

# IT SUPPORT SPECIALIST-SENIOR

Recruitment #2205-0193DC

<b>List Type</b>	Original
<b>Requesting Department</b>	FIRE - SUPPORT SERVICES BUREAU
<b>Open Date</b>	DATE
<b>Filing Deadline</b>	DATE
<b>HR Analyst</b>	Jamie Heberer

## INTRODUCTION

**\* The eligible list created for this position may be used to fill comparable vacancies in other City of Milwaukee departments. \***

*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.

## PURPOSE

**The IT Support Specialist-Senior maintains, upgrades, and supports the Milwaukee Fire Department's (MFD's) computer-aided dispatch system, records management system, servers, software applications, desktop computers, and mobile dispatch computers and peripherals.**

## ESSENTIAL FUNCTIONS

- Assist in administering departmental technology, including configuring, operating, and supporting MFD servers and workstations.
- Identify, troubleshoot, and resolve problems with networked systems, office automation systems, and system configurations.
- Assist in maintaining inventory and warranty records for computer equipment, software, and peripherals; schedule warranty repairs as needed.
- Prepare new hardware and software for use and install systems.
- Manage small-to-medium information technology projects, including supervising individuals and organizations retained as project resources; implement or serve as a resource for the projects.
- Repair and provide support for other technology equipment.
- Develop training materials, train end-users, and manage system backups.

*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 Milwaukee Fire Department operates 24 hours a day, 7 days a week. The IT Support Specialist-Senior participates in a rotating on-call schedule to respond during emergency situations and is expected to monitor departmental phone and email messages during regularly scheduled off hours.

- The IT Support Specialist-Senior must be able to perform light physical work, including lifting and moving objects up to 10 pounds occasionally.

## MINIMUM REQUIREMENTS

1. Bachelor's degree in computer science, management information systems, or a closely related field from an accredited college or university, **PLUS**
2. Two years of experience performing systems administration (i.e., configuring, operating, and supporting software, hardware, servers, and workstations) in a Tier 2 information technology support environment.
3. Valid Driver's License at 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.*

**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

- Knowledge of network operating systems, client-server concepts, and local area network/wide area network (LAN/WAN) protocols, including Transmission Control Protocol/Internet Protocol (TCP/IP), Domain Name System (DNS), Dynamic Host Configuration Protocol (DHCP), and Simple Network Management Protocol (SNMP).
- Knowledge of Windows Active Directory (AD) and group policies.
- Ability to write and use Windows scripting.
- Knowledge and proficiency with UNIX/LINUX operating system (OS) as well as Internet Information Services (IIS) for Windows Server and Apache web server.
- Knowledge of virtual environments, including servers and workstations, virtual private networks (VPNs), and firewall configuration.
- Analytical skills and the ability to use various methodologies and issue resolution techniques to problem-solve and troubleshoot application and hardware issues.
- Skill in identifying patterns and taking preventive action to avert future system issues.
- Ability to use standard computer software and programs such as word processing and spreadsheet; ability to use the Internet and other resources to conduct research.
- Ability to read and understand documents such as policies, procedures, and technical publications.

### Communication and Interpersonal Skills

- Written communication skills to be able to write clear and concise correspondence, documentation, job aids, and training materials.
- Verbal communication, presentation, and training skills to be able to clearly explain information to both technical and non-technical staff.
- Interpersonal, customer service, and active listening skills to be able to interact constructively with colleagues and staff, vendors, and contractors.
- Ability to work effectively both independently and as part of a team.
- Ability to work cooperatively and effectively with people whose backgrounds may differ from one's own.
- Organizational, project management, and record-keeping skills.
- Time management skills and the flexibility to adjust to changing priorities.
- Commitment to staying apprised of trends in information technology.
- Honesty and responsible stewardship of departmental resources.

## CURRENT SALARY

**The current salary range (2GN) is \$57,902-\$73,504, and the resident incentive salary range for City of Milwaukee residents is \$59,639-\$75,709. 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
- 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 <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: 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 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 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 may be accessed by visiting [www.jobaps.com/MIL](http://www.jobaps.com/MIL).
- Applications and transcripts should be submitted no later than the deadline listed above.
- 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).

## CONCLUSION

*EEO 203*

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