



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

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Wednesday, September 14, 2022

6:30 PM

Council Chambers, 6th Floor

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

[22-1099](#) Minutes 7/27/22.

**Attachments:** [Minutes 7.27.22.pdf](#)

**4. Public Hearings/Apearances**

**5. Action Items**

[22-1135](#) Request to over hire the Administrative Services Coordinator in the Parks, Recreation and Facilities Management Department.

**Attachments:** [2022 Administrative Coordinator Overhire \(1\).pdf](#)

[22-1149](#) Request to Reclassify Facilities Support Specialist to Assistant Facilities Manager and Administrative Assistant to Marketing and Community Engagement Coordinator.

**Attachments:** [2022 Reorganization of Parks Recreation and Facilities Management \(3\).pdf](#)  
[Assistant Facilities Manager - DG.pdf](#)  
[MCEC.pdf](#)

[22-1140](#) Request to approve Alderperson salaries.

**Attachments:** [HR-IT - Alderperson Raises Deadlines 8-30-22 - Updated 2022 \(2\).pdf](#)  
[Alderperson Compensation Survey 2022.pdf](#)  
[Elected Alderperson Salaries.pdf](#)

**6. Information Items**

[22-1096](#) Valley Transit Driver Sign-on Bonus Program Update.

[22-1095](#) Proposed Library Table of Organization Change.

**Attachments:** [TO Change August 2022 action.pdf](#)

[22-1094](#) Human Resources Department Budget Dashboard.

**Attachments:** [HR Committee on mid-year metrics.pdf](#)

[22-1141](#) System Analyst - CMS Position.

**Attachments:** [Systems Analyst CMS.pdf](#)

[22-1142](#) Recruitment Status Report 9/8/22.

**Attachments:** [RSR 9.08.22.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 the agenda contact Jay Ratchman 920-832-6427.*



# City of Appleton

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

## Meeting Minutes Human Resources & Information Technology Committee

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Wednesday, July 27, 2022

6:30 PM

Council Chambers, 6th Floor

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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](#)

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

**Aye:** 4 - Fenton, Alfheim, Hartzheim and Croatt

**Excused:** 1 - Thao

4. **Public Hearings/Appearances**
5. **Action Items**
6. **Information Items**

[22-0928](#)

Human Resources 2022 Mid-Year Budget Report.

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

**This Presentation was received and filed**

[22-0956](#)

Valley Transit Bus Driver Recruitment Bonus.

**This Presentation was received and filed**

[22-0971](#)

IT 2022 Mid-Year Report.

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

**This Presentation was received and filed**

[22-0962](#)

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

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

**This Presentation was received and filed**

[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](#)

**This Presentation was received and filed**

[22-0964](#)

Recruitment Status Report 7/21/22.

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

**This Presentation was received and filed**

## 7. Adjournment

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

**Aye:** 4 - Fenton, Alfheim, Hartzheim and Croatt

**Excused:** 1 - Thao

## Rollcall

**Present:** 4 - Fenton, Alfheim, Hartzheim and Croatt

**Excused:** 1 - Thao



*"...meeting community needs...enhancing quality of life."*

**PARKS, RECREATION & FACILITIES  
MANAGEMENT**

**Dean R. Gazza, Director**

1819 East Witzke Boulevard  
Appleton, Wisconsin 54911-8401  
(920) 832-5572 FAX (920) 993-3103  
Email - [dean.gazza@appleton.org](mailto:dean.gazza@appleton.org)

TO: Human Resources Committee

FROM: Dean R. Gazza

DATE: 9/14/2022

RE: Action: Request for over hire of Administrative Services Coordinator in the Parks, Recreation and Facilities Management Department.

In preparation of a retirement by our current Administrative Services Coordinator in early January, I am requesting to proactively fill this vacancy to allow 3-weeks for an over hire to allow for adequate training of essential job responsibilities and to provide time for a transfer of critical data to successfully perform the job.

The position of Administrative Services Coordinator is the sole position that provides extensive budgeting, payroll, accounting, capital improvement project budgeting, internal departmental billings and many more tasks. There is no other positions that can fill this void within the department so having the position filled ahead of the vacancy is essential.

A current vacancy within the Facilities & Construction Management Division will offset the costs of the overhire.

Please contact me at 832-5572 or at [dean.gazza@appleton.org](mailto:dean.gazza@appleton.org) with any questions.



*"...meeting community needs...enhancing quality of life."*

**PARKS, RECREATION & FACILITIES  
MANAGEMENT**

**Dean R. Gazza, Director**

1819 East Witzke Boulevard  
Appleton, Wisconsin 54911-8401  
(920) 832-5572 FAX (920) 993-3103  
Email - [dean.gazza@appleton.org](mailto:dean.gazza@appleton.org)

**To:** Human Resources Committee  
**From:** Dean R. Gazza, Director of Parks, Recreation and Facilities Management  
**Date:** September 14, 2022  
**Re:** Action: Reclassify Facilities Support Specialist to Assistant Facilities Manager  
and Administrative Assistant to Marketing and Community Engagement  
Coordinator - .5 FTE

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The Parks, Recreation and Facilities Management Department continues to adjust to the needs of the community resulting in reorganization of responsibilities. The department has always been lean and knowing that resources are not available to add staff, we continue to be flexible and efficient in utilizing and growing the talent within our current staff.

We had identified that two positions within our department that experienced significant changes in the job description, thus triggering a request to reevaluate and reclassify these positions to accurately reflect the work being performed. Upon doing this new job descriptions were completed. At this time the Human Resources Department was transitioning to a new compensation consultant, thus was put on hold until the new consultant could complete a new compensation study and become familiar with our organizations and positions. The employees in these positions have been performing with new responsibilities for as much as two years.

Below is a brief explanation of the major changes in positions and justification to reclassify these positions.

Facilities Support Specialist to Assistant Facilities Manager

As a result of the excessive workload of the Facilities Manager and need for both someone to assist and back-up this position. During the last year, the current Facilities Support Specialist has assumed back-up responsibilities and has taken on increased responsibility for the oversight of various facilities projects, service contract management and supervision of staff. The demands in Facilities Management are high as the department serves facilities and departments

operating 365 days a week, 24 hours a day. When the Facilities Manager is not available it is imperative a back-up is available. In addition, having a second person available to take after hours calls is needed. The previous Facilities Manager left the position citing the excessive demands of the position and it is necessary to ensure the current Facilities Manager does not do the same.

The increase would be an annual increase of \$7,500 annually. The funding would be paid from department vacant salary dollars in 2022.

#### Administrative Assistant to Marketing and Community Engagement Coordinator - .5 FTE

A new role has developed in the Park & Recreation Departments as social media became popular. In addition, interaction with the community and the evolution of partnerships have grown as resources have become limited requiring departments to adapt.

The new responsibilities have shifted from performing general administrative responsibilities to requiring marketing, social media management, web site management, community engagement, partnerships, etc. Over the last two years, this position has evolved to promote the department's image and visibility by raising the level of public awareness of parks, recreation, and golf course operations, services, and accomplishments. The position coordinates the development of comprehensive strategies and approaches for marketing services and facilities, public/private partnerships, sponsorships, and other revenue enhancing programs. Lastly, the position assesses the department's marketing and communications campaigns and projects that reach residents and other targeted audiences. This position performs the marketing and social media management for both Parks & Recreation, but also Reid Golf Course.

The increase would be an annual increase of \$7,405 annually. The funding would be paid from department vacant salary dollars in 2022.

Please feel free to contact me with any questions at 832-5572 or [dean.gazza@appleton.org](mailto:dean.gazza@appleton.org).



# Assistant Facilities Manager

Class Code:

Bargaining Unit: Exempt

CITY OF APPLETON  
Effective Date:

## SALARY RANGE

Hourly  
Annually

## NATURE OF WORK:

Under the supervision of the Facilities Manager, the Assistant Facilities Manager supports the Facilities Management Division in planning, organizing, and coordinating facility services and building operations for City of Appleton facilities. Through the application of facilities management and project management practices, the Assistant Facilities Manager manages day-to-day facility services, assuring objectives and performance measures are met.

## JOB FUNCTIONS:

### ESSENTIAL JOB FUNCTIONS

- Assists with planning, organizing, coordinating, and assigning facility services and building maintenance.
- Plans and schedules day-to-day maintenance activities, assigning tasks to maintenance staff or contractors.
- Monitors facility services and maintenance activities to assure quality customer service and performance expectations are met.
- Responsible for all facility contracted services including but not limited to janitorial services, fire protection services, HVAC maintenance services, elevator services, and overhead door services.
- Manages all facility services contracts through monitoring contracts, coordinating services, evaluating performance, and controlling costs.
- Assists Facilities Manager with building maintenance programs.
- Oversees assigned construction and maintenance projects.
- Assists project management staff on facility capital improvement projects.
- Continuously monitors and evaluates utility usage for City facilities.



- Manages asset management program to assure accurate and efficient computerized maintenance management system, asset records, preventive maintenance, and work order processes.
- Assists Facilities Manager in development and implementation of facilities budget and project budgets.
- Assists Facilities Manager with staffing activities including but not limited to trainings and performance monitoring.
- Assist in business administration activities including payroll, invoices, and budgets.
- Participates in the development and implementation of objectives, goals, policies, and building maintenance priorities.
- Creates reports and provides information to Management staff and maintenance staff for capital budgets and maintenance activities.
- Provide supervision to seasonal or intern staff as required.
- In the absence of the Facilities Manager, required to provide direct supervision of maintenance staff and facilitate day-to-day facility demands.
- In the absence of the Administrative Services Coordinator, required to facilitate essential functions including but not limited to payroll, procurement processes, assembling agendas and minutes for public meetings.
- Responds to emergencies and critical incidents involving maintenance support 24/7.
- Required to be on-call during evenings, weekends, or holidays.

#### **OTHER JOB FUNCTIONS**

## **REQUIREMENTS OF WORK:**

Bachelor's degree in architecture, engineering, project management, construction or related field and a minimum four years of facility maintenance experience or any equivalent combination of education, experience and training which provides the following knowledge, abilities, and skills:

- Proficient in CMMS and CAD software applications.
- Proficient in Microsoft Office (Word, Excel, PowerPoint).
- Understanding of building systems (electrical, HVAC, plumbing, etc.).
- Understanding of project management processes.
- Interpret building drawings and specifications.
- Ability to gather, interpret, and prepare a variety of documents including technical reports, drawings, specifications, manuals.
- Provide exceptional customer service to both internal and external customers.
- Ability to establish and maintain effective working relationships with other employees and the public.
- Strong attention to detail.
- Above average organizational, administrative, and problem-solving skills.
- Ability to perform supervisory duties of contractors and maintenance staff.
- Ability to understand and carry out complex oral and/or written instructions.

- Ability to communicate effectively both orally and in writing.
- Committed to continuous improvement and dedication to making everything better.
- Self-directed to achieve goals, objectives, and tasks in a timely manner.
- Adaptable in an ambiguous and dynamically changing environment.
- Strong sense of urgency and ability to complete duties quickly.
- Ability to make sound decisions and to exercise good judgment.
- Dependable to follow through tasks.
- Ability to work well under pressure in a demanding environment.
- Ability to work effectively with minimal supervision and conform to deadlines.
- Possess and maintain a valid Wisconsin driver's license.

#### **DESIRED QUALIFICATIONS**

- Knowledgeable in OSHA standards, building codes, regulations, and standards.
- IFMA credential (FMP, CFM, SFP) or other Facilities Management related credential.

## **SUPPLEMENTAL INFORMATION:**

#### **COMPETENCIES**

Communication

Self-directed/Autonomous/Accountable

Problem Solving

Technical/Professional/Strategic Skills

Creative/Innovative

## **JOB TASK ANALYSIS:**



## MARKETING & COMMUNITY ENGAGEMENT COORDINATOR

PARKS, RECREATION, FACILITIES  
MANAGEMENT DEPARTMENT

(.5FTE)

Bargaining Unit: Non-Exempt

CITY OF APPLETON

Effective Date: XXXXXXXXXX

Class Code:

## SALARY RANGE

Hourly:

Annually:

## NATURE OF WORK:

Promotes the department's image and visibility by raising the level of public awareness of parks, recreation, and golf course operations, services, and accomplishments. Coordinates the development of comprehensive strategies and approaches for marketing services and facilities, public/private partnerships, sponsorships, and other revenue enhancing programs. Assesses the department's marketing and communications campaigns and projects that reach residents and other targeted audiences. Work is performed under general supervision of the Recreation Manager.

## JOB FUNCTIONS:

### ESSENTIAL JOB FUNCTIONS

- Plans and prepares materials including newsletters, activity guides, social media content, videos, and public service announcements, etc.
- Manages content and development of the Parks and Recreation and Reid Golf Course websites, social media sites, and marketing/promotional materials.
- Collaborates with Parks, Recreation, Facilities Management, and Golf Course teams to coordinate all marketing and social media information to ensure timely promotion of programs and services.
- Prepares information for public service announcements and works with local media

outlets on distribution.

- Plans, executes, and tracks performance of social media and other digital content.
- Prepares graphic art for promotional pieces and flyers.
- Manages schedule and develops content for electronic sign at Appleton Memorial Park, changing messages weekly as appropriate.
- Takes and acquires photos/videos of facilities and programs to enhance content. Utilizes editing programs and maintain content library.
- Develops financial support for programs/events through sponsorships and donations.
- Manages donations and sponsorships as required.
- Manages the advertising budget for the recreation division.
- Collaborates with the City's Communication Coordinator on creating consistent branding standards.
- Continues education on marketing strategies, learning tools, and social media trends to stay relevant with people we serve.

#### **OTHER JOB FUNCTIONS**

- Assists programming staff in program/event planning and execution.
- Represents the Department through involvement in City and community marketing groups.
- Communicates information, service requests, etc. received from telephone and email to appropriate staff through various means of written, electronic, and oral communication.
- Reconciles procurement card purchases and invoices through our financial system Tyler Munis.
- Provides administrative support to management staff as needed.
- Provides backup for City Hall first floor customer service as needed.
- Provides customer service support for the Parks, Recreation, and Facilities Management office building as needed.

### **REQUIREMENTS OF WORK:**

Bachelor's degree in Marketing, Communications, Public Relations, or related field. Five to seven years related experience or equivalent combination of experience and training which provides the following knowledge, abilities, and skills:

- Considerable knowledge in modern marketing and social media practices.
- Knowledge of photo and video editing.
- Familiarity of digital best practices and skills, including basic knowledge of SEO.
- Excellent oral and written communication skills.

- Excellent customer service and teamwork skills.
- Knowledgeable in Microsoft Office programs (Word, Excel, Outlook, PowerPoint, etc.)
- Ability to prioritize daily tasks and work in an environment with interruptions.
- Strong organization skills with the ability to multi-task.
- Excellent time management skills and the ability to prioritize work.
- Ability to understand and effectively carry out oral and written instructions.
- Ability to maintain effective relationships with other employees and to deal with public relations problems courteously and tactfully.
- Ability to work with limited direction.
- Ability to make minor decisions in accordance with established policies and procedures and to apply these to work problems.
- Ability to stoop, kneel, climb, bend, lift, push and pull up to twenty pounds.
- Ability to sit for long periods of time and sustain prolonged visual concentration.
- Skill in the operation of personal computer, copier, and other standard office equipment.

## **SUPPLEMENTAL INFORMATION:**

### **COMPETENCIES**

Communication

Self-directed/Autonomous/Accountable

Problem Solving

Technical/Professional/Strategic Skills

Creative/Innovative

## **JOB TASK ANALYSIS:**



## **LEGAL SERVICES DIVISION**

### **Office of the City Attorney**

100 North Appleton Street

Appleton, WI 54911

Phone: 920/832-6423

Fax: 920/832-5962

**To:** Alderperson Denise Fenton, Chair  
Members of the Human Resources/Information Technology Committee

**From:** Nicholas J. Vande Castle, Assistant City Attorney

**Date:** August 31, 2022

**Re:** Alderperson Salary Adjustments  
Our File No. A19-0536

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Alderperson salaries are reviewed annually. Historically this item is placed on the agenda as an action item every Fall in order to give Council the ability to review and adjust the Alderperson salary for a future Council. On September 15, 2021, the Common Council voted to increase the salary of all Alderpersons to \$6,750 effective April 2023.

Wisconsin Statutes § 62.09(6)(am)2 prohibits changing Alderperson salaries after the “earliest time for filing nomination papers for the office” and no changes can be made in the compensation during “the term of office for which the deadline applies.”

Therefore, Council has the following options available depending on whether it wants different salaries for half of the Council, or one across-the-board adjustment for a future Council:

1) For staggered salaries, the Council may establish alderpersons’ salaries for Alderpersons in Districts 1, 3, 5, 7, 11, 13, and 15 for terms starting in April 2023 prior to December 1, 2022 and subsequently establish salaries for Alderpersons in Districts 2, 4, 6, 8, 10, 12, and 14 who will begin their term in April 2024 prior to December 1, 2023; or,

2) For a single adjustment, establish the salary for all alderpersons seated on the Council in April 2024 prior to December 1, 2022.

If you have any questions or concerns, please do not hesitate to get in touch.

<b>Municipality</b>	<b>Population</b>	<b># of Council/Board</b>	<b>Annual Salary</b>	<b>Benefits</b>	<b>Expense Account</b>
<b>Appleton</b>	75,382	15	\$6,221 annually & \$6,750 effective April 2023	Parking pass	None
<b>Green Bay</b>	104,777	12	\$9,887 annually	Health, Dental, Deffered Comp	None
<b>Fond du Lac</b>	43,151	7	\$5,000 annually, with Council President \$6,000 annually	None	None
<b>Manitowoc</b>	32,702	10	\$3,120 annually with i-Pad to keep at end of term	Keep iPad when term is complete	None
<b>Neenah</b>	25,967	9	\$5,280 annually, with Council President \$6,000 annually	None	None
<b>Oshkosh</b>	67,010	7	\$5,000.06 annually, with Council President \$6,500 annually	Parking pass	None
<b>Sheboygan</b>	48,327	10	\$5720 annually, with Council President \$6720 annually	None	None

## ELECTED ALDERPERSON SALARIES

<b>Council Date</b>	<b>Election Year</b>	<b>Salary</b>	<b>Benefits</b>	<b>Notes</b>
11-07-2001	2002	No increase		
11-07-2001	2003	\$5636 – 3%		
10-16-2002	2004	No increase		
10-16-2002	2005	No increase		
12-03-2003	2006	No increase		
10-19-2005	2007	No increase		
11-01-2006	2008	No increase		
01-21-2008	2009	\$5805 – 3%		
07-02-2009	2010	No increase		
07-02-2009	2011	No increase		
10-20-2010	2012	No increase		
01-04-2012	2013	No increase		
03-20-2013	2014	No increase		
11-20-2013	2015	No increase	5.12% increase with parking pass	Added Parking passes \$297 annual (\$33@9months) effective with the April, 2015 election
9-17-2014	2016	\$5921 – 2%	6.89% increase with parking pass	Parking Pass \$408 annual (\$33@6 months & \$35@6 months)
11-09-2015	2017	\$5980 – 1%	1.1% increase with parking pass	Parking Pass \$420 annual
10/19/2016	2018	\$6129.50 – 2.5%	plus parking pass	
10/18/2017	2019	No increase		
11/7/2018	2020	No increase		
10/16/2019	2021	1.5% increase \$6221.44	Plus parking pass	HR Committee & Council meeting 11/6/19
n/a	2022			HR did not get on committee agenda timely. Currently no 2022 rate change approved.
9/15/2021	2023	Increase to \$6750	Plus parking pass	HR Cmte approved 9/8/21





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**APPLETON PUBLIC LIBRARY**  
225 North Oneida Street  
Appleton, WI 54911-4780  
(920) 832-6170 | FAX: (920) 832-6182

**TO: LIBRARY BOARD OF TRUSTEES**

**FROM: COLLEEN RORTVEDT, DIRECTOR – APPLETON PUBLIC LIBRARY**

**DATE: AUGUST 15, 2022**

**RE: PROPOSED LIBRARY TABLE OF ORGANIZATION CHANGE**

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Upon every vacancy we review positions to ensure that the current methods are the most effective way to complete our work. As part of this review, I propose the following table of organization changes to go into place upon approval:

- **Change the position of Safety Supervisor to Library Building Supervisor**

The Safety Supervisor currently works as a team with the Business Manager to oversee various aspects of safety within the library. This change would bring these responsibilities all under one position. The Safety Supervisor will need to provide less direct monitoring of the library building. We will accomplish this by utilizing our third-party security guards more. These changes will add supervision of Operations Clerks to this role while not increasing the minimum education requirements making it a position that is anticipated to move up the paygrade scale. This is an ideal time for this change as the incumbent in this position worked as an Operations Clerk in the past, understands the operations of the library and is well suited for these new responsibilities. This position will be supervised by the Assistant Director.

The review by the compensation consultant puts this position in a paygrade of \$60,878 to \$91,317.

- **Change the position of Business Manager to Administrative Support Specialist - Financials**

As currently constructed, the Business Manager role has a variety of responsibilities in financial and building oversight. While we have been fortunate to find candidates that can perform both functions, we believe this position will be more appealing to job seekers with a clearer focus on the primary area of expertise, the financial area. These changes remove supervision from this role and open the minimum qualifications for eligibility. This position will be supervised by the library director.

The review by the compensation consultant puts this position in a paygrade of \$43,313 to \$60,638

Overall, these changes offset each other budgetarily and likely result in a savings contingent upon hiring rate.

# CITY OF APPLETON

## HUMAN RESOURCES DEPARTMENT



100 N. Appleton St.  
Appleton, WI 54911



(920) 832-6458



(920) 832-5845



[humanresources@appleton.org](mailto:humanresources@appleton.org)

To: Human Resources/Information Technology Committee

From: Human Resources Director Jay Ratchman

Date: August 18, 2022

Re: Human Resources Department Budget Dashboard

At the last committee meeting we discussed the new human resources dashboard. I am including a copy of that dashboard for your reference.

There were some good questions at that meeting that I wanted to circle back on. Here are the areas that came into question.

- Staff Retention by Years of Service.** The question/concern was that turnover of employees with up to 1 year of service appears to be higher than in past years. This graph measures how many employees are currently in their first year of employment. In 2022, we have fewer employees who are in their first year of employment. This is reflected in how the blue and pink lines move in the opposite direction.
- Average training investment per full-time equivalent employee.** This is the average spend per employee for required HR related topics. The employee also completes training within their respective departments. The HR training topics in 2022 included: First Amendment and Employees' Rights; Eating for Energy; Unconscious Bias (Harassment & Discrimination); and Gender Discrimination in the Workplace.  
  
In addition, our new employee orientation and seasonal employee training included: Harassment & Discrimination; Workplace Violence; Drug & Alcohol; Right to Know; Risk Management; Employee Assistance Program; and Employee Fringe Benefits.
- Department Budget Summary.** The question was raised as to why HR Compliance is such a large part of our budget. The short answer is given how salaries and fringe benefits from our department are allocated and charged to this budget area. I can outline this in further detail for the committee if desired.
- 2022 Budget Use (YTD).** The comment was made that the graph did not look accurate. In looking at this further, this graph did not include salary and fringe data. I am working with our Finance department and the Data Analyst to correct this.



# Systems Analyst - CMS

Class Code:  
190-8 (CC-3)

Bargaining Unit: Non-Union Exempt

CITY OF APPLETON  
Revision Date: Aug 26, 2022

## SALARY RANGE

\$25.44 - \$38.16 Hourly  
\$52,915.20 - \$79,372.80 Annually

### NATURE OF WORK:

This is a professional staff position responsible for content management systems (CMS) and related applications. Work involves the design, administration, and support of the Internet and intranet websites, digital archiving systems, and their integrations and interfaces to and from the enterprise resource planning (ERP) system. This position supports highly visible IT services related to Appleton's citizens' and elected officials' user experience (UX) and City branding. Work is performed under the general supervision of the Lead Systems Analyst.

### JOB FUNCTIONS:

- Works with CMS providers to implement, administer, and support web content management (WCM) and enterprise content management (ECM) systems.
- Administers and supports citizen-facing, web-based, ERP applications.
- Ensures branding remains consistent and seamless across the UX.
- Ensures the user interface (UI) remains intuitive, inclusive, and accessible to a diverse population and workforce.
- Provides support to stakeholders, content managers, and communication specialists distributed across multiple departments.
- Administers and supports digital archiving systems for email, documents, video, records, evidence, and other structured and unstructured data.
- Works with IT developers, operations staff, and suppliers to support integrations, interfaces, imports, exports, and reports between, from, and to CMS, ERP, and other platforms and applications.
- Works with the IT operations team to administer and support the in-person and online public-meeting UX and related digital-records management.
- Supports online and card-present point-of-sale (PoS) systems. Oversees Payment Card Industry compliance.
- Assists the Lead Systems Analyst with general ERP support.
- Processes Freedom of Information Act public records requests.
- Ensures adherence to digital-records retention policies, resolutions, ordinances, and laws.
- Responsible and accountable for the cataloging, registration, and renewal of Internet domain names.

- Instructs IT staff how to troubleshoot and solve incidents and problems related to CMS, ERP, and PoS.
- Documents in-house knowledgebase articles, flowcharts, and diagrams pertaining to CMS, ERP, and PoS.
- Acts as a liaison with City stakeholders, IT suppliers, and IT operations staff.
- 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:**

Bachelor's degree in Computer Science or related field, six to eight years application design/analyst experience, or any equivalent combination of education, experience and training which provides the following knowledge, abilities and skills:

- Comprehensive knowledge of content management systems, ERP systems, and systems design.
- Ability to apply training received in the use of new development tools and technology.
- Ability to develop systems, programs, forms, reports, and flow charts.
- Ability to operate computers and related hardware and instruct people in their use.
- Ability to lift 25 pounds.
- Ability to maintain confidentiality.
- Ability to establish and maintain effective working relationships with other employees and the public.
- Ability to lead team projects and work effectively in a team setting.
- 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:** Systems Analyst

**REVISED DATE:** August 2014

**REVIEW DATE:** August 2014

*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 checked="" type="checkbox"/> | <input type="checkbox"/>               | <input type="checkbox"/>            |
| 2. Walking  | <input type="checkbox"/>                  | <input checked="" type="checkbox"/> | <input type="checkbox"/>               | <input type="checkbox"/>            |
| 3. Sitting  | <input type="checkbox"/>                  | <input type="checkbox"/>            | <input type="checkbox"/>               | <input checked="" 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 checked="" type="checkbox"/> | <input type="checkbox"/>               | <input type="checkbox"/>            |
| 6. Lifting: Heavy to moderate - max 45 lbs.   | <input checked="" type="checkbox"/>       | <input type="checkbox"/>            | <input type="checkbox"/>               | <input type="checkbox"/>            |
| 7. Lifting: Heavy - max. 65 lbs.  | <input checked="" type="checkbox"/>       | <input type="checkbox"/>            | <input type="checkbox"/>               | <input type="checkbox"/>            |
| 8. Carrying est. wt. 20#  | <input type="checkbox"/>                  | <input checked="" type="checkbox"/> | <input type="checkbox"/>               | <input type="checkbox"/>            |
| 9. Pushing est. wt. 30#   | <input type="checkbox"/>                  | <input checked="" type="checkbox"/> | <input type="checkbox"/>               | <input type="checkbox"/>            |
| 10. Pulling est. wt. 30#  | <input type="checkbox"/>                  | <input checked="" type="checkbox"/> | <input type="checkbox"/>               | <input type="checkbox"/>            |
| 11. Pulling hand over hand  | <input checked="" type="checkbox"/>       | <input type="checkbox"/>            | <input type="checkbox"/>               | <input type="checkbox"/>            |
| 12. Climbing stairs   | <input type="checkbox"/>                  | <input checked="" type="checkbox"/> | <input type="checkbox"/>               | <input type="checkbox"/>            |
| 13. Climbing, use of legs and arms  | <input checked="" type="checkbox"/>       | <input type="checkbox"/>            | <input type="checkbox"/>               | <input type="checkbox"/>            |
| 14. Balancing   | <input checked="" type="checkbox"/>       | <input type="checkbox"/>            | <input 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 checked="" type="checkbox"/>       | <input type="checkbox"/>            | <input type="checkbox"/>               | <input type="checkbox"/>            |
| 18. Crawling  | <input checked="" type="checkbox"/>       | <input type="checkbox"/>            | <input type="checkbox"/>               | <input type="checkbox"/>            |
| 19. Reaching: <input type="checkbox"/> high <input 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 checked="" type="checkbox"/> | <input type="checkbox"/>               | <input checked="" 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 type="checkbox"/>                  | <input type="checkbox"/>            | <input type="checkbox"/>               | <input checked="" type="checkbox"/> |
| 28. Both hands required   | <input type="checkbox"/>                  | <input type="checkbox"/>            | <input type="checkbox"/>               | <input checked="" 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 type="checkbox"/>            | <input checked="" 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 type="checkbox"/>               | <input checked="" type="checkbox"/> |
| 32. Hearing-conversation  | <input type="checkbox"/>                  | <input type="checkbox"/>            | <input type="checkbox"/>               | <input checked="" type="checkbox"/> |
| 33. Intense visual concentration  | <input type="checkbox"/>                  | <input type="checkbox"/>            | <input type="checkbox"/>               | <input checked="" 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 type="checkbox"/>              |                                     | No <input checked="" type="checkbox"/> |                                     |
| 39. Other:  |   |                                     |  |                                     |

**B. WORKING CONDITIONS**

- |  | N                                   | O                                   | F                        | C                        |
|--|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| 1. Outside   | <input checked="" type="checkbox"/> | <input 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 checked="" type="checkbox"/> | <input 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 type="checkbox"/>            | <input checked="" 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 type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Intermittent noise above 85 decibels   | <input type="checkbox"/>            | <input checked="" 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 checked="" type="checkbox"/> | <input 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 checked="" type="checkbox"/> sedentary <input type="checkbox"/> light <input type="checkbox"/> light/medium <input type="checkbox"/> medium <input type="checkbox"/> heavy Hours/day:8 Days/week:5 Days overtime/week |                                     |                                     |                          |                          |

## Recruitment Status Report

*Updates thru 9/08/2022*

HR Generalist	Position	Dept.	Date of Vacancy	Open Date	# of Openings	Status
Jessie	Operator I - DPW	DPW	06/13/22	06/13/22	1	Application deadline: 8/28/22. Panel Interviews: 9/14/22.
	Arborist	DPW	06/16/22	06/16/22	1	Application deadline: 8/28/22. Panel Interviews: 9/08/22.
	Electrical/Building Inspector	DPW	02/19/22	01/24/22	1	Application deadline: 10/30/22.
	Inspector - Plumbing	DPW	09/03/22	07/18/22	1	Application deadline: 8/21/22. Panel interview: 8/19/22.
	Managerial Accounting Coordinator	DPW	11/02/22	08/15/22	1	Panel Interviews: 9/16/22.
	Operator II - Water	DPW	09/09/22	08/29/22	1	Application deadline: 9/18/22.
	Maintenacne Specialist - Millwright	Utilities	08/25/22	08/15/22	1	Panel Interviews: 9/12/22.
	Instrument & Control Systems Technician	Utilities	09/17/22	08/19/22	1	Job offer accepted, start date 9/19/22.
	Communication Technician	VT	06/18/22	06/19/22	1	Application deadline: 10/02/22.
	Part Time Utility Worker - VT	VT	09/30/21	10/05/21	1	Application deadline: 10/02/22.
	Safety and Compliance Specialist	VT	N/A	05/06/22	1	Application deadline: 12/31/22.
	Bus Driver	VT	Multiple	N/A	5	Application deadline: 10/02/22.
	Part-Time Bus Driver	VT	N/A	N/A	N/A	Application deadline: 10/02/22. <span style="float: right;">Conditional offer extended to one candidate.</span>
Allison	Police Officer	Police	N/A	N/A	7+Elig.	Application deadline: 9/11. Conditional offer extended to 1 candidates. Chief interviews 9/14 & 9/15. Job Offer accepted start date 1/14/23. Backgrounds pending on 2 candidates.
	Community Service Officer (CSO)	Police	01/19/21	01/26/22	N/A	Backgrounds pending on 2 candidates.
	Library Clerk - Regular Part-Time	Library	12/21/21	06/14/22	1	Job offer accepted, start date 9/11/22.
	Administrative Support Specialist - Financials	Library	N/A	08/25/22	1	Application deadline: 9/18/22.
	Systems Administrator	IT	N/A	08/14/22	1	Job Offer accepted, start date 9/26/22.

**Total Positions Open: 25**

**Total Eligibility Lists: 1**

**Positions on Hold**

<b>HR Generalist</b>	<b>Position</b>	<b>Dept.</b>	<b>Date of Vacancy</b>	<b># of Openings</b>	<b>Status</b>
<b>Allison</b>	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.
	Communication Specialist	Police	04/03/22	1	Department restructuring.
	Assistant Chief	Police	01/04/23	1	Internal promotion. Waiting for RTF.
	Training & Resource Development Specialist	Fire	01/04/23	1	Retirement. Waiting for RTF.
<b>Jessie</b>	HVAC Technician	PRFM	11/25/20	1	Department evaluating position.

**Total Positions On Hold: 6**

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