

# INFORMATION SERVICES MANAGER-MPD

Recruitment #2108-5577-001

|                              |                             |
|------------------------------|-----------------------------|
| <b>List Type</b>             | Original                    |
| <b>Requesting Department</b> | Milwaukee Police Department |
| <b>Open Date</b>             | 9/3/2021 08:00:00 AM        |
| <b>Filing Deadline</b>       | 9/30/2021 11:59:00 PM       |
| <b>HR Analyst</b>            | Marti Cargile               |

## INTRODUCTION

*Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities, and great restaurants.*

*The City of Milwaukee is proud to employ a diverse workforce that is committed to providing exemplary service to the City's residents. If you have a passion for being a part of an inclusive team of public servants, please consider the following opportunity.*



***Take advantage of this opportunity to build upon your solid information technology and supervisory background to help position the Milwaukee Police Department's Information Technology Division to meet the challenges of the future!***

## PURPOSE

**The Information Services Manager supervises and ensures the efficient operation of the network, client servers, databases, and equipment for the Milwaukee Police Department (MPD).**

## ESSENTIAL FUNCTIONS

### **STRATEGY AND PLANNING**

- Lead IT departmental operational planning and projects; 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 reporting 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.
- Oversee the change management process within the MPD Information Technology Division.
- Work closely with information technology (IT) executive staff and decision makers in other City departments to identify, recommend, develop, implement, and support cost-effective technology solutions for the entire organization.

### **ACQUISITION AND DEPLOYMENT**

- 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 to meet operational requirements.
- 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 efforts.
- Develop requests for proposal (RFPs).

### **OPERATIONAL MANAGEMENT**

- Practice asset management for IT hardware, software, and equipment.
- Manage operations staffing (non-sworn and sworn), including recruitment, supervision, scheduling, development, and evaluation.
- Establish and maintain regular written and in-person communications with the organization's executives, department heads, and end users regarding IT activities.
- Oversee operations-related projects and project portfolio.
- Assist in the provision of end user services, including help desk and technical support services.

*We welcome qualified individuals with disabilities who are interested in employment and will make reasonable accommodations during the hiring process in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.*

### **CONDITIONS OF EMPLOYMENT**

#### **The Information Services Manager is expected to do the following:**

- Be available for on-call duty ten days per month.
- Occasionally lift and move computers and peripherals weighing up to ten lbs. as well as inspect cables in floors and ceilings.

### **MINIMUM REQUIREMENTS**

1. Bachelor's degree in computer science, information systems, or a closely related field from an accredited college or university.
2. Four years of supervisory technical and/or project management experience in a large enterprise information technology (IT) support environment comprised of multiple network operating systems such as Microsoft Windows, Linux, macOS, and UNIX®.

### 3. Valid Wisconsin Driver's License at the time of appointment and throughout employment.

*Equivalent combinations of education and experience may also be considered.*

**IMPORTANT NOTE:** To receive credit for related college coursework, college transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application or sent via email to [staffinginfo@milwaukee.gov](mailto:staffinginfo@milwaukee.gov). Applications without transcripts attached are considered incomplete and may be rejected. Unofficial copies are acceptable; however, your transcripts must be legible and include your name, the college name, the degree completed (if applicable), and the degree completion date.

## DESIRABLE QUALIFICATIONS

- Microsoft Certified Solutions Expert (MCSE) Credential (including Cloud Platform and Infrastructure, Mobility, Data Management and Analytics, and Productivity).
- Application support experience with law enforcement technologies including CAD (Computer Aided Dispatch) and RMS (Records Management System).

## KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

### TECHNICAL

- Thorough understanding of the capabilities of information technology to improve organizational effectiveness.
- Technical knowledge of network and PC operating systems, including Microsoft Windows, Linux, macOS, and UNIX®; knowledge of current network hardware, protocols, and standards, including Cisco Routers.
- Knowledge of programming languages and business intelligence applications, including SQL, Crystal Reports, and VB Scripting.
- Ability to master law enforcement technologies including CAD (Computer Aided Dispatch) and RMS (Records Management System).
- Expertise in identity and access management, systems management, storage, and networking to run a modern data center; skills in planning and developing IT infrastructure.
- Knowledge of applicable data privacy practices and laws.
- Research and analytical skills to be able to study IT issues and products and make recommendations.
- Ability to read and interpret a wide range of documents, including policies, technical publications, and laws.
- Ability to perform accurate mathematical calculations to work with budgets and conduct cost/benefit analyses.
- Commitment to staying apprised of advances in technology.

### BUSINESS ACUMEN AND LEADERSHIP

- Knowledge of business principles, practices, and processes such as project management, procurement, and human resources planning.
- Knowledge of customer service best practices and the ability to incorporate them into operations.

- Leadership and supervisory skills, including the ability to hire and train employees; coordinate and direct work; appraise performance; and reward and discipline employees.
- Ability to carry out the organization's goals and objectives.
- Problem-solving skills and the ability to make sound decisions.
- Self-directed and able to work in a collaborative environment.
- Organizational skills to be able to plan and accomplish work, manage multiple assignments, and meet deadlines in a high-pressure environment.
- Honesty, integrity, ability to maintain confidentiality, and ability to safeguard City resources.

## **COMMUNICATION AND INTERPERSONAL**

- Written communication skills, including the ability to write correspondence, reports, and RFPs.
- Verbal communication skills to effectively present complex ideas to non-technical audiences.
- Interpersonal skills; ability to build and maintain rapport with police personnel, City managers, elected officials, vendors, and consultants.
- Ability to foster an environment of inclusion wherein all employees are treated respectfully, are valued for their strengths, and feel that they can safely express themselves.

## **CURRENT SALARY**

**The current salary range (Pay Range 1IX) is \$75,478-\$105,669 and the resident incentive salary range for City of Milwaukee residents is \$77,743-\$108,839. Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.**

The City of Milwaukee provides a comprehensive benefit program that includes the following:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 11 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit <http://city.milwaukee.gov/Benefits>.

## SELECTION PROCESS

**THE SELECTION PROCESS** will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

**INITIAL FILING DATE:** The examination will be held as soon as practical after **Thursday, September 30, 2021**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

**NOTE: The selected candidate must pass a Milwaukee Police Department background investigation before hire.**

## ADDITIONAL INFORMATION

- APPLICATIONS and further information can be accessed by visiting [www.jobapscloud.com/MIL](http://www.jobapscloud.com/MIL).
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or [staffinginfo@milwaukee.gov](mailto:staffinginfo@milwaukee.gov).
- The Department of Employee Relations is located in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

## CONCLUSION

*EEO 102*

*The City of Milwaukee values and encourages diversity and is an equal opportunity employer.*