Provision and maintain Avaya PBXs, new phones, voicemail accounts, hunt groups, routing patterns, auto attendants, and changes to telecom cabling.
- ***Inventory and Documentation***
 - Record and maintain all IT assets in the central asset database.
 - Document all aspects of the network equipment and configuration; including LAN, WAN, Internet, and wireless deployments.
 - Accurately maintain system run books and documentation for all servers and IT infrastructure.
 - Document all system problems and resolutions in the Helpdesk ticketing system and resolve incidents within the specified SLA.
- ***Team Collaboration***
 - Collaborate with IT administrators or consultants to ensure adequate problem resolution and support across multiple platforms.
- ***Improve Infrastructure & Toolsets***
 - Conduct research and recommend new infrastructure monitoring and troubleshooting tools.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience

Requirements:

- Bachelor's Degree in Computer Science or Management Information Services (MIS)
- Must have 3-5 years of direct network and server planning, implementation and support

- CompTIA Network+, CompTIA Server+, Cisco CCNA, Microsoft MCSA, VMWare VCA or equivalent certification
- IPv4 and IPv6 switching and routing protocols.
- Microsoft Active Directory & DNS architecture and design
- Windows Server 2012-2019 configuration and networking
- Microsoft Exchange 2016-2019
- VMWare and vCenter 6.x

NOTE: Equivalent combinations of education and experience may be considered, including commensurate military experience.

Preferences:

- Aruba Central wireless AP management
- Bitdefender Gravityzone Business Security
- Microsoft SQL Server 2012-2017
- Veeam Backup & Recovery
- VMWare Workspace One Mobility Management
- HP Proliant Servers & management tools
- HP/Aruba switches and routers
- Aruba 300 series clustered wireless access points

Other Skills and Abilities

- Advanced oral and written communication skills
- Attentiveness to detail, empathetic to customer needs
- High level of interpersonal skills to work with others effectively
- Ability to work under tight time constraints and varying degrees of stress
- Analytical, problem-solving, pattern-finding
- Ability to handle confidential information with discretion
- Ability to pass a security background check prior to employment.

Certificates, Licenses, Registrations

Valid Driver's License

Physical Demands

While performing the duties of this job the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. Maintaining equipment involves the frequent use of hand tools and testing equipment requiring a moderate level of dexterity. The employee is frequently required to stand, walk, and reach with hands and arms. The employee is occasionally required to climb, stoop, kneel, crouch, or crawl. The employee must have the ability to work in confined spaces, such as in vehicles or under/behind desks, etc. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

While performing the duties of this job, the employee is typically in an office building environment.

The employee may will be required to travel to any of the City of Franklin municipal offices and is thus periodically exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Miscellaneous The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

CITY OF FRANKLIN, WI - Job Description

Job Title: Server and Infrastructure Engineer
Department: Information Services
Reports To: Director of Information Technology
Salary Level: Grade 8
FLSA Status: Exempt
Prepared By: Director of Information Technology, James Matelski
Human Resources Manager, Dana Zahn
Prepared Date: July 7, 2023
Approved By:
Approved Date:

Summary: This position is customer-service-oriented and proactive in anticipating and resolving problems while maximizing the efficient use of computing resources. Under the direction of the Director of Information Technology, responsible for installing, maintaining, and supporting all network, servers, and storage equipment. Responsible for successfully operating and performing all core enterprise applications and working with key vendors to remediate all issues.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

- ***Execute Policies and Procedures***
 - Ensure that all production servers comply with organizational standards, established security policies, licensing agreements, and configuration guidelines.
 - Follow all IT-established processes for application service requests, network engineering releases, IT projects, system maintenance, and change requests.
- ***Architecture and Design***
 - Infrastructure Design – Studies the evolving computing demands of the organization and designs the compute-network-storage systems to meet emergent requirements.
 - Performance Modeling – Uses information on existing current performance and network traffic models, estimates future growth based on statistical analysis, and develops a transformation plan to increase capacity while limiting business disruption.
 - Architect and develop enterprise-wide IPv4 and IPv6 addressing and routing schemas focusing on department and application isolation.
 - Architect external WAN IP routing protocols for SD-WAN fault-tolerant data transfer in a multiple ISP environment. Design separate internal LAN routing protocols for site-to-site data transfers for on-campus computing networks.
 - Design secure wireless networks that use multifactor authentication methods and isolate internal network application access from guest-only Internet traffic.
 - Create security Access Control Lists (ACLs) that limit network communications following CJIS and HIPAA security practices.
- ***Setup and Deploy Infrastructure***
 - VMWare Host Virtualization – Configures and constantly optimizes the current virtual server hosting environment to ensure 99.99% operational availability and consistent server performance.
 - Provisions and upgrades VMWare servers within the hosting environment. New servers use standardized procedures and templates/policies to guarantee operational consistency.
 - Configure all VMWare vSwitches to create fault-tolerant uplink connections that trunk multiple VLANs

- Configure all SAN storage connections and optimize IOPs within centralized storage systems.
 - VMWare vCenter – Deploy and configure all vCenter management appliances and ensure that connectivity to VMWare host systems is operational and working without error.
 - HPE switches and APs – Deploy, configure, and manage all HPE networking equipment in Aruba Central using standardized policies. Ensure all equipment is fully provisioned and licensed within the portal.
 - Storage systems – Interface with contracted storage vendors to troubleshoot and remediate all SAN capacity and performance issues and expand storage systems to accommodate current and future growth. Schedule regular SAN critical and recommended OS and firmware updates with vendors bi-annually.
 - Create a central repository of all configuration files and regularly update the system with the latest changes.
 - Create virtual machine templates from a standardized Windows Server security baseline. Deploy all new virtual machine server requests from the defined templates.
 - Consolidate, maintain, and extend critical building infrastructure, including UPS, cooling, video surveillance, plant, and patch cable management.
- **Monitor Performance and Resolve Issues**
 - Proactively monitor all systems to identify potential conditions that could result in system outages or poor performance.
 - Develop, collect, and maintain metrics for system up-time and vital statistics.
 - Perform routine system maintenance to ensure stable and secure operations.
 - Actively monitor and remediate network performance and QoS issues across the organization's LANs, WANs, Internet, and wireless deployments.
 - **Perimeter Security Systems**
 - Firewalls – Ensures all firewalls and security perimeter defense systems meet FIPS and CJIS compliance requirements and fully protect the internal network.
 - Interface with SIEM and MDR vendors for any detected security alerts or emergent security threats. Create a baseline of expected network traffic and run a comparative analysis against existing network traffic.
 - Ensure all firewall rules and policy changes are fully recorded as structured changed management records, and all implemented changes are compared against a defined change test plan. Maintain and archive all change management records for auditing purposes.
 - Perform an external and internal security penetration test with third-party experts for two years.
 - Participate in the annual DOJ/FBI CJIS audit with the Franklin Police Department.
 - **Remediate Security Vulnerabilities**
 - Proactively identify security vulnerabilities, research, and propose corrective actions.
 - Review, evaluate, and deploy Windows service packs, hotfixes, system updates, and vendor-supplied firmware/patches per IT security policies.
 - Configure enterprise-wide password and auditing policies. Research System Information Event Management (SIEM) logs and alerts for potential security issues.
 - **Backup and Recovery**
 - Maintain and configure virtual machine and physical server backups and guarantee all backup jobs successfully run to completion. This includes disk-to-disk and disk-to-tape archives.

- Monitor and test system backups and archives for data recovery, survivability, and open record request processing.
- Maintain offsite tape archives and rotate tapes per IT security policies
- **User Provisioning & Security Auditing**
 - Provision and maintain user accounts within Active Directory, Microsoft Exchange, email filtering systems, and departmental applications following defined NIST 800-53 IT security policies and procedures.
 - Configure Active Directory group policies to control user state management and enterprise application configurations.
- **Inventory and Documentation**
 - Record and maintain all IT assets in the central asset database.
 - Document all network equipment and configurations, including LAN, WAN, Internet, and wireless deployments.
 - Accurately maintain system-run books and documentation for all servers and IT infrastructure.
 - Document all system problems and resolutions in the Helpdesk ticketing system and resolve incidents within the specified SLA.
- **Team Collaboration**
 - Collaborate with IT administrators or consultants to ensure adequate problem resolution and support across multiple platforms.
- **Improve Infrastructure & Toolsets**
 - Conduct research and recommend new infrastructure monitoring and troubleshooting tools.

Qualifications: To perform this job successfully, an individual must satisfactorily perform each essential duty. The requirements below represent knowledge, skill, and ability. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Education and Experience

Requirements

- Bachelor's Degree in Computer Science or Management Information Services (MIS)
- Must have 3-5 years of direct network and server planning, implementation, and support
- CompTIA Network+, CompTIA Server+, Cisco CCNA, Microsoft MCSA, VMWare VCA, or equivalent certification
- IPv4 and IPv6 switching and routing protocols.
- Microsoft Active Directory & DNS architecture and design
- Windows Server 2012-2022 configuration and networking
- Microsoft Azure hosted Exchange
- VMWare and vCenter 8.x

NOTE: Equivalent combinations of education and experience may be considered, including commensurate military experience.

Preferences

- Aruba Central wireless AP management
- Bitdefender Gravityzone Business Security
- Microsoft SQL Server 2012-2019
- Veeam Backup & Recovery
- VMWare Workspace One Mobility Management

- HP Proliant Servers & Management Tools
- HP/Aruba switches and routers
- Aruba 300 and 500 series clustered wireless access points

Other Skills and Abilities

- Advanced oral and written communication skills
- Attentiveness to detail, empathetic to customer needs
- High level of interpersonal skills to work with others effectively
- Ability to work under tight time constraints and varying degrees of stress
- Analytical, problem-solving, pattern-finding
- Ability to handle confidential information with discretion
- Ability to pass a security background check before employment.

Certificates, Licenses, Registrations: Valid Driver's License

Physical Demands: While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel and talk or hear. Maintaining equipment involves frequently using hand tools and testing equipment, requiring moderate dexterity. The employee must frequently stand, walk, and reach with hands and arms. The employee is occasionally required to climb, stoop, kneel, crouch, or crawl. The employee must be able to work in confined spaces, such as in vehicles or under/behind desks, etc. The employee must occasionally lift and move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment: While performing the duties of this job, the employee is typically in an office building environment. The employee may be required to travel to any of the City of Franklin municipal offices and is thus periodically exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Miscellaneous: The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the employer's needs and requirements of the job change.

APPROVAL	REQUEST FOR COUNCIL ACTION	MEETING DATE 9/19/2023
REPORTS & RECOMMENDATIONS	Authorize Wage Adjustment for Ryan Boos (Grade Level 3) to Hourly Rate \$27.38 - Account 01-0144-5111	ITEM NUMBER

Background

Ryan Boos initially started working with the City of Franklin as an IT consultant through Robert Half Technology. Before being employed as a permanent employee on September 13, 2021, he worked as a temporary helpdesk administrator for a year. Grade Level 3 is currently allocated to the "Helpdesk and User Support Administrator" position. The hourly pay for this position ranges from \$21.06 to \$27.38 (\$43,881 to \$56,953; median \$52,354). Ryan was recruited in 2021 and given a starting salary of \$22.25 per hour, slightly above his temporary pay at Robert Half.

Since being hired in 2021, Ryan's role and responsibilities have expanded to include providing helpdesk and application services at City Hall and becoming an expert in all systems at the Franklin Police Department. Ryan supports the core operational software, including Pro Phoenix, NetMotion VPN, TraCS, WatchGuard, and Microsoft SQL, and regularly works on servers and networking hardware at the PD. Ryan is currently executing tasks that are part of the "Server and Infrastructure Engineer" (Grade Level 8) job description, which is significantly outside the job description and skills of a helpdesk administrator.

There is currently only one Helpdesk and User Support Administrator and one Director of IT working in the IT Department. Despite having funding, the second FTE position will remain vacant in 2023. Until a new worker or consultant can be found and hired after passing the necessary CJIS background check, IT will continue to operate at 50% personnel levels for the foreseeable future. It is the recommendation of the Director of Administration and the Director of IT that Ryan Boos be placed at the maximum salary level for the current job description at Grade Level 3.

Corrective Action

The Grade Level 3 "Helpdesk and User Support Administrator" job description needs to be updated to include competencies and skills comparable to those defined in the job descriptions in other municipalities, and the grade level needs to be reevaluated as part of a larger comparison study. The existing job description is thought to be both uncompetitive and graded far below market. This assertion is supported by the failure to hire temporary workers as permanent employees in 2023. To reflect his increased abilities and active job obligations, the Directors of Finance and Administration recommend that Ryan Boos' hourly pay be increased from \$23.84 to \$27.38. A full analysis of the existing job description and assigned grade levels will be performed later.

Fiscal Impact

For 2023 funding of \$86,000 was assigned to Police Department Data Processing (01-0211-5214) for temporary services for Robert Half Technology and Heartland Business Systems. Additionally, funding was increased in the IT Salaries (FT) budget (01-0144-5111) from \$133,610 to \$183,048 to account for the hiring of Mary Steinhardt as a full-time employee and annual merit increases. Mary Steinhardt declined the job offer. Funds for the secondary full-time employee currently exist within 01-0144-5111 and can be used for the additional wage increase.

Estimated cost of hourly wages (est. 14 weeks):

- Estimated cost of increased wages \$1,982.40
 - Estimated cost of increased benefits (est 45%) \$892.08
- Total Estimated 2023 Increase: \$2,874.48

Assumptions

All wage increases will be carried over and planned for within the 2024 budget. All employees will continue at existing job descriptions and grade levels. Changes may be made in 2024 based on the results of a city-wide comprehensive study.

COUNCIL ACTION REQUESTED

Motion to authorize the hourly wage increase for Ryan Boos from \$23.84 to \$27.38/hr. Annual salary is estimated at \$56,953 with estimated corresponding benefits of \$25,628.

Kelly Hersh

From: Brad Polaske <2760president@gmail.com>
Sent: Thursday, June 6, 2024 3:36 PM
To: Kelly Hersh, James Mayer; Derek Hyde
Subject: [SUSPICIOUS MESSAGE] Lateral Transfer credit
Attachments: Lateral Transfers at the Fire Department 02 2022.docx

Follow Up Flag: Flag for follow up
Flag Status: Flagged

This Message contains suspicious characteristics and has originated outside your organization.

Mrs. Hersh,

I attached a draft language that we were working on with Miss Steeno and Chief Remington, I believe the draft was Miss Steeno version that we agreed to in 2022. This language was not adopted anywhere aside from discussions between Chief Remington, Steeno and us (Local 2760). It would require City Administrator and Mayoral approval and then a council action for final approval. This would allow the Chief to offer above the current City employee handbook of 5 years max credit. This was done previously for two individuals that came with just over a decade experience, they both received 7.5 yrs of service.

This was for new lateral transfer positions, which we have one currently lined up to start on June 17th. I know I can not bargain for this individual, but with that said I do not feel that he will be getting a fair representation of his value and experience that we will be benefiting from. This individual has over 19 yrs of full time experience, with 18 years within Milwaukee County. Discussing this matter with Chief Mayer he stated he would initially be offering 7.5 years, as the previous two members received. After some further discussion with Chief Mayer on this, and how it is written, I think we are on the same page. The way I am interpreting this draft agreement is to show value to an individual's experience and give them some sort of benefit. This individual should be offered 11.5 years for his previous years of service. I am assuming this will not be settled by the time of his hiring, I hope that the City will honor what previous discussions were had on how experienced laterals will be treated as the draft was in the works and never finished. Chief Mayer knows that I am emailing you this document and just looking for clarification from you on the interpretation and a way that this can be adopted so every new transfer from here on out is treated the same way and is an easier process for approval on the Chief's end.

Please let me know if you have any further questions or would like to meet for further discussions on this matter.

Respectfully,

Brad Polaske, President
Franklin Professional Firefighters - Local 2760
414-559-4383

Current City Policy – Handbook Details..

DRAFT

Practice of Assigning Vacation Accrual for Lateral Transfers in the Fire Department

For those coming from another Milwaukee County agency with the exact experience needed to immediately step in and perform City of Franklin Firefighter/Paramedic duties, the following is applicable:

For vacation purposes: One year of service for each year of previous service, up to five years, and one-half year of service for up to ten additional years of previous service. I.e. A Firefighter/Paramedic hired on as a lateral transfer with 10 years of previous service as a Firefighter/Paramedic for a Milwaukee County agency will receive 7.5 years of service to be applicable for vacation purposes.

For those coming from another a department outside of Milwaukee County with similar experience needed to receive minimal training to step in and perform City of Franklin Firefighter/Paramedic duties, the following is applicable:

For vacation purposes: One-half year of service for up to ten years of previous service. I.e. A Firefighter/Paramedic hired on as a lateral transfer from an agency outside of Milwaukee County with 10 years of previous service as a Firefighter/Paramedic will receive 5 years of service to be applicable for vacation purposes.

Note: Determination of applicable service will be the decision of the Fire Chief if approved by the Mayor.

1 Agreement clearly and explicitly expresses intent and agreement to divest the City of
2 such right.

3
4 (d) All expenses which may be involved in the arbitration proceedings shall be borne by
5 the parties equally; however, expenses relating to the calling of witnesses or the
6 obtaining of depositions or any other similar expenses associated with such proceedings
7 shall be borne by the party at whose request such witnesses or depositions are required.
8 Either party requesting a hearing transcript shall bear the full cost of the same.

9
10 (e) The term “working days” shall not include Saturdays, Sundays, or holidays.

11
12 **ARTICLE VI**
13 **Wages and Work Schedules**
14

15 Section 1. All provisions in this Contract that reference the position of Firefighter/Paramedic shall
16 refer only to Firefighters/Paramedics who have completed their initial paramedic training program.
17 Firefighters/Paramedics who have not yet completed their initial paramedic training program shall
18 be subject to all of the terms and conditions of employment for Firefighters as outlined in the
19 Agreement, except pay rates.

20
21 Section 2.
22

23 (a) The pay rates for the various classifications of employees shall be as outlined in
24 Appendix A. The hourly wage rates shown in Appendix A, Wage Schedule, are for
25 payroll purposes only; monthly wage amounts are not subject to change. Appointments
26 of new hires shall normally be made at the established minimum (“Step 1”) rate of pay.
27 The City may appoint a new hire above the established starting rate of pay if it decides
28 to hire a new employee with multiple years of experience. Appendix A shows that any
29 such appointment must be at an established annual step level. If hired at “Step 2”, the
30 employee would move to “Step 3” after six calendar months, to “Step 4” after an
31 additional 12 calendar months (18 months total), and to each successive step after
32 completing each successive 12 months. If the employee is hired at steps 3 through 5,
33 the employee would move to the next successive step after each completed calendar
34 year, meaning there would be no 6-month step during the first year of employment.
35 The Chief shall also have the discretion (subject to the oversight of the Mayor as
36 required by law) of offering additional vacation. This provision does not alter the
37 probation requirements, the seniority level of the new hire, or any other years of
38 service-related benefit.

39
40 (b) The duty day for Firefighters, Firefighters/Paramedics, Reserve Officers, and
41 Lieutenants shall start at 7:00 a.m. The duty day shall commence at 7:00 a.m. and be
42 limited to morning equipment checks, housekeeping chores, and chores determined as
43 necessary for department readiness by the Officer in Charge to conclude all chores,
44 assignments, and training by 4:00 p.m. on weekdays and noon Saturdays. Sundays will
45 follow Holiday schedules as listed below. Employees will ensure that they will prevent
46 the breaks from negatively impacting operations. On all Holidays listed in Article VII,
47 excluding the 3 Personal Days, chores will be limited to morning equipment checks,

Staffing Report

Data as of September 14, 2024

Open Positions					
Number of Positions	Title	Date of Vacancy	Reason for Vacancy	Employee Group	Status
1	Chief Plumbing Inspector	10/2/2023	Resignation	Non-Rep	Position is vacant due to the promotion of Justin Ligocki to Director. We have not yet been able to fill the position.
1	Community Service Officer		Resignation	Non-Rep	Our CSO resigned to take a police officer position at another municipality. We are accepting applications for the position until 5/20.
1	Public Health Nurse	9/27/2024	Resignation	Non-Rep	Jamie Kopera is leaving her position. We are currently accepting applications for a replacement.
3	Police Officer	5/23/24, 6/3/24, 6/7/24	Resignation and Retirement	Police Union	2 officers did not pass probation and Sgt Bath has retired. 1 applicant, Caleb Meyer, is scheduled to start on 9/30/24.
1	Sewer & Water Tech	2/1/2024	Resignation	Non-Rep	We had some movement within departments and restructuring. We are currently looking to hire an Assistant Mechanic for DPW.
1	City Engineer	8/14/2024	Resignation	Non-Rep	Glen Morrow submitted his resignation to take another position out of State.

IX