

IT SUPPORT SPECIALIST-SENIOR

Recruitment #1908-0193DC-002

List Type	Original
Requesting Department	Milwaukee Police Department
Open Date	9/6/2019 08:00:00 AM
Filing Deadline	9/27/2019 11:59:00 PM
HR Analyst	Marti Cargile

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.

PURPOSE

Under the direction of the Information Services Manager, the IT Support Specialist-Senior delivers support to end-users for various types of software programs in order to efficiently and effectively fulfill business objectives.

ESSENTIAL FUNCTIONS

Strategy and Planning:

- Create and deploy feedback mechanisms for end-users; analyze feedback results to make recommendations for support process improvement; implement changes.
- Evaluate documented resolutions and analyze trends for ways to prevent repeated future problems.

Acquisition and Deployment:

- Conduct research into software application products and services in support of development and purchasing efforts.
- Provide support for the testing of new and existing software applications under development or consideration for purchase.

Operational Management:

- Field incoming problem tickets from end-users to resolve or assist in resolving application and software issues within servers, databases, and other mission-critical systems.
- Document all pertinent end-user identification information.
- Prioritize, schedule, and administer all instances where enhancements and defect resolution are required.
- Perform hands-on fixes, including installing and upgrading software and configuring systems and applications.
- Record, track, and document the problem-solving process as well as actions taken.
- Communicate application problems and issues to key stakeholders, including management, development teams, end-users, and unit leaders.
- Test fixes and perform post-resolution follow-ups to ensure problems have been adequately resolved.
- Maintain and enhance performance of all new and existing software and applications across the organization.
- Identify and learn appropriate software applications used and supported by the organization.
- Participate in the design, development, and delivery of software applications training programs.
- Post software updates, drivers, knowledge bases, and frequently asked questions resources on the organization's software.
- Apply diagnostic utilities to aid in troubleshooting applications.
- Manage and provide guidance to junior members of the team.

Reasonable accommodations requested by qualified individuals with disabilities will be made 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 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.

MINIMUM REQUIREMENTS

1. Bachelor's degree in computer science, information systems, information technology, business administration, 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.

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. Student/unofficial copies are acceptable; however, your transcripts must be legible and include your name, the university name, the degree completed, and the degree completion date.*

DESIRABLE QUALIFICATIONS

- Experience involving enterprise application support and/or development.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of and experience with enterprise and desktop applications such as Records Management System (RMS), Computer Aided Dispatch (CAD), and Microsoft Office.
- Knowledge of programming languages and techniques, including Visual Basic, C/C++/C#, Powershell, and C#.
- Knowledge of relational database fundamentals, including Structured Query Language (SQL), and the ability to work with large data sets.
- General knowledge of networking principles and client-server concepts, including TCP/IP, DNS, DHCP, firewalls, switching technologies, and email services.
- Ability to install and troubleshoot third party software and customized software solutions.
- Knowledge of Windows Active Directory (AD), including systems administration of AD servers and MS Windows client-server environments.
- Knowledge of PC hardware platforms, and ability to diagnose and troubleshoot hardware issues.
- Analytical skills and the ability to use various methodologies and issue resolution techniques to problem-solve and troubleshoot application issues.
- Decision-making skills and sound judgment.
- 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.
- Written communication skills to be able to write clear and concise correspondence, documentation, end-user procedures, and training documents.
- Oral 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 sworn and civilian staff, vendors, and contractors.
- Ability to work cooperatively and effectively with people whose backgrounds may differ from one's own.
- Ability to work effectively both independently and as part of a team.
- Organizational, record-keeping, and time management skills.
- Commitment to staying apprised of trends in technology relating to software applications.

CURRENT SALARY

The current salary range (2GN) is \$56,767 - \$72,063, and the resident incentive salary range for City of Milwaukee residents is \$58,470 - \$74,225. *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 <https://city.milwaukee.gov/Benefits2019#.XBrIQE2ot6A>.

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 and the Milwaukee Police Department reserve 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 **Friday, September 27, 2019**. 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 203

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