

EMERGENCY COMMUNICATIONS SYSTEMS ADMINISTRATOR

Recruitment #2601-4867-001

List Type	Original
Requesting Department	DEPARTMENT OF EMERGENCY COMMUNICATIONS
Open Date	1/23/2026
Filing Deadline	2/13/2026
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 System Administrator maintains mission-critical systems that ensure all public safety departments respond promptly to emergency incidents, including the functions, features and capabilities of the CAD (Computer Aided Dispatch) system.

ESSENTIAL FUNCTIONS

SYSTEM ADMINISTRATION

- Work with public safety personnel on issues related to functional needs, configurations and quality control.
- Serve as application owner and subject-matter expert for CAD and associated public-safety software.
- Configure, monitor and maintain access security for the system.
- Implement and maintain network and database components, including diagnostics.
- Monitor and analyze system performance, application and error logs.
- Tune system and databases for optimal performance.
- Research, evaluate and test proposed upgrades and service patches prior to implementation to ensure compatibility and continuity of operations. Maintain physical and technical infrastructure, directories and system documentation.
- Conduct analysis of public safety systems and network management, capacity planning, fault tolerance and disaster recovery.
- Plan and implement system backups and coordinate recoveries, including site disaster recovery.
- Remain apprised of new developments regarding public safety system and related technologies and make recommendations regarding such developments.
- Implement policies, procedures and standards to ensure conformance with public safety standards and objectives.

- Manage system configuration, user access, and business workflows to ensure CAD reliability and compliance with technical standards
- Collaborate with the Business Intelligence Analyst to support accurate reporting, analytics, and compliance metrics.
- Ensure reliability, data integrity, and performance across dispatch, mobile, and command environments.

TECHNICAL SUPPORT

- Provide technical oversight for the day-to-day operations of various public safety information systems; work closely with departments' staff to ascertain system needs and provide user assistance.
- Serve as the central resource for reviewing and analyzing problem reports from users and provide subsequent contact with vendor support personnel.
- Manage, maintain and troubleshoot servers, desktops and mobile computers.
- Support training and user adoption, including partnering with the Department of Emergency Communications (DEC) training unit to develop user-level training content and assisting in leading system related trainings.

PROJECT MANAGEMENT AND DOCUMENTATION

- Maintain and document interfaces between public safety communication systems.
- Serves as the DEC liaison to public safety emergency communications operations, including the Milwaukee Police Department (MPD) and Milwaukee Fire Department (MFD) operations, and the CAD/Mobile system vendors.
- Collaborate and communicate with other departments' IT support staff on all system changes, direction, planned upgrades, and other matters pertaining to application.
- Participate in Public Safety Technology Standards committees and user groups.

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

- Employees may be expected to work a rotating on-call schedule to support and maintain the City of Milwaukee's 911 Call Center operations.

MINIMUM REQUIREMENTS

1. Bachelor's degree in information technology (IT), computer science, computer engineering, management information systems or a closely related field from an accredited college or university.
2. Four years of progressively responsible systems administration experience in a large-scale information technology environment.
3. Valid driver's license at time of appointment and throughout employment.
4. Must be able to pass a criminal justice information service (FBI) background investigation and clearance check.

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 prior to extending any job offers.

DESIRABLE QUALIFICATIONS

- Familiarity with VMware and vSphere environments.
- Experience working in public safety or in an emergency communications center.
- Experience working with public safety systems such as Computer Aided Dispatch (CAD) and interface systems.

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

TECHNICAL

- Knowledge of public safety operations, dispatch workflows, and CAD systems.
- Ability to develop plans for implementing and maintaining software applications and providing end-user support.
- Knowledge of project life cycles and project management principles.
- Knowledge of virtualization software such as VMware and vSphere.
- Ability to read and interpret technical documents and policies.
- Ability to effectively utilize programming language, including structured query language (SQL), Sequel Server Management Studio (SSMS), Sequel Server Reporting Services (SSRS), Sequel Server Integration Services (SSIS), Sequel Server Analysis Services (SSAS), Stored Procedures, PowerShell, Extract Transform Load (ETL) procedures, Information Technology Infrastructure Library (ITIL), extensible Markup Language (XML) and Python.
- Knowledge of business intelligence, data visualization, interactive dashboards and data modeling.
- Knowledge of and the ability to effectively utilize local area networks (LANs), wide area networks (WANs), intranets and other communication systems.
- Ability to develop policies, procedures and other internal standards to ensure conformance with state and national public safety objectives.
- Ability to understand and utilize new software programs quickly.
- Ability to assess the needs of public safety organizations and apply appropriate IT solutions to maximize efficiency and effectiveness.
- Ability to analyze software issues to ensure consistent functionality.
- Skill in configuring, maintaining, and optimizing CAD and mobile applications to ensure system reliability, usability, and data accuracy.
- Ability to identify and troubleshoot issues across software, hardware, and network layers, coordinating with technical staff or vendors as needed.
- Proficiency in Microsoft Excel for data review, analysis, and documentation; familiarity with data transformation and reporting techniques.

COMMUNICATION AND INTERPERSONAL

- Exemplary verbal communication skills to explain technical information in an understandable way for both technical and non-technical staff.
- Ability to write clear and concise reports and user-level documentation, with the ability to express or translate complex technical information into non-technical, user-friendly terminology.
- Ability to work cooperatively and effectively with management, staff, support personnel, vendors and consultants.
- Ability to coordinate with vendors and IT teams regarding maintenance and performance issues and prioritizing and testing bug fixes.
- Ability to work in a collaborative environment with people whose backgrounds may differ from one's own.

CRITICAL THINKING AND PROFESSIONALISM

- Ability to analyze and solve complicated problems.
- Skill in making effective decisions.
- Ability to demonstrate sound judgment.
- Excellent planning, organizational and time-management skills.
- Ability to work under pressure, changing priorities as necessary.
- Commitment to professional development and staying informed of software trends.
- Ability to maintain confidentiality of restricted information.
- Highly motivated, self-directed and well organized.
- Ability to serve as an effective steward of City resources.

CURRENT SALARY

The current salary range (Pay Range 2MN) is \$95,413-\$112,137 annually, and the current resident incentive salary range for City of Milwaukee residents is \$98,275-\$115,501 annually.

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:

- Wisconsin Retirement Systems (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 application deadline listed above. 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 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 may 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 located in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

CONCLUSION

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