

Video Systems Specialist

Recruitment #2412-7774PD-001

List Type	Original
Requesting Department	Milwaukee Police Department
Open Date	December 20, 2024
Filing Deadline	January 10, 2025
HR Analyst	Jamie Heberer

INTRODUCTION

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.

PURPOSE

The Video Systems Specialist maintains and coordinates the installation, repair, maintenance and recovery of various video collection platforms and other specialized equipment used by the Milwaukee Police Department (MPD).

ESSENTIAL FUNCTIONS

Video System Maintenance and Operations

- Coordinate and perform the installation, repair, maintenance, and recovery of surveillance platforms, closed-circuit recording systems, pole cameras, and other related installations.
- Provide video management system (VMS) and related project support.
- Assist with the Body Worn Camera and Evidence.com technical support.
- Coordinate and perform the installation, repair, and maintenance of the audio/video (A/V) equipment in departmental conference rooms.
- Perform basic Transmission Control Protocol/Internet Protocol (TCP/IP) network maintenance; install software patches and updates on video servers and applications.

Administration

- Prepare and compile detailed reports, including supporting documentation such as project plans and proposals.
- Create and maintain comprehensive project documents such as plans and reports.
- Develop training materials for video systems and assist in training of the users.

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 Video Electronic Technician must be willing and able to do the following:

- Exercise scheduling flexibility, including working beyond standard business hours, to meet departmental needs.
- Lift objects weighing up to 10 pounds on occasion and stand, walk, crouch, reach and perform repetitive motions.
- Use manual dexterity and steady hands to grasp, manipulate, and repair objects.

NOTE: To be hired by the Milwaukee Police Department, candidates must pass an MPD background investigation before a job offer.

MINIMUM REQUIREMENTS

1. Associate Degree in information technology (IT), computer science, or a closely-related field from an accredited college.
2. Two years of experience operating and maintaining Transmission Control Protocol and/or Internet Protocol video systems.
3. Valid driver's license required at the time of appointment and throughout employment.

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.

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

Technical

- Troubleshooting skills to address technical issues.
- Ability to make timely decisions involving technical issues during video or audio recording sessions.
- Ability to plan, schedule, track, and report on scheduled maintenance.
- Ability to read and understand job-related documents such as policies, procedures, and manuals.
- Ability to read equipment plans and diagrams.
- Ability to stay up-to-date with new systems and equipment.
- Ability to use Microsoft Office (Word, Excel, and Outlook) and other job-related computer applications.
- Analytical and problem-solving skills to diagnose and resolve technical problems and equipment failures.
- Knowledge and understanding of IP network concepts, TCP/IP protocol, and network security principles related to security systems.
- Knowledge of mathematics to accurately perform basic calculations used in electronics.
- Knowledge of operating and maintaining video systems.
- Knowledge of video systems administration, including video codecs, streaming protocols, and integration of various video surveillance hardware.
- Ability to troubleshoot hardware and software issues related to surveillance systems.
- Ability to monitor and maintain video storage systems, ensuring optimal performance and storage availability.

Communication and Interpersonal

- Ability to effectively respond to questions from and share information with technical and non-technical personnel.
- Ability to work cooperatively and fairly with people whose backgrounds may differ from one's own.
- Knowledge of and commitment to customer service best practices.
- Written communication skills, including writing clear instructions and documentation.

Critical Thinking and Professionalism

- Ability to maintain confidentiality and the integrity of information.

- Flexibility and ability to maintain situational awareness and composure under stress.
- Honesty and the ability to safeguard City equipment.
- Organizational and time management skills to be able to meet deadlines effectively.
- Ability to serve as an effective steward of City resources.

CURRENT SALARY

The current salary range (Pay Range 3TN) is \$73,433-\$85,182 annually, and the resident incentive salary range for City of Milwaukee residents is \$75,636-\$87,738. *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 Retirements 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 date 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 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

EEO Code = 304

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