

INFORMATION TECHNOLOGY
Room 500, City-County Building
266-4506

Help Desk: 266-4193
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www.cityofmadison.com/information-technology

Vision

Our Madison: Inclusive, Innovative and Thriving Through Technology

Office of the Director

Sarah Edgerton, Direction of Information Technology and Chief Information Officer 266-4506
Department and citywide IT direction, IT management, budget and policy.

IT Administrative & Business Services Team

Amanda Lythjohan, Administrative Services Manager 267-2675
Responsible for financial management of Information Technology operations including procurement and contract management, IT annual budget development and administration, personnel and payroll. Provides staff support to the Digital Technology Committee and the Metropolitan Unified Fiber Network Consortium (MUFN-CA).

Michelle Gibson, Program Assistant 2-Confidential 261-9672
Responsible for the procurement of city-wide IT related purchases, payroll and assistant to records management.

Project Management Team

Rodney Cherek, Senior Project Manager 266-9213
Responsible for project and portfolio management.

Abigail Ferguson, Customer Service Coordinator-Confidential 261-9649
Responsible for developing strong partnerships and communicating IT initiatives and programs to customers.

Records Management

Leslie Starczewski, City Records Manager 266-4454
Responsible for IT records requests and providing consultation to department records coordinators, managers, and department and division heads in identifying and resolving records management issues. Develops and maintains the City of Madison General Records Schedule.

Application Development, Enterprise Business Solutions & Database Management Division

Dave Faust, Applications Development Division Manager 267-4909
Responsible for division leadership, planning and implementation.

Web Team

Eric Olson, Web Manager 261-9267

Responsible for overseeing the management and support of the City of Madison website architecture and applications. Services include: code development, application interfaces and integrations with enterprise systems, database development and data extracts, accessibility and user experience, application configuration, vendor coordination and software upgrades. Maintains enterprise application infrastructure including: website content management systems, online payments, Application Programming Interfaces (APIs), Legislative Management System and others.

Applications Development Team

Riki Sjachrani, Applications Development Manager 261-9261

Responsible for overseeing database administration, enterprise wide application platforms, develop reporting tools and middleware solutions. Within these services, staff provide code development, application configuration, data analysis, vendor coordination and software upgrades.

Asset Management and GIS Team

Aaron Cohen, Asset Management and GIS Lead 261-9621

Responsible for the management of the City's GIS databases and application platforms. Oversees management of the City's asset management system, manages the City's fiber optic network and supports Open Data initiatives.

Network and Operations Infrastructure, Telecommunications and Cyber Security Division

Herb King, Technical Services Manager 267-4911

Responsible for division leadership, planning and implementation.

Help Desk Team

Molly Larson, Help Desk Supervisor 261-9806

Responsible for the technical assistance and support for service requests and incidents received from customers. This team administers and supports workstation hardware and software, local and network printers and workstation peripherals such as monitors, scanners, etc. The Help Desk is also responsible for maintaining current workstation images, deploying security updates and installing software packages in order to keep the workstation environment secure and updated.

Network Operations and Communications Team

Chris Lueder, Network Operations Supervisor 261-9646

Responsible for operational support and maintenance of the City's Data Centers, servers, network infrastructure, including fiber and wireless connectivity, IP Telephony, User Directory/account management, Cyber Security, Email, File Systems, IP Camera system and File/system backup operations.

Digital Media Team

Boyce Johnson, Digital Media Supervisor

266-6393

Responsible for media production and media distribution for the City of Madison. The Digital Media Team also provides audiovisual support for presentation technology, sound reinforcement, AV system integration, still photography, digital signage, camera placement and specifications.