

PROGRAMMER ANALYST

Recruitment #2209-0175DC-003

List Type	Original
Requesting Department	Milwaukee Police Department
Open Date	11/11/2022 08:00:00 AM
Filing Deadline	12/02/2022 11:59:00 PM
HR Analyst	Aisha Hendree

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 historic 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

Strategy and Planning:

- Collaborate with developers, programmers, and designers in conceptualizing and developing new software programs and applications.
- Analyze and assess existing business systems and procedures.
- Assist in the definition, development, and documentation of software business requirements, objectives, deliverables, and specifications on a project-by-project basis in collaboration with internal users and departments.
- Plan 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.
- Research, identify, analyze, and fulfill requirements of internal and external program users.

Acquisition and Deployment:

- Conduct research on 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.

Operational Management:

- Liaise with network administrators, systems analysts, and software engineers to assist in resolving problems with commercial or in-house software programs.

- Write, translate, and code software programs and applications according to specifications.
- Write programming scripts to enhance functionality and performance of department applications.
- Design, run, and monitor software performance tests on new and existing programs to debug and correct errors and isolate areas for improvement.
- Administer critical analysis of test results, and deliver solutions to problem areas.
- 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 (ETL) data to data warehouse and data marts as well as create, maintain, and edit Structured Query Language (SQL) Server Reporting Services reports.
- Generate statistics and write reports for management and team members on the status of programming processes.
- Create documentation for all projects.
- 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.

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.

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 required 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

Highly desirable qualifications:

- Professional systems analysis experience.
- Report writing experience (SQL, PowerBI, HTML, XML, and MS Excel).
- Experience with developing and updating SQL Server Reporting Services (SSRS) reports in adherence to reporting needs.

Desirable qualifications:

- One or more certifications in C, C++, Java, .NET, Visual Basic .NET (VB.NET), and/or C Sharp.

- Experience with designing, implementing, testing and deploying SQL Server Integration Services (SSIS) packages.
- Experience with Records Management System (RMS) and Computer-Aided Dispatch platforms.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

Technical:

- 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 as well as 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.
- Systems analysis skills and the ability to recommend technical changes to department infrastructure.

Interpersonal and Customer Service:

- Interpersonal skills to be able to build and maintain rapport 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 be able to consult end-users for insight regarding functionality, interface, problems and usability issues.

Communication:

- Ability to read and interpret a wide range of complex documents, from policies to technical documents.
- Written communication skills, including the ability to write correspondence, reports, and technical documentation.
- Verbal communication and presentation skills to clearly and effectively share information with customers.
- Training skills to be able to provide end-user support to individuals of all ability levels.

Critical Thinking and Planning:

- Analytical and problem-solving skills to be able to identify, troubleshoot, and resolve hardware and software problems; ability to analyze work in progress to correct errors and redirect efforts as necessary.
- Decision-making skills and sound judgment to aid in choosing appropriate courses of action.
- Research skills to be able to study software-related issues and products and make recommendations.
- Organizational skills to be able to plan and accomplish work, manage multiple assignments, and meet deadlines.
- Project management knowledge and skills.
- Keen attention to detail.

Personal Characteristics:

- Flexibility to be able to change course as departmental needs dictate.
- 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 IT trends.

CURRENT SALARY

The current salary range (Pay Range 2GN) is \$57,902-\$73,504 annually, and the resident incentive starting salary for City of Milwaukee residents is range 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. Candidates must undergo and pass a background investigation prior to appointment.

INITIAL FILING DATE - The examination will be held as soon as practical after the above listed deadline. 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 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 at 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.