

# JOB DESCRIPTION

<u>FOR DER USE ONLY</u>	
<b>Vacancy No.</b>	
City Service Commission:	Finance Committee:
Fire & Police Commission:	Common Council:

**Instructions:** Complete all sections. Refer to the *Guidelines for Preparing Job Descriptions* for instructions on completing specific items.

<b>1. Date Prepared/ Revised:</b> 1/22/19		<b>2. Present Incumbent:</b>		<b>Is incumbent underfilling position?</b>	
<b>3. Date Filled:</b>		<b>4. Previous Incumbent:</b> Deborah Wilichowski		YES <input type="checkbox"/> NO <input type="checkbox"/>	
<b>5. Department:</b> Fire Department		<b>Bureau:</b> Support <b>Division:</b> Technical Services		<b>Unit:</b> <b>Section:</b>	
<b>6. Work Location:</b> 2333 N. 49 <sup>th</sup> St.		<b>Telephone:</b> 286-8941 <b>Email:</b>		<b>Work Schedule:</b> Hours: 7:30 am – 4:00 pm / Days: M - F	
<b>7. Represented by a Union?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<b>8. Bargaining Unit:</b> Management, General City <b>If in District Council 48, which local?</b>		<b>9. FLSA Status (check one):</b> <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	
<b>10.</b>	<b>Official Title:</b> Fire Information Technology Manager			<b>Pay Range</b>	<b>Job Code</b>
	<b>Underfill Title (if applicable):</b>			11X	5565
	<b>Requested Title (if applicable):</b>				102
<b>Recommended Title (DER Use Only):</b>			<b>Approved by:</b>		
			<b>Date:</b>		

**11. BASIC FUNCTION OF POSITION:**

Primary duties are to provide direct oversight of the Technical Services Division, including the Communications Section, coordinate a team of information technology personnel, oversee management of the Fire Dispatch Center, guarantee that all federal reporting standards are met, and make all final decisions regarding the support, enhancement, maintenance, and upgrade of all information technology systems, software, hardware, and telecommunications equipment and contracts. Responsible for ensuring the Technical Services Division serves the operational and business needs of the department through the efficient and effective development and deployment of information technology resources. The Fire Information Technology Manager has mission-critical responsibilities required for the department to be able to function and safeguard the population of the City of Milwaukee in the rapidly-changing environment of urban protective services.

**12. DESCRIPTION OF JOB** (Check if description applies to **Official Title**  or **Underfill Title** ):

**A. ESSENTIAL FUNCTIONS/Duties and Responsibilities:** (Refer to the "Guidelines for Preparing Job Descriptions" for instructions on determining Essential Functions.)

% of Time	ESSENTIAL FUNCTION
20	<ul style="list-style-type: none"> <li>Researches, analyzes, and recommends new application technologies as well as advises on emerging technologies to the Chief. Ensures that existing and future technology meets the operational needs of the department.</li> </ul>
15	<ul style="list-style-type: none"> <li>Acts as project manager for all application, hardware, and software projects, ensuring that all mission critical applications of the department are appropriately supported and maintained.</li> </ul>
15	<ul style="list-style-type: none"> <li>Manages information technology personnel; coordinates and reviews work to ensure a high level of performance and operational readiness. Performs employee evaluations for direct report positions. Schedules and conducts regular staff meetings with division personnel to assess workload and overall division productivity.</li> </ul>
10	<ul style="list-style-type: none"> <li>Responsible for Technical Services budget planning, oversight, monitoring, and forecasting future needs. Assists with development of technology service contracts with the City's Procurement Services Section. Approves all expenditures for technology implementation and maintenance.</li> </ul>
10	<ul style="list-style-type: none"> <li>Interacts with all bureau and division heads regarding information technology system functions, communications, and research and development as they pertain to each respective area. Ensures that all policies are accurate, thoroughly documented, and consistently applied.</li> </ul>

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

% of Time	ESSENTIAL FUNCTION
10	<ul style="list-style-type: none"> <li>Coordinates with other municipal departments and agencies any activities that relate to shared services, hardware, or networks, both within and outside of the city. Participates in local and state public safety committees and user groups when appropriate.</li> </ul>
5	<ul style="list-style-type: none"> <li>Oversees hardware and software lifecycle management in coordination with multiple vendors.</li> </ul>
5	<ul style="list-style-type: none"> <li>Guarantees that all federal reporting standards are met and that nationally recognized technology-related operational standards are maintained.</li> </ul>
5	<ul style="list-style-type: none"> <li>Ensures that division personnel are adequately trained and that certifications are current. Works to improve and maintain high morale, coaching and mentoring when appropriate; correcting, disciplining, and arranging for additional training when needed.</li> </ul>
5	<ul style="list-style-type: none"> <li>Coordinates fulfillment of open records requests. Represents the department at public and private meetings when directed to do so by the Chief. Appears in court when required.</li> </ul>
	<ul style="list-style-type: none"> <li></li> </ul>

**B. PERIPHERAL DUTIES:**

% of Time	PERIPHERAL DUTY
	<ul style="list-style-type: none"> <li></li> </ul>
	<ul style="list-style-type: none"> <li></li> </ul>

**C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:**

Gerard Washington, Assistant Chief, Support Bureau

**D. SUPERVISION RECEIVED:** (Describe the extent to which work assignments and methods are outlined, reviewed, and approved by this position's supervisor.)

Performs most work independently, receiving general supervision from the Assistant Chief.

**E. SUPERVISION EXERCISED:**

Total number of employees for whom responsible, either directly or indirectly = 34.

**Direct Supervision:** List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following:

a. Assign duties	e. Sign or approve work	
b. Outline methods	f. Make hiring recommendations	
c. Direct work in progress	g. Prepare performance appraisals	
d. Check or inspect completed work	h. Take disciplinary action or effectively recommend such	
Number Supervised	Job Title	Extent of Supervision Exercised (Select those that apply from list above, a - h)
1	Dispatch Manager	a - h
1	Functional Applications Analyst - Senior	a - h
1	Administrative Fire Captain <i>(will be administratively reclassified to Fire Information Systems Manger upon incumbent's separation from service)</i>	a - h

**F. MINIMUM QUALIFICATIONS REQUIRED:** (Indicate the MINIMUM qualifications required to enter the job.)

i. **Education and Experience:**

Bachelor's Degree in Management Information Systems, Computer Science, or a related field from an accredited college or university, with five years of senior management experience planning and managing large scale information technology projects and budgets, including managing a staff of professionals in a project-oriented team environment, is required. Master's Degree is preferred. Equivalent combination of education and experience may be considered.

ii. **Knowledge, Skills and Abilities:**

Must possess knowledge of best practices in computer hardware and system architecture, along with the knowledge of operational use and maintenance of all information systems and communications within the department. Requires knowledge of computer hardware equipment, network functionality,

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and software, as these areas apply to the division. Must possess the knowledge of various information technology platforms and operating systems along with the skills to oversee, implement, and support software applications for large, complex computer systems, including recommending, designing, installing, administering, monitoring, upgrading software and hardware, and analyzing and troubleshooting complex problems.

Must be able to identify, implement, and evaluate policies and procedures in compliance with the strategic planning and technology needs of the department. Must have knowledge of City ordinances, labor contracts, state statutes, Wisconsin Industrial Commission orders, federal fire reporting standards, and department rules and regulations as they relate to the sphere of authority and responsibility. Must possess the knowledge of the principles, theories, and practices of budget writing, management, and planning.

Must possess leadership principles, including selecting, supervising, coaching, and motivating employees. Must possess good interpersonal skills, including the ability to establish and maintain effective working relationships with a diverse group of management, direct reports, and support personnel, as well as fostering good public relations with consultants, vendors, and other agencies. Excellent oral communication skills are a must, including the ability to explain technical concepts to non-technical audiences (singular or groups). Must be able to document effectively and write clearly in reports and correspondence. Must be honest, ethical, and self-directed, demonstrating initiative. Must possess excellent planning, organizational and time-management skills with the added ability to work under pressure, changing priorities as necessary. Requires the ability to work effectively in a quasi-military organization.

iii. Certifications, Licenses, Registrations:

Must possess and maintain a valid Wisconsin Driver's License.

iv. Other Requirements:

**13. PHYSICAL AND ENVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED**

The Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008 requires job descriptions to provide detailed information regarding the physical demands required to perform the essential functions of a job; the conditions under which the job is performed; and the tools and equipment the employee will be required to use on the job. Reasonable accommodations may be made to enable qualified individuals to perform the essential duties and responsibilities of the job for each of the categories listed below.

**G. PHYSICAL ACTIVITY OF THE POSITION:** (List the physical activities that are representative of those that must be met to successfully perform the essential functions of the job).

**CHECK ALL THAT APPLY:**

<input type="checkbox"/>	<b>Climbing:</b> Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet and legs and/or hands and arms. Body agility is emphasized. Check only if the amount and kind of climbing required exceeds that required for ordinary locomotion.
<input type="checkbox"/>	<b>Balancing:</b> Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. Check only if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
<input type="checkbox"/>	<b>Stooping:</b> Bending body downward and forward by bending spine at the waist. Check only if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
<input type="checkbox"/>	<b>Kneeling:</b> Bending legs at knee to come to a rest on knee or knees.
<input type="checkbox"/>	<b>Crouching:</b> Bending the body downward and forward by bending leg and spine.
<input type="checkbox"/>	<b>Crawling:</b> Moving about on hands and knees or hands and feet.
<input type="checkbox"/>	<b>Reaching:</b> Extending Hand(s) and arm(s) in any direction.
<input type="checkbox"/>	<b>Standing:</b> Particularly for sustained periods of time.
<input type="checkbox"/>	<b>Walking:</b> Moving about on foot to accomplish tasks, particularly for long distances.
<input type="checkbox"/>	<b>Pushing:</b> Using upper extremities to exert force in order to draw, press against something with steady force in order to thrust forward, downward or outward.
<input type="checkbox"/>	<b>Pulling:</b> Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.

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<input type="checkbox"/>	<b>Lifting:</b> Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Check only if it occurs to a considerable degree and requires substantial use of the upper extremities and back muscles.
<input checked="" type="checkbox"/>	<b>Fingering:</b> Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input checked="" type="checkbox"/>	<b>Grasping:</b> Applying pressure to an object with fingers and palm.
<input checked="" type="checkbox"/>	<b>Feeling:</b> Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
<input checked="" type="checkbox"/>	<b>Talking:</b> Expressing or exchanging ideas by means of the spoken word. Those activities which demand detailed or important instructions spoken to other workers accurately, loudly or quickly.
<input checked="" type="checkbox"/>	<b>Hearing:</b> Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication and make fine discriminations in sound.
<input checked="" type="checkbox"/>	<b>Repetitive Motions:</b> Substantial movements (motions) of the wrist, hands, and/or fingers.
<input checked="" type="checkbox"/>	<b>Driving:</b> Minimum standards required by State Law (including license).

**H. PHYSICAL REQUIREMENTS OF THE POSITION:** (List the physical requirements that are essential functions of the job.)

**CHECK ONE:**

<input checked="" type="checkbox"/>	<b>Sedentary Work:</b> Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
<input type="checkbox"/>	<b>Light Work:</b> Exerting up to 10 pounds of force occasionally and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
<input type="checkbox"/>	<b>Medium Work:</b> Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
<input type="checkbox"/>	<b>Heavy Work:</b> Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
<input type="checkbox"/>	<b>Very Heavy Work:</b> Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

**I. VISUAL ACUITY REQUIREMENTS:** (List the visual acuity requirements that are essential functions of the job.)

**CHECK ONE:**

<input checked="" type="checkbox"/>	<b>Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative:</b> This is a minimum standard for use with those whose job requires work done at close visual range (i.e. preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines, using measurement devices, assembly or fabrication of parts).
<input type="checkbox"/>	<b>Machine Operators, Mechanics, Skilled Tradespeople:</b> This is a minimum standard for use with those whose work deals with machines where the seeing job is at or within arm's reach. This also includes mechanics and skilled tradespeople and those who do work of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.)
<input type="checkbox"/>	<b>Mobile Equipment Operators:</b> This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	<b>Other:</b> This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

**J. THE CONDITIONS THE WORKER WILL BE SUBJECT TO IN THIS POSITION:**

List the environmental/working conditions to which the employee may be exposed while performing the essential functions of the job. Include scheduling considerations such as on-call for emergencies, rotating shift, etc. **Approximate Percentage of time performing field work: N/A%**

**CHECK ALL THAT APPLY:**

<input checked="" type="checkbox"/>	<b>None:</b> The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input type="checkbox"/>	<b>The worker is subject to inside environmental conditions:</b> Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
<input type="checkbox"/>	<b>The worker is subject to outside environmental conditions:</b> No effective protection from weather.
<input type="checkbox"/>	<b>The worker is subject to extreme cold:</b> Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	<b>The worker is subject to extreme heat:</b> Temperatures above 100 degrees for periods of more than one hour.

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<input type="checkbox"/>	<b>The worker is subject to noise:</b> There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
<input type="checkbox"/>	<b>The worker is subject to vibration:</b> Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	<b>The worker is subject to hazards:</b> Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places or exposure to chemicals.
<input type="checkbox"/>	<b>The worker is subject to atmospheric conditions:</b> One or more of the following conditions that affect the respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation.
<input type="checkbox"/>	<b>The worker is subject to oil:</b> There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	<b>The worker is required to wear a respirator.</b>

**K. MACHINE, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, SOFTWARE, ETC. USED BY POSITION:**

List equipment needed to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)

**CHECK ALL THAT APPLY:**

<input type="checkbox"/>	Camera and photographic equipment	<input checked="" type="checkbox"/>	Office Equipment (desk, chair, telephone, etc.)
<input type="checkbox"/>	Cleaning supplies	<input checked="" type="checkbox"/>	Office supplies (pens, staplers, pencils, etc.)
<input type="checkbox"/>	Commercial vehicle	<input type="checkbox"/>	Packing materials (boxes, shrink wrap, etc.)
<input type="checkbox"/>	Data processing equipment	<input checked="" type="checkbox"/>	PC equipment (monitor, keyboard, printer, etc.)
<input type="checkbox"/>	Handcart	<input checked="" type="checkbox"/>	PC software
<input type="checkbox"/>	<b>Hand tools (please list):</b>		
<input checked="" type="checkbox"/>	<b>Office Machines (check all that apply):</b> <input checked="" type="checkbox"/> Copier <input checked="" type="checkbox"/> Facsimile <input checked="" type="checkbox"/> Calculator <input type="checkbox"/> Cash register		
<input type="checkbox"/>	<b>Other (please list):</b>		

**L. SUPPLEMENTARY INFORMATION:** (Indicate any other information which further explains the importance, difficulty, or uniqueness of the position, such as its scope of responsibility related to finances, equipment, people, information, etc. Also indicate success factors such a personal characteristics that contribute to an individual's ability to perform well in the job, and any other special considerations.)

Subject to recall at all times.

**M. I believe that the statements made above in describing this job are complete and accurate.**

*Herard Washington*

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Signature of Department Head or Designated Representative

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