



**Milwaukee Police Department**

Police Administration Building  
749 West State Street  
Milwaukee, Wisconsin 53233  
<http://www.milwaukee.gov/police>

May 9, 2023

**Jeffrey B. Norman**  
Chief of Police

(414) 933-4444

The Board of  
Fire and Police Commissioners  
200 East Wells Street, Room 706  
Milwaukee, WI 53202

RE: Request for Public Safety Systems Administrator Examination and Eligibility List

Dear Commissioners:

I respectfully request that your Honorable Commission refer this request to the Department of Employee Relations (DER) to conduct recruitment, administer an examination, and provide an eligibility list for the position of Public Safety Systems Administrator as soon as administratively possible. The Public Safety Systems Administrator position is a civilian position assigned to the Information Technology Division. Under the general supervision of the Police Information Systems Director, this position is responsible for maintaining mission-critical systems that ensure City departments respond promptly to emergency incidents. In addition to daily operations, the position is responsible for configuring the systems' optimal performance, records, and data integrity.

Attached please find a job description for the position. Department representatives are available to assist DER staff in this matter. If you have questions regarding this matter, please contact Human Resources Representative Shrea Whitten at (414) 935-7683.

Sincerely,

A handwritten signature in black ink, appearing to read 'J B Norman', written over a white background.

JEFFREY B. NORMAN  
CHIEF OF POLICE

JBN:sw  
Attachment

# JOB DESCRIPTION

## FOR DER USE ONLY

**Vacancy No.**

City Service  
Commission:  
Fire & Police  
Commission:

Finance  
Committee:  
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> 12/9/2022		<b>2. Present Incumbent:</b> New Position (2 positions)		<b>Is incumbent underfilling position?</b>			
<b>3. Date Filled:</b>		<b>4. Previous Incumbent:</b>		YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> If YES, indicate Underfill Title in box 10.			
<b>5. Department:</b> Milwaukee Police Depart.			<b>Bureau:</b> Administration <b>Division:</b> IT		<b>Unit:</b> <b>Section:</b>		
<b>6. Work Location:</b> 2333 N. 49 <sup>th</sup> St.			<b>Telephone:</b> <b>Email:</b>		<b>Work Schedule:</b> Hours: 8 / Days: 5		
<b>7. Represented by a Union?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<b>8. Bargaining Unit:</b> Non-Mgmt/Non-Rep If in District Council 48, which local?			<b>9. FLSA Status (check one):</b> <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt		
<b>10.</b>	<b>Official Title:</b> Public Safety Systems Administrator				<b>Pay Range</b>	<b>Job Code</b>	<b>EEO Code</b>
	<b>Underfill Title (if applicable):</b>				2LX		
	<b>Requested Title (if applicable):</b>						
<b>Recommended Title (DER Use Only):</b>				<b>Approved by:</b>  <b>Date:</b>			

**11. BASIC FUNCTION OF POSITION:**

The Public Safety Systems Administrator is responsible for maintaining mission-critical systems that ensure City departments respond promptly to emergency incidents. In addition to daily operations, the position is responsible for configuring the systems' optimal performance, records, and data integrity.

**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
100%	<ul style="list-style-type: none"> <li>Regular and consistent attendance.</li> <li>Provide technical oversight for the day-to-day operations of various public safety information systems; work closely with departments' staff to ascertain system needs and provide user assistance.</li> <li>Serve as the central resource for reviewing and analyzing problem reports from users, and provide subsequent contact with vendor support personnel.</li> <li>Work with public safety on quality control, workflow operations, and system configurations.</li> <li>Configure, monitor, and maintain access security for the system.</li> <li>Implement and maintain network and database components, including diagnostics.</li> <li>Monitor and analyze system performance, application, and error logs. Tune system and databases for optimal performance.</li> <li>Plan and implement hardware, operating system, and application installations and upgrades.</li> <li>Research, evaluate, and test proposed upgrades and service patches prior to implementation to ensure compatibility and continuity of operations.</li> <li>Maintain physical and technical infrastructure, directories, and system documentation.</li> <li>Maintain and document interfaces between public safety systems.</li> <li>Conduct analyses of Public Safety systems and network management, capacity planning, fault tolerance, and disaster recovery.</li> <li>Plan and implement system backups and coordinate recoveries, including offsite disaster recovery.</li> <li>Collaborate and communicate with other departments' IT support staff on all system changes, direction, planned upgrades, and other matters pertaining to the application.</li> <li>Remain apprised of new developments regarding public safety systems and related technologies and make recommendations regarding such developments.</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
	<ul style="list-style-type: none"> <li>• Implement policies, procedures, and standards to ensure conformance with public safety standards and objectives.</li> <li>• Manage, maintain, and troubleshoot servers, desktops, and mobile computers.</li> <li>• Participate in Public Safety Technology Standards committees and user groups.</li> </ul>
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	•

**B. PERIPHERAL DUTIES:**

% of Time	PERIPHERAL DUTY
	•
	•
	•
	•
	•
	•

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

Police Information Systems Director Jeffrey Larson.

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

Assignments received from Police Information Systems Director. Project work and other work assignments are reviewed and on an ongoing basis; at least once a week.

**E. SUPERVISION EXERCISED:**

Total number of employees for whom responsible, either directly or indirectly = 0.

**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)

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

i. Education and Experience:

Bachelor's degree in information technology (IT), computer science, computer engineering, management information systems, or a closely related field from an accredited college or university. Five years of progressively responsible systems administration experience in a large-scale information technology environment.

ii. Knowledge, Skills and Abilities:

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- Ability to assess the needs of public safety organizations and apply appropriate IT solutions to maximize efficiency and effectiveness.
  - Ability to develop plans for implementing and maintaining software applications and providing end-user support.
  - Knowledge of project life cycles and project management principles.
  - Ability to coordinate with vendors and IT teams regarding maintenance and performance issues as well as prioritizing and testing bug fixes.
  - Knowledge of virtualization software such as VMware and vSphere.
  - Ability to effectively utilize programming language including: structured query language (SQL), Sequel Sever Management Studio (SSMS), Sequel Server Reporting Services (SSRS), Sequel Server Integration Services (SSIS), Sequel Server Analysis Services (SSAS), Stored Procedures, PowerShell, Extract Transform Load (ETL) procedures, Information Technology Infrastructure Library (ITIL), eXtensible Markup Language (XML), and Python.
  - Knowledge of business intelligence, data visualization, interactive dashboards, and data modeling.
  - Knowledge of and the ability to effectively utilize local area networks (LANs), wide area networks (WANs), intranets, and other communication systems.
  - Ability to develop policies, procedures, and internal standards to ensure conformance with state and national public safety objectives.
  - Ability to read and interpret technical documents and policies.
  - Ability to analyze software issues to ensure consistent functionality.
  - Ability to analyze and solve complicated problems.
  - Skill in making effective decisions.
  - Ability to demonstrate sound judgment.
  - Excellent planning, organizational, and time-management skills.
  - Ability to work under pressure, changing priorities as necessary.
  - Exemplary verbal communication skills in order to communicate technical information in an understandable way for both technical and non-technical staff.
  - Ability to write clear and concise reports and user-level documentation, with the ability to express or translate complex technical information into non-technical, user-friendly terminology.
  - Ability to work cooperatively and effectively with management, staff, support personnel, vendors, and consultants.
  - Commitment to professional development and staying informed of software trends.
  - Ability to understand and utilize new software programs quickly.
  - Ability to be self-directed.
  - Ability to work in a collaborative environment with people whose backgrounds may differ from one's own.
  - Ability to maintain confidentiality of restricted information.
  - Highly motivated, self-directed, and well organized.
- iii. Certifications, Licenses, Registrations:  
Valid driver's license at time of appointment and throughout employment.
- iv. Other Requirements:  
Familiarity with VMware and vSphere environments.

### **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).

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**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 checked="" type="checkbox"/>	<b>Reaching:</b> Extending Hand(s) and arm(s) in any direction.
<input checked="" type="checkbox"/>	<b>Standing:</b> Particularly for sustained periods of time.
<input checked="" 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.
<input checked="" 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 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 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

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<input type="checkbox"/>	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: 0%**

**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.
<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 checked="" 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"/>	Hand tools (please list):								
<input checked="" type="checkbox"/>	Office Machines (check all that apply):	<input checked="" type="checkbox"/>	Copier	<input checked="" type="checkbox"/>	Facsimile	<input checked="" type="checkbox"/>	Calculator	<input type="checkbox"/>	Cash register
<input type="checkbox"/>	Other (please list):								

**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.)

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

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Signature of Department Head or Designated Representative

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