

INFORMATION TECHNOLOGY
Room 500, City-County Building
(608) 266-4506

Help Desk: (608) 266-4193

FAX: (608) 261-9289

it@cityofmadison.com

www.cityofmadison.com/information-technology

Vision and Mission

Vision

Our Madison: Inclusive, Innovative and Thriving Through Technology

Mission

Connect employees and the public to City services and information through people-focused technology solutions.

Office of the Director

Sarah Edgerton, Director of Information Technology & Chief Information Officer (608) 266-4506

Department and citywide technology strategic direction, IT management, budget and resource allocation, human resources, digital inclusion and technology and security policy.

Amanda Lythjohan, Administrative, Finance & Project Portfolio Manager (608) 267-2675

Responsible for financial management of Information Technology operations including procurement and contract management, IT annual budget development and administration, personnel and payroll.

Chris Lueder, Cyber Security Manager (608) 261-9646

Responsible for leading, developing and implementing City-wide and large-scale department information security strategies, plans, programs, policies and procedures designed to protect the integrity and security of City data resources, operations and other information assets, in accordance with City policies and industry standards.

Cassandra (Cass) Hill, Digital Inclusion Coordinator (608) 266-4506

Responsible for providing leadership and direction to advance the City of Madison's digital inclusion efforts as the lead subject matter expert, representative and project manager for grant initiatives, programs and projects, including supporting other digital inclusion initiatives across cross-organizational efforts.

Abigail Ferguson, Customer Success & Enterprise Project Manager (608) 261-9649

Responsible for developing strong partnerships and communicating IT initiatives and programs to customers.

Leslie Starczewski, City Records and Enterprise Project Manager (608) 266-4454

Responsible for project and portfolio management; Oversees 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.

Michelle Gibson, Program Assistant 2 - Confidential (608) 261-9672

Responsible for the procurement of city-wide IT related purchases, payroll and assistant to records management.

Operations

Dave Faust, Assistant Director of Information Technology (608) 267-4909

Plans, organizes and supervises a subset of the daily operations, functions and services of the Information Technology (IT) Department.

Eric Olson, Web Supervisor (608) 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.

Riki Sjachrani, Applications Development Supervisor (608) 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. The team is responsible for the management of the City's GIS databases and application platforms. Oversees management of the City's asset management system and supports Open Data initiatives.

Molly Larson, Help Desk Supervisor (608) 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.

Lee Jones, Network Communications Supervisor (608) 266-5906

Responsible for operational support and maintenance of the City's Data Centers, servers, network infrastructure, firewalls, fiber and wireless connectivity, IP Telephony, and the City's fiber optic network.

Boyce Johnson, Digital Media Team Supervisor (608) 266-6393

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

Tanya Anderson, Collaboration Tools Administrator (608) 266-6515

Responsible for developing and supporting the City's portfolio of collaboration software tools, including the M365 ecosystem of tools and services, including Outlook, SharePoint 2010, SharePoint Online, Teams and Zoom. The team manages the User Directory/account management and File/system backup operations.