

# HELPDESK SPECIALIST II

## Recruitment #2509-0121PD-001

List Type	Original
Requesting Department	Milwaukee Police Department
Open Date	Friday, September 19, 2025
Filing Deadline	Friday, October 10, 2025
HR Analyst	Jamie Heberer + Rebecca Bird

### INTRODUCTION

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

***Help Desk Specialist IIs may be assigned to 1st, 2nd, or 3rd shift, depending upon the needs of the department.***

### PURPOSE

The Help Desk Specialist II is part of a team that provides 24/7/365 help desk coverage by logging, tracking, and resolving information technology issues for MPD users.

### ESSENTIAL FUNCTIONS

#### APPLICATION SUPPORT

- Complete, track, and resolve requests for technology assistance received by the help desk.
- Provide detailed problem-solving and application support.
- Monitor vendor application for relevant information related to problem resolution and troubleshooting procedures.
- Ensure proper escalation of trouble calls to maintenance providers and internal MPD personnel.
- Perform routine PC hardware set-up, repair, and maintenance.
- Use the Internet to research and apply software trouble fixes, updates, and new installations.
- Communicate and work closely with MPD network system users regarding follow-up on trouble calls, issues, and concerns.
- Travel to various sites throughout the City to troubleshoot issues that cannot be resolved over the phone or remote connection.
- Manage electronic communications, such as email.

#### DOCUMENTATION

- Monitor and coordinate system documentation.
- Maintain, assist, test, and develop online user help procedures.
- Produce analytical, training, and informational reports for MPD users and Information Technology Division management staff.

*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

- MPD Help Desk coverage is provided 24/7/365; therefore, Help Desk Specialist IIs may be assigned to 1st, 2nd, or 3rd shift, depending upon the needs of the department.
- Help Desk Specialist IIs must be able to do the following:
  - Work beyond regular work hours occasionally, including evenings, weekends, and holidays, to meet the needs of the MPD.
  - Perform medium physical work, including moving computer equipment weighing up to 50 pounds with assistance as well as exerting up to 20 pounds of force frequently and up to 10 pounds of force constantly to move objects.
  - Use a computer for several hours at a time.
  - Travel to various sites throughout the City as departmental needs dictate.

**NOTE: Candidates must pass an MPD background investigation before being hired. Per the Criminal Justice Information Services (CJIS) security policy, your application will be rejected if you have been convicted of a felony.**

## MINIMUM REQUIREMENTS

1. Associate degree in computer science or a closely related field from an accredited college or technical school.
2. One year of experience performing extensive technical computer work, interacting with computer users, diagnosing and solving user problems, and/or performing duties related to the essential functions listed above.
3. Valid driver's license at 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 a job offer.

## DESIRABLE QUALIFICATIONS

- A+ certification.

## KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

### TECHNICAL

- Knowledge of and proficiency in using computer applications, such as word processing, spreadsheet, presentation, and database software, as well as Internet search tools.
- Knowledge of and ability to provide desktop support for Microsoft operating systems and office applications.
- Knowledge of help desk support techniques, such as installing and configuring printers and pinging computers and equipment to check for network connections.
- Knowledge of Internet Protocol (IP) address setup and identification processes.
- Skill in using Windows 10/11 platforms.
- Skill in analyzing and solving computer problems.
- Ability to research topics relating to help desk support using the Internet and written documentation.

- Ability to read and interpret job-related documents and follow technical instructions.

### **COMMUNICATION AND INTERPERSONAL**

- Written communication skills to prepare clear procedures, reports, and correspondence.
- Customer service and verbal communication skills essential to providing clear, patient, and professional assistance to non-technical end-users.
- Ability to work cooperatively in a team-oriented, collaborative environment with people whose backgrounds may differ from one's own.

### **PROFESSIONALISM**

- Skill in organizing, prioritizing, and accomplishing work within assignment deadlines.
- Ability to work well independently.
- Honesty, integrity, and the ability to safeguard City resources.
- Ability to maintain confidentiality.

### **CURRENT SALARY**

**The current salary range (Pay Range 3RN) is \$63,647-\$73,879 annually, and the resident incentive salary range for City of Milwaukee residents is \$65,556-\$76,095 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 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 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](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 in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

## CONCLUSION

*EEO Code = 302*

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