



June 22, 2021

Milwaukee Police Department
Police Administration Building
749 West State Street
Milwaukee, Wisconsin 53233
<http://www.milwaukee.gov/police>

Jeffrey B. Norman
Acting Chief of Police

(414) 935-7200

The Board of
Fire and Police Commissioners
200 East Wells Street, Room 706
Milwaukee, WI 53202

RE: REQUEST FOR INFORMATION SYSTEMS MANAGER EXAMINATION/ELIGIBILITY LIST

Dear Commissioners:

I respectfully request that your Honorable Commission refer this request to the Department of Employee Relations (DER) to conduct a recruitment, administer an examination, and provide an eligibility list for the position of Information Systems Manager as soon as administratively possible. The Information Systems Manager's role is to supervise and ensure the efficient operation of the Department's network, client servers, databases and equipment. The duties include strategy and planning, acquisition deployment, and operational management. The position is assigned to our Informational Technology Division.

Attached please find a job description for the position. Department representatives are available to assist DER staff in this matter. If you have questions regarding this matter, please contact Human Resources Analyst Sr. Cathy Walker-Harris at (414) 935-7683.

Sincerely,

JEFFREY B. NORMAN
ACTING CHIEF OF POLICE

JBN:cwh
Attachment

JOB DESCRIPTION

FOR DER USE ONLY

| | |
|------------------------------------|-----------------------------|
| Vacancy No. _____ | |
| City Service Commission: _____ | Finance Committee: _____ |
| Fire & Police Commission: _____ | Common Council: _____ |

Instructions: Complete all sections. Refer to the *Guidelines for Preparing Job Descriptions* for instructions on completing specific items.

| | | | | | |
|---|--|--|--|--|--|
| 1. Date Prepared/ Revised: 01.12.2016 /06.18.2021 | | 2. Present Incumbent: Vacant | | Is incumbent underfilling position? | |
| 3. Date Filled: | | 4. Previous Incumbent: Xay Xiong | | YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> | |
| 5. Department: POLICE DEPARTMENT | | Bureau: Administration Division: IT Division | | Unit: Section: | |
| 6. Work Location: Information Systems | | Telephone: Email: | | Work Schedule: Hours: _____ Days: _____ | |
| 7. Represented by a Union? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | Bargaining Unit: If in District Council 48, which local? | | 8. FLSA Status (check one): <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt | |
| 10. Official Title: Information Systems Manager | | Pay Range: 2LX | | Job Code: 5221 | |
| Underfill Title (if applicable): | | | | | |
| Requested Title (if applicable): Operations Manager | | | | | |
| Recommended Title (DER Use Only): | | Approved by: _____ | | | |
| | | Date: _____ | | | |

11. BASIC FUNCTION OF POSITION:

The Operations Manager's role is to supervise and ensure the efficient operation of the company's network, client servers, databases, and equipment. This includes managing the IT staff responsible for monitoring and diagnosing network and hardware problems. The Operations Manager will also work closely with the IT executive staff and decision makers in other departments in order to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization.

12. DESCRIPTION OF JOB (Check if description applies to Official Title or Underfill Title A. ESSENTIAL FUNCTIONS/Duties and Responsibilities: (Refer to the "Guidelines for Preparing Job Descriptions" for instructions on determining Essential Functions.)

| % of Time | ESSENTIAL FUNCTION |
|-----------|--|
| 100% | <p>Strategy & Planning</p> <ul style="list-style-type: none"> Regular and consistent attendance. Lead IT department operational planning and projects, and organize and negotiate the allocation of IT resources. Work with stakeholders to define business and systems requirements for new technology implementations. Ensure the efficient utilization of IT resources – including personnel and equipment – across the organization. Oversee all reports and documentation related to network and systems operations. Develop maintenance schedules for network and systems equipment. Conduct system feasibility studies and testing. Develop and implement all functional policies and procedures, including those for network architecture, standards, purchasing, and service provision. |
| | <p>Acquisition & Deployment</p> <ul style="list-style-type: none"> Manage the deployment, monitoring, maintenance, development, upgrade, and support of IT systems, including networks, data centers, servers, PCs, operating systems, and associated hardware. Develop business case justifications and cost/benefit analyses for IT spending and initiatives. Approve purchase of equipment and supplies in order to meet operational requirements of the business. Analyze existing operations and make recommendations for the improvement and growth of the network infrastructure and IT systems. Conduct research and remain current with the latest technologies and solutions in support of procurement |

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

| % of Time | ESSENTIAL FUNCTION |
|-----------|---|
| | efforts. • Develop requests for proposal. |
| | Operational Management • Practice asset management for IT hardware, software, and equipment. • Manage operations staffing, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions. • Establish and maintain regular written and in-person communications with the organization's executives, department heads, and end users regarding pertinent IT activities. • Oversee operations-related projects and project portfolio. • Assist in the provisioning of end-user services, including help desk and technical support services. |

B. PERIPHERAL DUTIES:

| % of Time | PERIPHERAL DUTY |
|-----------|-----------------|
| | • |
| | • |

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Police Information Systems Director

D. SUPERVISION RECEIVED: (Describe the extent to which work assignments and methods are outlined, reviewed, and approved by this position's supervisor.)

Assignments received Information Systems Manager.

E. SUPERVISION EXERCISED:

Total number of employees for whom responsible, either directly or indirectly = 12

Direct Supervision: List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following:

| a. Assign duties | | e. Sign or approve work |
|------------------------------------|---|---|
| b. Outline methods | | f. Make hiring recommendations |
| c. Direct work in progress | | g. Prepare performance appraisals |
| d. Check or inspect completed work | | h. Take disciplinary action or effectively recommend such |
| Number Supervised | Job Title | Extent of Supervision Exercised (Select those that apply from list above, a - h) |
| 9 | Helpdesk Specialist II | a,b,c,d,e,f,g,h |
| 3 | Police Officers (Field Technology Unit) | a,b,b,d,e,f,g,h |

F. MINIMUM QUALIFICATIONS REQUIRED: (Indicate the MINIMUM qualifications required to enter the job.)

i. Education and Experience:

- University degree in the field of computer science or information systems and 5 years equivalent related work experience.
- Certifications in MCSE.

ii. Knowledge, Skills and Abilities:

- Strong technical knowledge of network and PC operating systems, including Windows, Linus, MAC, and Unix.
- Strong technical knowledge of current network hardware, protocols, and standards, including Cisco Routers.
- Extensive application support experience with Law Enforcement Technologies including CAD (Computer Aided Dispatch) and RMS (Records Management System).
- Extensive knowledge of programming languages, including SQL, Crystal Reports and VB Scripting.
- Proven experience in IT infrastructure planning and development.
- Excellent understanding of the organization's goals and objectives.
- In-depth knowledge of applicable data privacy practices and laws.

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- Strong understanding of human resource management principles, practices, and procedures.
- Strong understanding of project management principles.
- Strong understanding of Budget Management.

iii. Certifications, Licenses, Registrations:

Valid Wisconsin's driver's license.

iv. Other Requirements:

13. PHYSICAL AND ENVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED

The Americans with Disabilities Act of 1993 requires job descriptions to provide detailed information regarding the physical demands required to perform the essential functions of a job; the conditions under which the job is performed; and the tools and equipment the employee will be required to use on the job. Reasonable accommodations may be made to enable qualified individuals to perform the essential duties and responsibilities of the job for each of the categories listed below.

G. PHYSICAL ACTIVITY OF THE POSITION: (List the physical activities that are representative of those that must be met to successfully perform the essential functions of the job).

CHECK ALL THAT APPLY:

| | |
|-------------------------------------|---|
| <input type="checkbox"/> | Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet and legs and/or hands and arms. Body agility is emphasized. Check only if the amount and kind of climbing required exceeds that required for ordinary locomotion. |
| <input type="checkbox"/> | Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. Check only if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium. |
| <input checked="" type="checkbox"/> | Stooping: Bending body downward and forward by bending spine at the waist. Check only if it occurs to a considerable degree and requires full use of the lower extremities and back muscles. |
| <input checked="" type="checkbox"/> | Kneeling: Bending legs at knee to come to a rest on knee or knees. |
| <input checked="" type="checkbox"/> | Crouching: Bending the body downward and forward by bending leg and spine. |
| <input checked="" type="checkbox"/> | Crawling: Moving about on hands and knees or hands and feet. |
| <input checked="" type="checkbox"/> | Reaching: Extending Hand(s) and arm(s) in any direction. |
| <input checked="" type="checkbox"/> | Standing: Particularly for sustained periods of time. |
| <input type="checkbox"/> | Walking: Moving about on foot to accomplish tasks, particularly for long distances. |
| <input checked="" type="checkbox"/> | Pushing: Using upper extremities to exert force in order to draw, press against something with steady force in order to thrust forward, downward or outward. |
| <input checked="" type="checkbox"/> | Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion. |
| <input checked="" type="checkbox"/> | Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Check only if it occurs to a considerable degree and requires substantial use of the upper extremities and back muscles. |
| <input checked="" type="checkbox"/> | Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling. |
| <input checked="" type="checkbox"/> | Grasping: Applying pressure to an object with fingers and palm. |
| <input checked="" type="checkbox"/> | Feeling: Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips. |
| <input checked="" type="checkbox"/> | Talking: Expressing or exchanging ideas by means of the spoken word. Those activities which demand detailed or important instructions spoken to other workers accurately, loudly or quickly. |
| <input checked="" type="checkbox"/> | Hearing: Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication and make fine discriminations in sound. |
| <input type="checkbox"/> | Repetitive Motions: Substantial movements (motions) of the wrist, hands, and/or fingers. |
| <input checked="" type="checkbox"/> | Driving: Minimum standards required by State Law (including license). |

H. PHYSICAL REQUIREMENTS OF THE POSITION: (List the physical requirements that are essential functions of the job.)

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CHECK ONE:

| | |
|-------------------------------------|--|
| <input type="checkbox"/> | Sedentary Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met. |
| <input checked="" type="checkbox"/> | Light Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work. |
| <input type="checkbox"/> | Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. |
| <input type="checkbox"/> | Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects. |
| <input type="checkbox"/> | Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects. |

I. VISUAL ACUITY REQUIREMENTS: (List the visual acuity requirements that are essential functions of the job.)

CHECK ONE:

| | |
|-------------------------------------|---|
| <input type="checkbox"/> | Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative: This is a minimum standard for use with those whose job requires work done at close visual range (i.e. preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines, using measurement devices, assembly or fabrication of parts). |
| <input checked="" type="checkbox"/> | Machine Operators, Mechanics, Skilled Tradespeople: This is a minimum standard for use with those whose work deals with machines where the seeing job is at or within arm's reach. This also includes mechanics and skilled tradespeople and those who do work of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.) |
| <input type="checkbox"/> | Mobile Equipment Operators: This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment. |
| <input type="checkbox"/> | Other: This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc. |

J. THE CONDITIONS THE WORKER WILL BE SUBJECT TO IN THIS POSITION:

List the environmental/working conditions to which the employee may be exposed while performing the essential functions of the job. Include scheduling considerations such as on-call for emergencies, rotating shift, etc. **Approximate Percentage of time performing field work: 10%**

CHECK ALL THAT APPLY:

| | |
|--------------------------|--|
| <input type="checkbox"/> | None: The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work). |
| <input type="checkbox"/> | The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.) |
| <input type="checkbox"/> | The worker is subject to outside environmental conditions: No effective protection from weather. |
| <input type="checkbox"/> | The worker is subject to extreme cold: Temperatures below 32 degrees for period of more than one hour. |
| <input type="checkbox"/> | The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour. |
| <input type="checkbox"/> | The worker is subject to noise: There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level. |
| <input type="checkbox"/> | The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body. |
| <input type="checkbox"/> | The worker is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places or exposure to chemicals. |
| <input type="checkbox"/> | The worker is subject to atmospheric conditions: One or more of the following conditions that affect the respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation. |
| <input type="checkbox"/> | The worker is subject to oil: There is air and/or skin exposure to oils and other cutting fluids. |
| <input type="checkbox"/> | The worker is required to wear a respirator. |

K. MACHINE, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, SOFTWARE, ETC. USED BY POSITION:

List equipment needed to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)

CHECK ALL THAT APPLY:

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| | |
|---|---|
| <input checked="" type="checkbox"/> Camera and photographic equipment | <input checked="" type="checkbox"/> Office Equipment (desk, chair, telephone, etc.) |
| <input checked="" type="checkbox"/> Cleaning supplies | <input checked="" type="checkbox"/> Office supplies (pens, staplers, pencils, etc.) |
| <input type="checkbox"/> Commercial vehicle | <input checked="" type="checkbox"/> Packing materials (boxes, shrink wrap, etc.) |
| <input checked="" type="checkbox"/> Data processing equipment | <input checked="" type="checkbox"/> PC equipment (monitor, keyboard, printer, etc.) |
| <input checked="" type="checkbox"/> Handcart | <input checked="" type="checkbox"/> PC software |
| <input type="checkbox"/> Hand tools (<i>please list</i>): | |
| <input checked="" type="checkbox"/> Office Machines (<i>check all that apply</i>): <input checked="" type="checkbox"/> Copier <input checked="" type="checkbox"/> Facsimile <input checked="" type="checkbox"/> Calculator <input type="checkbox"/> Cash register | |
| <input checked="" type="checkbox"/> Other (<i>please list</i>): radio, belt | |

L. SUPPLEMENTARY INFORMATION: (Indicate any other information which further explains the importance, difficulty, or uniqueness of the position, such as its scope of responsibility related to finances, equipment, people, information, etc. Also indicate success factors such a personal characteristics that contribute to an individual's ability to perform well in the job, and any other special considerations.)

- Strong leadership skills.
- Excellent written and oral communication skills.
- Excellent interpersonal skills.
- Ability to conduct and direct research into IT issues and products as required.
- Ability to present ideas in business-friendly and user-friendly language.
- Ability to perform general mathematical calculations for the purpose of creating business cases, budgets, and so on.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical, evaluative, and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Extensive experience working in a team-oriented, collaborative environment.
- On-call availability for 10 days per month.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and to handle other computer components.
- Occasional inspection of cables in floors and ceilings.
- Lifting and transporting moderately heavy objects, such as computers and peripherals.

M. I believe that the statements made above in describing this job are complete and accurate.

Signature of Department Head or Designated Representative

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.