

HELP DESK SPECIALIST II-MPD

Recruitment #2108-0121PD-001

List Type	Original
Requesting Department	Milwaukee Police Department
Open Date	9/3/2021 08:00:00 AM
Filing Deadline	9/30/2021 11:59:00 PM
HR Analyst	Marti Cargile

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 old-world charm with a breathtaking Art Museum, top-flight arts and 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.

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 records and resolves all information technology issues reported by departmental users by providing first line technical support for all Milwaukee Police Department (MPD) computer system users and locations. The Help Desk Specialist II is part of a team that provides 24/7/365 help desk coverage, logging, tracking, and resolution of trouble and support calls.

ESSENTIAL FUNCTIONS

APPLICATION SUPPORT

- Complete, track, and resolve help desk trouble logs.
- 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.
- 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.

MINIMUM REQUIREMENTS

1. Associate degree in computer science or a closely related field from an accredited college or technical school **AND** one year of experience performing extensive technical computer work, interacting with computer users, and diagnosing and solving user problems.
2. Valid driver's license at time of appointment and throughout employment.

Equivalent combinations of education and experience may also be considered. For example, three years of experience as described above is considered equivalent.

IMPORTANT NOTE: To receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application or sent via email to staffinginfo@milwaukee.gov. Applications without transcripts attached will be considered incomplete and may be rejected. Student copies are acceptable. Your transcript must be legible and include the school's name, your name, the degree completed (if applicable), and the degree completion date.

DESIRABLE QUALIFICATIONS

- A+ certification.

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

TECHNICAL

- Knowledge of and proficiency 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 XP/7/10 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 communications 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.

CURRENT SALARY

The current salary range (Pay Range 3IN) is \$45,013-\$51,734 annually, and the resident incentive salary range for City of Milwaukee residents is \$46,363-\$53,286 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:

- 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. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE - The examination will be held as soon as practical after **Thursday, September 30, 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.

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

ADDITIONAL INFORMATION

- APPLICATIONS and further information may be accessed by visiting, <http://city.milwaukee.gov/jobs>.
- 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 at 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.