

# PROGRAMMER ANALYST

**Recruitment #2311-0175DC-002**

<b>List Type</b>	Original
<b>Requesting Department</b>	Milwaukee Police Department
<b>Open Date</b>	11/03/2023 08:00:00 AM
<b>Filing Deadline</b>	11/30/2023 11:59:00 PM
<b>HR Analyst</b>	Jeff Harvey

## 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 charm with a breathtaking art museum, top-flight 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.*

## PURPOSE

**Under the direction of the Data Services Manager, the Programmer Analyst performs a range of programming and systems analysis duties in support of the business needs of the Milwaukee Police Department (MPD).**

## ESSENTIAL FUNCTIONS

### Operational Management:

- Collaborate with network administrators, systems analysts, and software engineers to resolve problems with commercial or in-house software programs.
- Write programming scripts to enhance functionality and performance of departmental applications. Manage and update scripts for reporting purposes.
- Write, translate, and code software programs and applications according to specifications.
- Design, run, and monitor software performance tests on new and existing programs to debug and correct errors and isolate areas for improvement.
- Carry out performance tuning and troubleshooting tasks; monitor database performance and use SQL Server Integration Services (SSIS) to create packages to validate, extract, transform, and load Extract, Transform, and Load (ETL) data to data warehouse and data marts as well as create, maintain, and edit Structured Query Language (SQL) Server Reporting Services reports.
- Provide technical support for computer programs and applications.
- Develop and maintain user manuals and guidelines; provide application training for end-users.
- Install software products for end-users and field questions regarding applications.
- Provide guidance to junior team members.

### Strategy and Planning:

- Collaborate in the definition, development, and documentation of software business requirements, objectives, deliverables, and specifications on a project-by-project basis.
- Assist in the planning phases of the software development life cycle (SDLC) for assigned projects.
- Assist in defining software development project plans, including scope, schedules, and implementation.
- Participate in cross-departmental projects and maintain effective team communication regarding projects.
- Analyze, code, test, and document programs.

- Administer critical analyses of test results and deliver solutions for problem areas.
- Create procedures to best design, write, test, debug, troubleshoot, and maintain source code of computer applications.

#### **Acquisition and Deployment:**

- Assist in the research process of application development, software products, languages, and standards in support of procurement and development efforts.
- Liaise with vendors for efficient implementation of new software products or systems and for resolution of any adaptation issues.
- Recommend, schedule, and perform software improvements and upgrades.

*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**

- Must be willing and able to handle emergency calls on a rotating basis (10 days per month) and work overtime as needed, including some weekends and holidays, to meet deadlines.
- Must have the physical ability to lift and move up to 10 lbs. occasionally as well as to bend, crouch, kneel, reach, and sit or stand for extended periods; must have manual dexterity to operate computer equipment.
- Must be willing and able to travel within the City of Milwaukee to perform software installations off-site.

**NOTE:** *Candidates must pass a Milwaukee Police Department background investigation before hire.*

#### **MINIMUM REQUIREMENTS**

1. Bachelor's degree in computer science, software engineering, information technology, management information systems, or a closely related field from an accredited college or university.
2. Two years of professional systems analysis experience.
3. Valid Wisconsin Driver's License 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.

#### **DESIRABLE QUALIFICATIONS**

- Report writing experience (SQL, PowerBI, HTML, XML, and MS Excel).
- Experience developing and updating SQL Server Reporting Services (SSRS) reports.
- Certifications in C, C++, Java, .NET, Visual Basic .NET (VB.NET), and/or C Sharp.
- Experience designing, implementing, testing and deploying SQL Server Integration Services (SSIS) packages.
- Experience with Records Management System (RMS) and Computer-Aided Dispatch platforms.

#### **KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS**

##### **Technical**

- Ability to identify, troubleshoot, and resolve hardware and software problems.
- Ability to read and interpret a wide range of complex documents, from policies to technical documents.
- Knowledge of coding methods and best practices.
- Knowledge of database structure, relational databases, and operating systems, particularly Microsoft Server, SQL Server, and Oracle.
- Proficiency in the XML tool and a variety of programming languages, including C, C++, Java, .NET, Visual Basic .NET (VB.NET), JavaScript Object Notation (JSON), Transact-SQL (TSQL), and C Sharp.
- Knowledge of current Internet technologies, including TCP/IP, HTTP, and Simple Network Management Protocol (SNMP).
- Knowledge of Crystal Reports and SQL Server Reporting Services (SSRS).
- Working knowledge of Microsoft Power Business Intelligence (BI).

- Working knowledge of data extraction and analysis.
- Knowledge of test case and test plan development.
- Knowledge of database development, maintenance, recovery, and restoration.
- Knowledge of technologies related to database security.
- Knowledge of enterprise applications, including Microsoft Productivity software, such as Microsoft Office and Microsoft Project.
- Knowledge of applicable data privacy practices and laws.
- Ability to recommend technical changes to department infrastructure.
- Research skills to study software-related issues and products and make recommendations.

#### **Interpersonal, Communication and Customer Service**

- Ability to build and maintain positive relationships with sworn and non-sworn staff, City managers and staff, elected officials, vendors, and consultants.
- Ability to work cooperatively in a team-oriented, collaborative environment with people whose backgrounds may differ from one's own.
- Customer service and interviewing skills to consult end-users for insight regarding functionality, interface, problems and usability issues.
- Written communication skills, including the ability to write correspondence, reports, and technical documentation.
- Verbal communication and presentation skills to share information with customers clearly and effectively
- Training skills to provide end-user support to individuals of all ability levels.

#### **Critical Thinking, Planning and Professionalism**

- Ability to prioritize and execute tasks in a high-pressure environment.
- Ability to analyze work in progress to correct errors and redirect efforts.
- 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.
- Project management skills.
- Keen attention to detail.
- Self-directed and self-motivated.
- Ability to exhibit professionalism and represent the department honestly and ethically.
- Ability to maintain confidentiality and safeguard City resources.
- Commitment to professional development and staying informed of information technology (IT) trends.

#### **CURRENT SALARY**

**The current salary range (Pay Range 2GN) is \$59,060-\$74,974 annually, and the resident incentive starting salary for City of Milwaukee residents is range is \$60,832-\$77,223.** *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
- 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 leave
- 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 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](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 at City Hall, 200 E. Wells St., Room 706, Milwaukee, WI 53202.

## CONCLUSION

**EEO 203**

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