

SYSTEMS ANALYST-SENIOR

Recruitment #2108-4946-001

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| List Type | Original |
| Requesting Department | FIRE - SUPPORT SERVICES BUREAU |
| Open Date | 9/17/2021 08:00:00 AM |
| Filing Deadline | 10/8/2021 11:59:00 PM |
| HR Analyst | Marti Cargile |

INTRODUCTION

The Milwaukee Fire Department (MFD), was established on January 1, 1875. The department consists of 29 Fire Stations, 29 Engines, 8 Trucks, 12 Paramedic Units, 6 Battalion Chiefs, 2 Heavy Rescues, Dive Rescue, and the Trident fireboat. The department is the primary fire suppression, prevention, rescue, and emergency medical service for the City of Milwaukee.



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 Systems Analyst-Senior assists the Fire Information Systems Manager in managing Milwaukee Fire Department (MFD) technology systems by supporting, maintaining, and upgrading technical systems, including servers, desktop and laptop computers, smartphones, and software applications.

ESSENTIAL FUNCTIONS

SYSTEMS ANALYSIS

- Identify, troubleshoot, and resolve problems with networked systems, mobile devices such as smartphones, laptop computers, office automation systems, and system configuration.
- Support and maintain communications equipment, including radios and telephones – both landline and cellular.
- Support, maintain, and upgrade database and server applications and hardware-associated equipment related to current and future projects.

HELP DESK OPERATIONS

- Assist in managing computer help desk operations; assist with troubleshooting and maintain the ticketing system; participate in the on-call rotation to address issues that occur after hours.
- Lead IT support staff on projects, including assigning duties, directing work, mentoring, preparing performance appraisals, and advising commendations or disciplinary action.
- Train field personnel on new applications and hardware.

PURCHASING AND INVENTORY

- Assist in the maintenance of inventory and warranty records for all computer equipment, software, and peripherals; scheduling warranty repairs as needed.
- Evaluate and maintain the replacement cycle for computer equipment and peripherals; purchase equipment and track expenditures, staying within allotted budget.

DOCUMENTATION AND REPORTING

- Develop documentation of information technology (IT) support procedures and standards.
- Prepare progress reports for management.

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 Systems Analyst-Senior must be willing and able to do the following:

- Climb into fire engines and ladder trucks to troubleshoot the technology in them.
- Be available beyond standard business hours on occasion to meet project deadlines.
- Participate in the on-call rotation to handle emergency situations, and be subject to recall for emergencies to meet the needs of a 24/7 public safety operation.
- Monitor phone and email communications during regularly-scheduled off hours.
- Travel off-site periodically for the purpose of attending meetings or installing software.

MINIMUM REQUIREMENTS

1. **Bachelor's degree in information management, computer science, mathematics, business administration, or a related field from an accredited college or university.**
2. **Two years of professional systems analysis experience with an emphasis on computer and server support in a midsize platform environment.**
3. **Valid Wisconsin Driver's License at the time of appointment and throughout employment.**

Equivalent combinations of education and experience may be considered. For example, a related associate degree plus four years of experience as described under #2 above, is considered equivalent.

IMPORTANT NOTE: College transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application or sent via email to staffinginfo@milwaukee.gov. Applications without transcripts attached may be considered incomplete and may be rejected. Unofficial copies are acceptable; however, the transcripts must be legible and include the school name, applicant name, degree completed (if applicable), and date completed.

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

TECHNICAL

- Knowledge of networked systems in a LAN/WAN (local area network/wide area network) environment and various protocols such as TCP/IP (Transmission Control Protocol/Internet Protocol), DHCP (Dynamic Host Configuration Protocol), DNS (Domain Name System), SNMP (Simple Network Management Protocol), ARP (Address Resolution Protocol), and NAT (Network Address Translation).

- Understanding of the CLI (Command Line Interface), IP (Internet Protocol) subnetting, and the OSI Model (Open Systems Interconnection Model).
- Knowledge of the Microsoft platform, with the ability to provide end-user support and troubleshoot hardware, OS (Operating System), and application problems.
- Knowledge of virtual server environments such as VMware.
- Familiarity with multiple communications technologies, including wireless data devices, cellular and landline telephones, fax machines, and printers.
- Knowledge of applicable data privacy practices and laws.
- Ability to develop and run information technology (IT) reports.
- Ability to read and interpret highly technical job-related documents.
- Knowledge of mathematics and statistics.
- Ability to assess end-user and departmental needs against available budget and make appropriate purchases, tracking expenditures.

CRITICAL THINKING

- Analytical and problem-solving skills.
- Skill in performing systems analysis, i.e., designing and implementing software and hardware services to address organizational challenges.
- Skill in troubleshooting and resolving problems related to hardware, software, and enterprise systems.
- Decision-making skills and sound judgment.
- Commitment to remaining current with the latest developments in technology.

SUPERVISORY SKILLS

- Supervisory skills, including assigning duties, directing work, mentoring, preparing performance appraisals, and advising commendations or disciplinary action.
- Ability to provide support and training to departmental end-users.
- Project management skills.
- Ability to foster an environment of inclusion wherein all employees are treated respectfully, are valued for their strengths, and feel that they can safely express themselves.

COMMUNICATION AND INTERPERSONAL

- Written communication skills to be able to produce clear and concise documentation, technical specifications, reports, and correspondence.
- Verbal communication skills to be able to convey technical information to non-technical end-users.
- Active listening and customer service skills so as to accurately ascertain and address customer needs.
- Interpersonal skills to be able to build effective relationships with departmental leaders, staff, professional firefighters, vendors, other City employees, and the general public.

PROFESSIONALISM

- Organizational and planning skills to be able to effectively prioritize and accomplish tasks in a fast-paced public safety environment.
- Ability to work well both independently and as part of a team.
- Honesty, integrity, and the ability to safeguard all departmental equipment.

CURRENT SALARY

The current salary range (Pay Range 2IX) is \$58,462-\$81,844 annually, and the resident incentive salary range for City of Milwaukee residents is \$60,216-\$84,300. *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
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 11 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 <http://city.milwaukee.gov/Benefits>.

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Candidates must undergo and pass a background investigation prior to appointment.

INITIAL FILING DATE – The examination will be held as soon as practical after **Friday, October 8, 2021**. 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 examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. 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 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.