

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

Our Madison: Inclusive, Innovative and Thriving Through Technology

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 in digital equity, access, adoption, literacy, and resilience for residents and City staff. Representative and project lead for grant initiatives, relevant program and portfolio manager, and facilitator/supporter of other cross-organizational digital inclusion 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 Manager (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 Manager (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.

Aaron Cohen, Asset Management & GIS Lead and Project Manager (608) 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.

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, including fiber and wireless connectivity, IP Telephony, User Directory/account management, Cyber Security, Email, File Systems, IP Camera system and File/system backup operations.

Boyce Johnson, Digital Media Team Supervisor (608) 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.

Tanya Anderson, Collaboration Administrative Manager (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 SharePoint 2010 and SharePoint Online and Zoom..