



City of Appleton

100 North Appleton Street
Appleton, WI 54911-4799
www.appleton.org

Meeting Agenda - Final-revised Human Resources & Information Technology Committee

Wednesday, July 27, 2022

6:30 PM

Council Chambers, 6th Floor

1. Call meeting to order
2. Roll call of membership
3. Approval of minutes from previous meeting

[22-0929](#) Minutes 7-13-22.

Attachments: [Minutes 7-13-22.pdf](#)

4. Public Hearings/Apearances

5. Action Items

6. Information Items

[22-0928](#) Human Resources 2022 Mid-Year Budget Report.

Attachments: [Mid Year Budget Report 2022.pdf](#)

[22-0956](#) Valley Transit Bus Driver Recruitment Bonus.

IT 2022 Mid-Year Report.

Attachments: [2022 IT Mid-Year Report.pdf](#)

[22-0962](#) Recommendation to Award Council Chamber Tech Upgrade to Camera Corner/ Connecting Point.

Attachments: [2022 Council Chamber RFP Action and Info.pdf](#)

[22-0967](#) Change Network Administrator Position to Systems Administrator.

Attachments: [2022 July Systems Administrator Memo.pdf](#)
[Network Administrator.pdf](#)
[Systems Administrator.pdf](#)
[TO 2022-07.pdf](#)

[22-0964](#) Recruitment Status Report 7/21/22.

Attachments: [RSR 7.21..22.pdf](#)

7. Adjournment

Notice is hereby given that a quorum of the Common Council may be present during this meeting, although no Council action will be taken.

Reasonable Accommodations for Persons with Disabilities will be made upon Request and if Feasible.

Questions on agenda contact Jay Ratchman 920-832-6427.



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Meeting Minutes Human Resources & Information Technology Committee

Wednesday, July 13, 2022

6:30 PM

Council Chambers, 6th Floor

1. Call meeting to order

2. Roll call of membership

Present: 4 - Thao, Fenton, Hartzheim and Croatt

Excused: 1 - Alfheim

3. Approval of minutes from previous meeting

[22-0862](#)

Minutes 5-25-22.

Attachments: [Meeting Minutes 5.25.22.pdf](#)

Croatt moved, seconded by Hartzheim, that meeting Minutes be approved. Roll Call. Motion carried by the following vote:

Aye: 4 - Thao, Fenton, Hartzheim and Croatt

Absent: 1 - Alfheim

4. **Public Hearings/Appearances**

5. **Action Items**

6. **Information Items**

[22-0863](#)

Police Officer Hiring Bonus Program.

This Presentation was received and filed

[22-0864](#)

Community Service Officer Bonus Program.

Attachments: [2022 CSO Bonus Program.pdf](#)

This Presentation was received and filed

[22-0865](#)

Recruitment Status Report 7/7/22.

Attachments: [RSR 7.7.22.pdf](#)

This Presentation was received and filed

7. Adjournment

**Hartzheim moved, seconded by Croatt, that meeting be adjourned. Roll Call.
Motion carried by the following vote:**

Aye: 4 - Thao, Fenton, Hartzheim and Croatt

Absent: 1 - Alfheim

HUMAN RESOURCES DEPARTMENT
2022 REVIEW

All figures through June 30, 2022

Significant 2022 Events:

Compliance & Administration-

- Continuing to work in close collaboration with Baker Tilly to complete the compensation study for non-represented staff.
- Began Fire contract negotiations for 2023 contract.
- Processed all rate changes through the Performance Evaluation process based on a flat 2.5% increase for all non-represented employees.
- Ongoing collaboration with AASD on Connecting Care Clinic
- Handled and processed all leave requests that were received (e.g. FMLA, COVID)
- Continue to maintain both legacy iSeries and Tyler Munis HRIS programs
- Handled and processed all COVID leaves. Continued to update Return to work guidelines and FAQ for COVID-19 to respond to the ever changing pandemic.

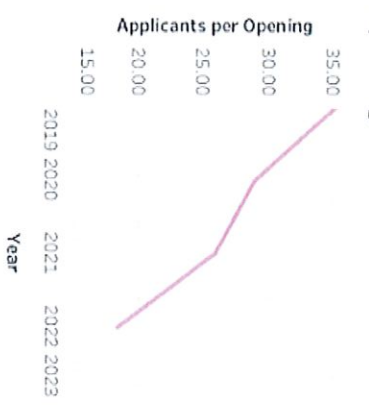
Talent Acquisition & Retention –

- Processed 50 separation files
- Processed 47 new employee files
- Processed 129 new seasonal employee files
- Hired 8 Police Officers
- Conducted 4 Police Officer hiring processes
- Hired 2 Firefighters
- Hired 4 full-time Bus Drivers
- Hired 2 Arborists
- Hired Health Officer, Director of Public Works, and Finance Director.

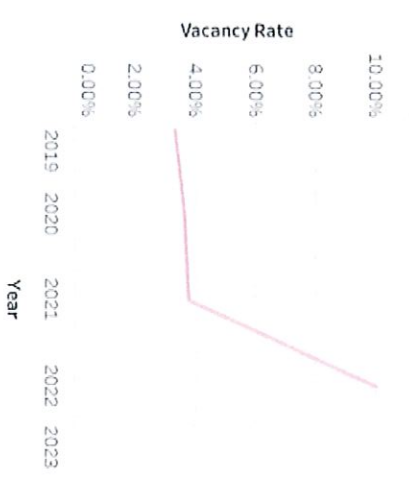
Talent Management & Development

- Coordinated and facilitated Seasonal Employee Online Training through the NEOgov Seasonal Onboarding Portal
- Implemented three online New Employee Orientation training classes
- Facilitated two online New Supervisor Orientation training sessions
- Implemented new online learning classes for all general employee training, supervisor training and online safety training
- Conducted Citywide Workplace Benefits and Culture Survey and follow-up presentation/communication
- Coordinated two online Financial Wellness Committee Meetings and on-site visit days
- Implemented updates to Performance Evaluation (PE) system for all employees
- Coordinated and implemented 20 EQi 2.0 employee assessments, 12 360-Degree employee assessments (EQi 360) and 12 Hogan Leadership Forecast Series assessments
- Continued to support Citywide DEI efforts including coordinating upcoming DEI assessment (to be implemented this fall)
- Coordinated and analyzed results from department culture survey
- Facilitated recognition event for 50+ Citywide administrative professionals
- Implemented THRIVE leadership development program (spring start) and coordinated programs for upcoming fall class
- Facilitated four team and employee development processes
- Implemented eight recognition events to recognize City departments and staff
- Coordinated three new Department Director orientations and offboarding recognition for two Department Directors.

Average Applicants per Opening



Vacancy Rate



Return on Investment for Connecting Care Clinic



Percentage of Employees who Participated in the Health Risk Assessment



Staff Retention by Years of Service



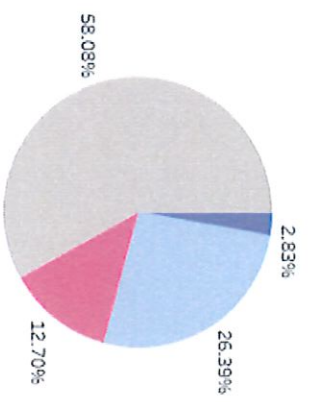
Average training investment per full-time equivalent employee

\$41.31

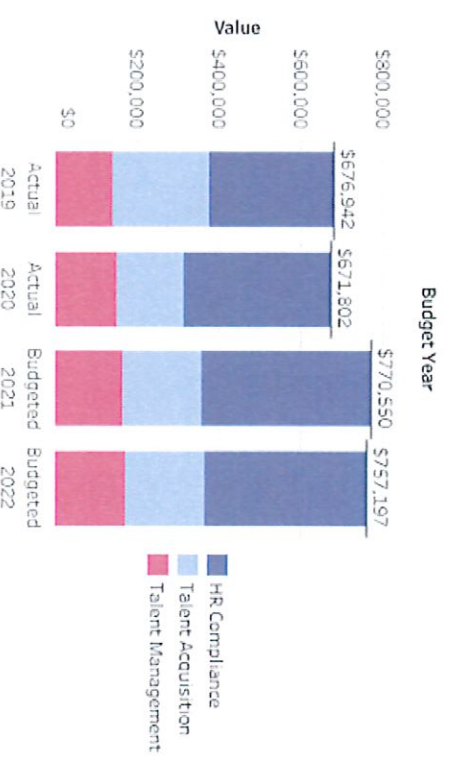
per employee

based on 630 FTE count

2022 Budget Use



Department Budget Summary



INFORMATION TECHNOLOGY DEPARTMENT

2022 MID-YEAR REVIEW

Strategy

- I began reorganizing the IT Department around a global standard for IT service offerings called the Information Technology Infrastructure Library framework (ITIL). Initial focus has been on IT Service Strategy, Design, Operations, and Continual Service Improvement.
- An IT security and network infrastructure assessment by Heartland Business Systems began in March and had not yet completed by the end of June. Its results along with remediation recommendations are forthcoming to the HR/IT Committee.
- The Network and Mainframe IT divisions were formally renamed to Operations and Development respectively on the department TO.

Design

- An IT Service Catalog was compiled. It documents 87 IT services provided to City of Appleton staff and citizens by the IT Department.
- An inventory of physical and virtual servers and their purpose has been documented.
- Following a BPA (Best Practice Analysis) with the supplier, new and more secure configuration policies have been applied to the City's firewall.
- Following a BPA with the supplier, new and more secure configuration policies have been applied to the City's email protection system.
- Following a BPA with the supplier, an automated AI response system has been configured to clear email inboxes of suspicious emails whenever they are reported by City staff.
- Following a product upgrade, managed-service detection and response now secures the City's computers, laptops, and servers.
- Security access controls have been implemented on desktop and laptop computers.
- Multi-factor Authentication (MFA) has been implemented on the City's email system.
- The Software Engineer role was moved from the IT Operations division to the Development division.

Operations

- New help-desk software went live in January 2022. The multi-channel system facilitates automated ticket creation by way of emails and the City Intranet. Help Desk Analysts also manually create tickets for incidents reported via telephone, walk-ups, and chat.
- The help-desk software automatically routes inquiries for user-security updates and request fulfillment to appropriate IT staff.
- Electronic event monitoring now automatically opens help-desk tickets for urgent events captured by system logs.
- Three staff positions turned over in Operations. A Network Administrator, PC/LAN Specialist, and Help Desk Analyst resigned in Q2. The PC/LAN Specialist was filled by way of internal promotion, opening a second Help Desk Analyst position. The two Help Desk Analyst positions were filled with external hires. The Network Administrator position remains vacant.

- An administrative assistant position was added. It is shared between IT (0.2 FTE) and HR (0.8 FTE). This position assists the IT Director with administrative responsibilities.

Continual Service Improvement

- Prior to 2022, the IT Department maintained no help desk metrics. Help desk tickets are now a department KPI. Additional KPIs are forthcoming as automation and tracking efforts continue to increase.
- 3,009 help desk tickets were created from January 1 to June 30
- 2,758 of those tickets were incidents (transient)
- 31 were problems (persistent)
- 109 were request fulfillment (procurement)
- 63 were for security access (onboarding, terminations, transfers)
- The balance of tickets was a mix of event monitoring and uncategorized tickets
- The City of Appleton IT Help Desk solved 2, 942 help desk tickets from January 1 to June 30

CITY OF APPLETON

INFORMATION TECHNOLOGY DEPARTMENT



100 N. Appleton Street
Appleton, WI 54911



(920) 832-6410



(920) 832-5885



helpdesk@appleton.org

To: Finance Committee, HR/IT Committee, and Common Council Members

From: Corey Popp, Information Technology Director

Date: July 22, 2022

Re: Recommendation to Award Council Chamber Tech Upgrade to Camera Corner/Connecting Point

Committees and Common Council Review

I present this memo to the Finance Committee as an action item and to the HR/IT Committee as an information item. It is presented to the Appleton Common Council for final approval based on the Finance Committee's recommendation.

Background

Earlier in 2022, the Council approved a \$60,000 IT budget carryover from the 2021 budget for a Council chamber technology upgrade. The upgrade includes the installation of a fourth video camera, four new display screens, a hearing loop, reprogramming of all microphones, and three new Internet-connected digital clocks. The RFP (Request for Proposals) also allowed suppliers to bid several optional components, including design reviews and tuning of the audio and video systems as well as the cleaning and dressing of the microphone closet. The costs contained within this memo include the estimates for the optional components.

RFP Process

The RFP contained a list of requirements, terms and conditions, and requests for information. A four-member panel received and evaluated four proposals based upon pre-established criteria covering Project Specifications and Requirements, Qualifications and Experience, Terms and Conditions, Appleton/Fox Valley Business Advantage, and Price Proposal. Proposals were scored individually and collectively, and ranked according to total score as follows (400 pts. possible):

- 1) Camera Corner/Connecting Point (CCCP) 385 points
- 2) Marco Technologies 343 points
- 3) Smart Spaces 245 points
- 4) DRS Sound* 171 points

*DRS Sound's bid addressed only a hearing loop installation. They are also represented in the CCCP bid as the subcontractor for the loop installation.

The Pricing Proposals remained password protected until the panel scored all other factors, after which the passwords were provided by the suppliers and distributed to panel members for final scoring of the bids. The estimated costs are:

CCCP:	\$49,930.02
Marco Technologies:	\$65,566.47
Smart Spaces	\$58,959.75
DRS Sound:	\$10,750.00

Conclusion

Following the proposal evaluations, the panel arrived at the unanimous decision to award the project to CCCP, subject to final contract negotiations and Common Council approval. If you have any questions regarding this recommendation, please contact Corey Popp at corey.popp@appleton.org or 832-5892. Thank you for your consideration.

CITY OF APPLETON

INFORMATION TECHNOLOGY DEPARTMENT



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Appleton, WI 54911



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(920) 832-5885

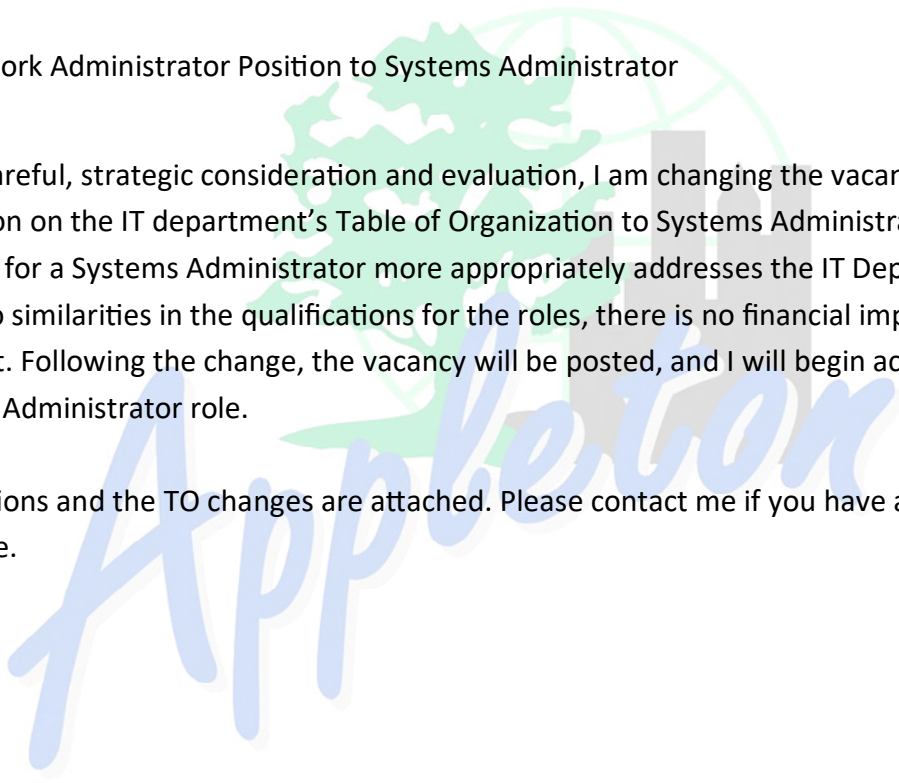


helpdesk@appleton.org

To: HR/IT Committee
From: Corey Popp, Information Technology Director
Date: July 22, 2022
Re: Change Network Administrator Position to Systems Administrator

After ten weeks of careful, strategic consideration and evaluation, I am changing the vacant Network Administrator position on the IT department's Table of Organization to Systems Administrator. The new job description I created for a Systems Administrator more appropriately addresses the IT Department's needs and direction. Due to similarities in the qualifications for the roles, there is no financial impact to the department's budget. Following the change, the vacancy will be posted, and I will begin accepting candidates for the new Systems Administrator role.

The two job descriptions and the TO changes are attached. Please contact me if you have any questions regarding this change.





Network Administrator

Class Code:
190-11 (CC-3)

Bargaining Unit: Non-union Non-Exempt

CITY OF APPLETON
Revision Date: May 21, 2014

SALARY RANGE

\$32.98 - \$49.46 Hourly
\$68,598.40 - \$102,876.80 Annually

NATURE OF WORK:

This is a professional staff position primarily responsible for designing, installing, securing and administering computer networks with secondary duties of providing personal computer technical support. Work involves analyzing information needs, testing and installing new computer software and systems, as well as performing computer network administrative tasks. Work is performed under the general supervision of the Director of Information Technology.

JOB FUNCTIONS:

- Designs, analyzes, implements, and troubleshoots network architectures, including Local Area Networks (LAN), Municipal Area Network (MAN) connectivity and 802.11x wireless connectivity .
- Analyzes the network hardware and software needs of City departments. Recommends software and systems to satisfy those needs.
- Performs computer network administrative tasks including account and file system management.
- Provides technical assistance and advice to network users.
- Administers the City's electronic mail system.
- Performs security functions which include granting and maintaining authority to use the network, equipment and software; analyzes network security and implements new security procedures when necessary.
- Identifies, coordinates, and monitors daily network backup procedures.
- Acts as a liaison with hardware and software vendors, developers, and support groups.
- Monitors and maintains the integrity of the network, including file servers, firewalls, routers, and switches.
- Maintains regular punctual and predictable attendance, works overtime and extra hours as required.
- Operates and maintains computers including installing, upgrading, and troubleshooting hardware and software.
- Tests, installs, and documents new technologies and systems.
- Operates, installs and maintains other equipment.
- Participates in Technology Services on call procedures.
- Instructs others in the use of personal computers and software.
- Diagnoses equipment operating problems and implements solutions.
- Works on special projects as assigned.

REQUIREMENTS OF WORK:

High school degree plus an additional two years of formal preparation, eight to nine years computer network administration experience. In depth knowledge of Novell and Microsoft network file and print systems. Any equivalent combination of education, experience and training which provides the following knowledge, abilities and skills:

- Knowledge of network protocols.
- Knowledge of LAN protocol analysis and network management tools.
- Knowledge of network hardware (servers, routers, switches, etc.) and software (backup, anti-virus, groupware, etc.).
- Knowledge of network connectivity including Ethernet, Fiber and Wireless technologies
- Knowledge of firewall, network file system, and directory services security.
- Ability to troubleshoot and analyze problems and take appropriate action.
- Ability to maintain directory service integrity and synchronization.
- Ability to operate computers and related hardware and instruct people in their use.
- Ability to manage and coordinate multiple projects.
- Ability to lift 50 pounds.
- Ability to maintain confidentiality.
- Ability to establish and maintain effective working relationships with other employees and the public.
- Ability to understand and carry out complex oral and/or written instructions.
- Ability to work effectively with minimal supervision and conform to deadlines.
- Ability to sustain prolonged visual concentration.
- Ability to communicate effectively both orally and in writing.
- Ability to work occasional nights or weekends.
- Possess and maintain a valid Wisconsin driver's license.

SUPPLEMENTAL INFORMATION:

COMPETENCIES

Communication

Self-directed/Autonomous/Accountable

Problem Solving

Technical/Professional/Strategic Skills

Creative/Innovative

To learn more about these competencies click [here](#)

JOB TASK ANALYSIS:

JOB ANALYSIS/REQUIREMENTS

JOB TITLE: Network Administrator

REVISED DATE: March 2013

REVIEW DATE: March 2013

N = Never

O = Occasionally: 1 to 33% of the time on job

F = Frequently: 34 to 66% of the time on job

C = Constantly: More than 67% of the time on job

A. PHYSICAL DEMANDS	N	O	F	C
1. Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Sitting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Lifting: Light - max. 10 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Lifting: Moderate - max. 25 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6. Lifting: Heavy to moderate - max. 45 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Lifting: Heavy - max. 65 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8. Carrying est. wt. 50	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Pushing est. wt. 100	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Pulling est. wt. 100	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Pulling hand over hand	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12. Climbing stairs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Climbing: use of legs and arms	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Balancing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
15. Stooping	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Kneeling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Repeated bending	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Crawling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Reaching: <input checked="" type="checkbox"/> high <input checked="" type="checkbox"/> low <input checked="" type="checkbox"/> level	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Repetitive finger movement	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
21. May use hands for grasping	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
22. May use hands for manipulation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. May use hands for twisting of wrist	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. May use hands for flex/ext. of wrist	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. May use hands for reaching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. May use hands for overhead work	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. Repetitive twisting or pressure involving wrists or hands	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. Both hands required	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29. Both legs required	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. Ability of rapid mental/muscular coordination simultaneously	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. Oral communication: speaks clearly in <input type="checkbox"/> Spanish <input checked="" type="checkbox"/> English <input type="checkbox"/> Hmong <input type="checkbox"/> Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
32. Hearing-conversation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
33. Intense visual concentration	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
34. Specific visual requirements	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35. Depth perception	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36. Color vision: Distinguish basic shades	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37. Color vision: Distinguish basic colors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38. Operation of crane, truck or motor vehicle	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39. Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
B. WORKING-CONDITIONS				
1. Outside	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Alternating between Outside and Inside	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Heat between 90-100 degrees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heat over 100 degrees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Cold below 55 degrees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Temperature changes: <input type="checkbox"/> excessive <input type="checkbox"/> frequent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Wetness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Dry atmospheric conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Confined spaces	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Heights (list maximum:)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Constant noise above 85 decibels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Intermittent noise above 85 decibels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Fumes: <input type="checkbox"/> Irritant <input type="checkbox"/> Toxic	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Dust: More than nuisance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Gases: Types:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Chemicals: Types: _____	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Grease and oils: Types: _____	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Working with machinery with moving parts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Working with moving vehicles	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Working with ladders/scaffolding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Working below ground	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Working with hands in water	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. Working alone	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. Work intensity: <input type="checkbox"/> sedentary <input type="checkbox"/> light <input checked="" type="checkbox"/> light/medium <input type="checkbox"/> medium <input type="checkbox"/> heavy Hours/day:8 Days/week:5 Days overtime/week	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



CITY OF APPLETON
Revision Date: May 21, 2014

Systems Administrator

Class Code: XXX

Bargaining Unit: Non-union Non-Exempt

SALARY RANGE

\$32.98 - \$49.46 Hourly
\$68,598.40 - \$102,876.80 Annually

NATURE OF WORK:

This is a professional staff position that coordinates with IT staff and third-party managed-service providers to perform data center and SaaS systems administration. Work involves coordinating the design, installation, security, and administration of IT services. Duties include incident response, automation control, backup management, administration of directory services and single-sign-on, and Tier 2 operations support. Work is performed under the general supervision of the Information Technology Director.

JOB FUNCTIONS:

- Administers directory services, which include system policies, cloud-based single-sign-on (SSO/SAML/OAuth), and multifactor authentication (MFA).
- Administers email services.
- Administers remote-access and mobile VPNs and their related endpoint hardware and software.
- Performs security functions, which include incident response and regular reviews of firewall, email protection, early-warning alerts, and endpoint managed security services.
- Ensures hardware, software, and procedures adhere to CJIS, NIST, PCI, and other security standards.
- Coordinates and monitors backup procedures.
- Manages endpoint software deployment and patching with an emphasis on automation.
- Oversees event management and automated systems monitoring.
- Works with contractors and suppliers to support IP telephone systems and related telecommunications circuits.
- Works with managed-service providers and consultants to design, install, secure, and administer networks, servers, SaaS, and other IT services.
- Acts as a technical liaison between IT suppliers, developers, and operations staff.
- Monitors hardware and software end-of-life; assists the IT Director with the budgeting and scheduling of hardware replacement or conversion to SaaS opportunities.
- Instructs IT staff how to troubleshoot and solve incidents and problems.
- Documents in-house knowledgebase articles, flowcharts, and diagrams pertaining to systems administration.
- Participates in Information Technology on-call schedule.
- Maintains regular punctual and predictable attendance, works overtime and extra hours as required.
- Works on special projects as assigned.

REQUIREMENTS OF WORK:

High school degree plus an additional two years of formal preparation, eight to nine years systems administration experience. Advanced knowledge and understanding of TCP/IP networking. Any equivalent combination of education, experience and training which provides the following knowledge, abilities and skills:

- Knowledge of network protocols.
- Knowledge of LAN protocol analysis and network management tools.
- Knowledge of network hardware (servers, routers, switches, etc.) and software (backup, anti-virus, office automation, etc.).
- Knowledge of network connectivity including Ethernet, Fiber, and Wireless technologies.
- Knowledge of firewall, network file system, and directory services security.
- Ability to troubleshoot and analyze problems and take appropriate action.
- Ability to maintain directory service integrity and synchronization.
- Ability to operate computers and related hardware and instruct people in their use.
- Ability to manage and coordinate multiple projects.
- Ability to lift 50 pounds.
- Ability to maintain confidentiality.
- Ability to establish and maintain effective working relationships with other employees and the public.
- Ability to understand and carry out complex oral and/or written instructions.
- Ability to work effectively with minimal supervision and conform to deadlines.
- Ability to sustain prolonged visual concentration.
- Ability to communicate effectively both orally and in writing.
- Ability to work occasional nights or weekends.
- Possess and maintain a valid Wisconsin driver's license.

SUPPLEMENTAL INFORMATION:

COMPETENCIES

Communication
Self-directed/Autonomous/Accountable
Problem Solving
Technical/Professional/Strategic Skills
Creative/Innovative

To learn more about these competencies click [here](#)

JOB TASK ANALYSIS:

JOB ANALYSIS/REQUIREMENTS

JOB TITLE: Network Administrator

REVISED DATE: March 2013

REVIEW DATE: March 2013

N = Never

O = Occasionally: 1 to 33% of the time on job

F = Frequently: 34 to 66% of the time on job

C = Constantly: More than 67% of the time on job

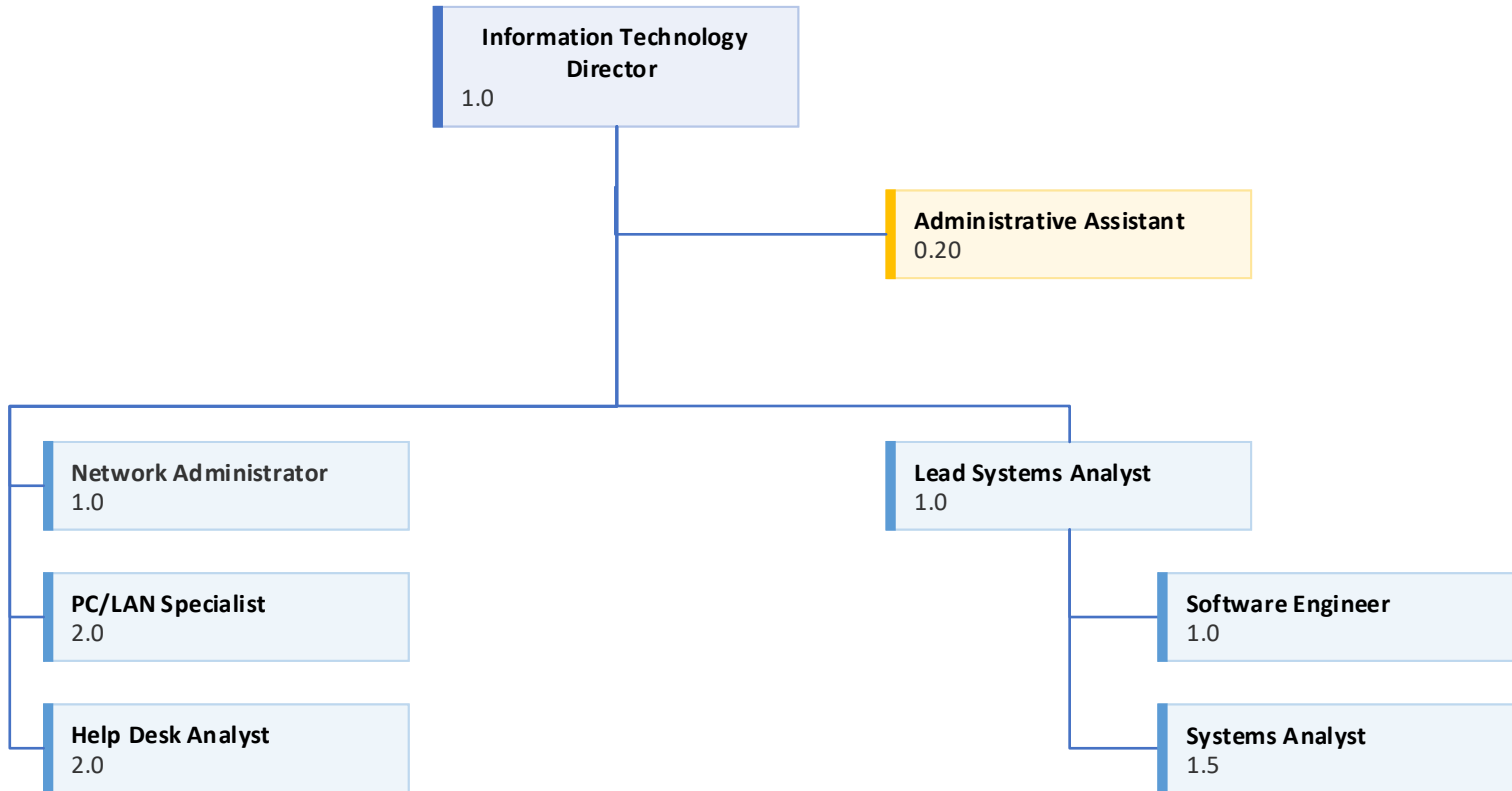
A. PHYSICAL DEMANDS

	N	O	F	C
1. Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Sitting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Lifting: Light - max. 10 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Lifting: Moderate - max. 25 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6. Lifting: Heavy to moderate - max. 45 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Lifting: Heavy - max. 65 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8. Carrying est. wt. 50	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Pushing est. wt. 100	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Pulling est. wt. 100	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Pulling hand over hand	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12. Climbing stairs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Climbing: use of legs and arms	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Balancing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
15. Stooping	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Kneeling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Repeated bending	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Crawling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Reaching: <input checked="" type="checkbox"/> high <input checked="" type="checkbox"/> low <input checked="" type="checkbox"/> level	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Repetitive finger movement	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
21. May use hands for grasping	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
22. May use hands for manipulation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. May use hands for twisting of wrist	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. May use hands for flex/ext. of wrist	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. May use hands for reaching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. May use hands for overhead work	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. Repetitive twisting or pressure involving wrists or hands	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. Both hands required	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29. Both legs required	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. Ability of rapid mental/muscular coordination simultaneously	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. Oral communication: speaks clearly in <input type="checkbox"/> Spanish <input checked="" type="checkbox"/> English <input type="checkbox"/> Hmong <input type="checkbox"/> Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
32. Hearing-conversation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
33. Intense visual concentration	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
34. Specific visual requirements		Near: <input checked="" type="checkbox"/>	Far: <input type="checkbox"/>	
35. Depth perception		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
36. Color vision: Distinguish basic shades		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
37. Color vision: Distinguish basic colors		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
38. Operation of crane, truck or motor vehicle		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
39. Other:				

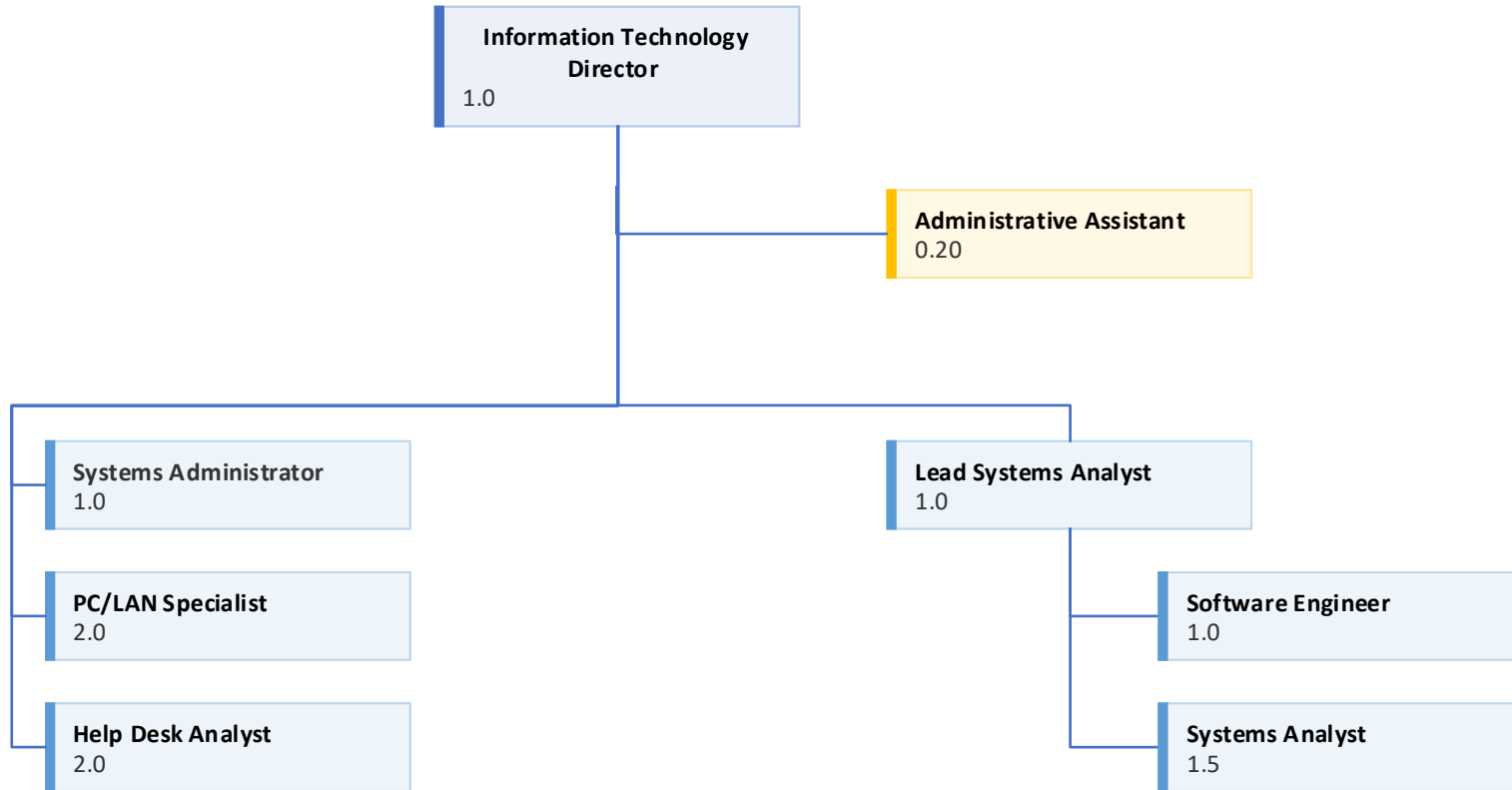
B. WORKING-CONDITIONS

	N	O	F	C
1. Outside	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Alternating between Outside and Inside	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Heat between 90-100 degrees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heat over 100 degrees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Cold below 55 degrees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Temperature changes: <input type="checkbox"/> excessive <input type="checkbox"/> frequent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Wetness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Dry atmospheric conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Confined spaces	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Heights (list maximum:)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Constant noise above 85 decibels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Intermittent noise above 85 decibels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Fumes: <input type="checkbox"/> Irritant <input type="checkbox"/> Toxic	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Dust: More than nuisance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Gases: Types:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Chemicals: Types: _____	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Grease and oils: Types: _____	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Working with machinery with moving parts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Working with moving vehicles	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Working with ladders/scaffolding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Working below ground	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Working with hands in water	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. Working alone	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. Work intensity: <input type="checkbox"/> sedentary <input type="checkbox"/> light <input checked="" type="checkbox"/> light/medium <input type="checkbox"/> medium <input type="checkbox"/> heavy Hours/day:8 Days/week:5 Days overtime/week				

EXISTING T.O.



PROPOSED T.O.



Recruitment Status Report

Updates thru 7/21/2022

HR Generalist	Position	Dept.	Date of Vacancy	Open Date	# of Openings	Status
Jessie	Operator I - Sanitation	DPW	05/23/22	05/20/22	1	Panel interviews: 7/19/22.
	Operator I - Forestry	DPW	06/13/22	06/13/22	1	Panel interviews: 7/19/22.
	Arborist	DPW	06/16/22	06/16/22	1	Panel interviews: 7/19/22.
	Electrical/Building Inspector	DPW	02/19/22	01/24/22	1	Application deadline: 7/31/22.
	Inspector - Plumbing	DPW	09/03/22	07/18/22	1	Application deadline: 8/21/22.
	Master Mechanic	DPW	07/02/22	06/02/22	1	Second Interview: 7/21/22.
	Wastewater Plant Operator	Utilities	N/A	05/09/22	1	Second Interview: 7/18/22.
	Relief Operator	Utilities	04/19/21	04/19/21	1	Job offer accepted, start date pending.
	Communication Technician	VT	06/18/22	06/19/22	1	Application deadline: 10/02/22.
	Transit Operations Supervisor	VT	09/30/21	10/05/21	1	Job offer accepted, start date: 8/15/22.
	Part Time Utility Worker - VT	VT	09/30/21	10/05/21	1	Application deadline: 10/02/22. Panel interview: 7/27/22.
	Safety and Compliance Specialist	VT	N/A	05/06/22	1	Application deadline: 7/31/22.
	Bus Driver	VT	Multiple	N/A	8	Application deadline: 10/02/22. Background pending on one candidate.
	Part-Time Bus Driver	VT	N/A	N/A	N/A	Application deadline: 10/02/22.
Allison	Police Officer	Police	N/A	N/A	6+Elig.	Application deadline: open. PFC interviews 7/26/22. Conditional offer extended to one candidate.
	Community Service Officer (CSO)	Police	01/19/21	01/26/22	N/A	Physical fitness testing: 7/25/22.
	Police Chief	Police	01/04/23	04/15/22	1	PFC interviews: 7/19 & 7/21/22.
	Library Page Clerk	Library	N/A	N/A	N/A	Application deadline 7/31/22.
	Library Page	Library	N/A	N/A	N/A	Application deadline 7/31/22.
	Library Clerk - Regular Part-Time	Library	12/21/21	06/14/22	1	Background and references pending on top candidate.
Administrative Assistant - Health	Health	07/18/22	07/05/22	1	Application deadline: 7/24/22.	

Total Positions Open: 29

Total Eligibility Lists: 1

Positions on Hold

HR Generalist	Position	Dept.	Date of Vacancy	# of Openings	Status
Allison	Systems Analyst	IT	09/06/19	1	Using part-time temporary staffing to fill current need.
	Library Clerk - Regular Part-Time	Library	07/01/22	1	Internal transfer. Position on hold.
	Library Business Manager	Library	08/23/22	1	Resignation. Waiting for RTF.
	Communication Specialist	Police	04/03/22	1	Department Restructuring.
	Network Administrator	IT	05/14/22	1	Department evaluating position.
	Training & Resource Development Specialist	Fire	01/04/23	1	Retirement. Waiting for RTF.
Jessie	HVAC Technician	PRFM	11/25/20	1	Department evaluating position.

Total Positions On Hold: 7

Note: Per Recruitment Policy, part-time non-benefited positions do not require authorization outside of the department. The Mayor has asked departments to scrutinize.