

Emergency Communications Information Systems & Technology Manager

Recruitment #2509-6016-001

List Type	Original
Requesting Department	DEC
Open Date	October 3, 2025
Filing Deadline	October 24, 2025
HR Analyst	Jamie Heberer

INTRODUCTION

The City of Milwaukee is proud to employ a diverse workforce dedicated to delivering exceptional service to its residents. If you have a passion for being a part of an inclusive team of public servants, please consider the following opportunity.

PURPOSE

The Emergency Communications Information Technology Manager oversees the development, implementation and support of public safety communications information systems, technology, projects and workflows.

ESSENTIAL FUNCTIONS

Leadership and Stakeholder Coordination

- Direct the integration of public safety information systems and technology, ensuring projects meet established goals, deliverables, budgets, and timelines.
- Provide leadership and supervision to assigned staff by setting priorities, assigning tasks, mentoring, coaching, and ensuring quality performance against measurable benchmarks and/or expectations.
- Manage IT-focused personnel with expertise in networking, systems integration, cybersecurity, and database administration.
- Optimize staff allocation and deployment while streamlining technology workflows, business processes, and information systems.
- Collaborate with Public Safety IT stakeholders across the City of Milwaukee and surrounding municipalities to ensure seamless technology integration, effective communication, and operational continuity in support of emergency services. Align technology solutions with operational needs and facilitate interoperability across agencies.
- Oversee the monitoring, optimization, and enhancement of IT infrastructure, including networks, hardware, software, and both data and voice communications.

Project Management and Systems Administration

- Design, develop, implement, and manage the department's information systems and technology infrastructure, including computer application systems, computer and communication systems, network, databases, and related systems.
- Support and administer departmental information technology (IT) systems, including specialized applications, databases, and technologies, while continuously improving system functionality and business processes.
- Develop and adhere to budgetary standards, departmental policies and workflows.

- Provide a common IST operating picture for the department and stakeholders to ensure real-time situational awareness and information sharing.
- Manage information systems and technology delivery processes and execution.
- Develop, maintain, and test the comprehensive disaster recovery system and business continuity plans to meet established standards and minimize operational downtime

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 Emergency Communications Information System and technology Manager must be willing and able to:

- Work beyond standard business hours to meet departmental needs.
- Pass a Federal Bureau of Investigation (FBI) Criminal Justice Information Services Division (CJIS) background investigation and clearance check and maintain throughout employment.

MINIMUM REQUIREMENTS

1. Bachelor's degree in computer science, software engineering, information systems management, or a closely related field from an accredited college or university.
2. Five years of progressively responsible professional-level experience in large-scale information management and technology environment, including application development, programming, and technical support, **including two years serving in a supervisory capacity.**

Equivalent combinations of education and experience may also be considered.

NOTICE: Please do not attach your academic transcripts to your employment application. The hiring department will verify candidates' education as part of the background screening process before extending any job offers.

DESIRABLE QUALIFICATIONS

- Experience with Public Safety mission-critical systems, including but not limited to Enhanced 911 telephony and Computer Aided Dispatch (CAD) systems used in public safety dispatch to include police, fire and EMS or a combination thereof,
- Experience configuring CAD applications, maintaining connections to other systems, applications, and databases in a public safety dispatch environment, including but not limited to CAD-TO-CAD connections, station alerting, and mobile device connectivity.
- Experience working with local public safety departments (fire, police, and emergency medical services) and associated workflows.

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

Technical

- Knowledge of information systems including industry best practices, regulations and industry standards and emerging technologies.
- Ability to work with large-scale ITS projects within set time limits and budgets.
- Knowledge and skill working with technical administration for critical systems, including application and database tuning, configuration, upgrades, monitoring, and ongoing maintenance.
- Knowledge of public safety information systems, including CJIS, CAD, 9-1-1 and Next Generation 911 phone systems, ESInet (Emergency Services IP Network), cloud computing platforms and services, and other relevant regulatory standards and compliance requirements.
- Skilled in IT project management methodologies

- Ability to utilize standard information systems and technology management tools.
- Ability to read and interpret job-related technical documents, policies, and procedures.
- Proficient in standard computer applications such as Microsoft Word, Excel, and Outlook.
- Ability to develop policies, procedures and other internal standards to ensure conformance with state and national public safety objectives.

Communication and Interpersonal

- Written communication skills to produce clear and concise documentation, reports, and correspondence.
- Verbal communication skills to share information and respond to questions.
- Training skills, including the ability to communicate technical information understandably to both technical and non-technical staff.
- Ability to lead collaborative meetings.
- Ability to work independently and function as part of a team.
- Ability to remain calm in stressful situations, communicate efficiently, and seek solutions toward resolution.
- Ability to use tact and diplomacy when interacting with the public, elected officials, and employees of the City.
- Ability to work cooperatively and fairly with people whose backgrounds may differ from one's own.

Leadership and Management

- Ability to execute managerial duties, including interviewing, onboarding, training, evaluating, motivating, and developing staff.
- Ability to handle staffing and performance issues, including implementing Performance Improvement Plans (PIPs) and discipline.
- Ability to have difficult conversations while conducting personnel investigations.
- Ability to perform well under pressure and handle sensitive or complex inquiries and complaints.
- Ability to effectively and positively represent DEC before committees and the public.
- Ability to develop and maintain divisional standard operating procedures.

Judgment and Professionalism

- Ability to analyze work in progress to correct errors and redirect efforts.
- Adaptability to evolving requirements and priorities.
- Decision-making skills and sound judgment to aid in choosing appropriate courses of action.
- Organizational skills to plan and accomplish work, manage multiple assignments, and meet deadlines.
- Situational awareness and the ability to perform work safely.
- Ability to work with highly sensitive and confidential information, including the ability to safeguard all departmental digital assets.
- Honesty, integrity, and the ability to use City resources responsibly.

CURRENT SALARY

The current salary range (1NX) is **\$116,493-\$154,208** annually, and the resident incentive salary range for City of Milwaukee residents is **\$119,988-\$158,834** annually. *Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.*

BENEFITS

The City of Milwaukee provides a comprehensive benefit program which includes:

- Wisconsin Retirement System (WRS) Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Paid Parental Leave
- Comprehensive Wellness Program
- Onsite Clinic Services

- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 12 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 <https://city.milwaukee.gov/der/benefits>.

SELECTION PROCESS

THE SELECTION PROCESS will be job-related and will consist of one or more of the following: an evaluation of education, experience, and/or responses to supplemental questions, a written or performance test, a structured interview, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to structured interviews and performance examinations. Structured interviews may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE - The selection process will be held as soon as practical after the deadline listed above. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the City's needs have been met. Qualified applicants will be notified of the date, time, and place of the selection process components. Unless otherwise required by law, the City of Milwaukee will not provide alternative selection process dates or times. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

ADDITIONAL INFORMATION

- Applications and further information can be accessed by visiting 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.
- The Department of Employee Relations is in City Hall, 200 E. Wells St, Room 706, Milwaukee, WI 53202.

CONCLUSION

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