

# FIRE INFORMATION TECHNOLOGY MANAGER

Recruitment #1902-5565-001

<b>List Type</b>	Exempt
<b>Requesting Department</b>	FIRE - SUPPORT SERVICES BUREAU
<b>Open Date</b>	2/22/2019 08:00:00 AM
<b>Filing Deadline</b>	3/15/2019 11:59:00 PM
<b>HR Analyst</b>	Marti Cargile

## INTRODUCTION

*This non-sworn (civilian) position is exempt from Civil Service and serves at the pleasure of the Fire Chief.*

*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 Assistant Chief, Support Bureau, the Fire Information Technology Manager provides direct oversight of the Milwaukee Fire Department (MFD) Technical Services Division, including the Communications Section (Fire Dispatch Center). Responsibilities include managing personnel, overseeing current and future information technology and telecommunications systems, administering contracts, and reporting. The Fire Information Technology Manager ensures that the Technical Services Division develops and deploys information technology resources efficiently and effectively and performs mission-critical responsibilities to enable the department to function and to safeguard City of Milwaukee citizens in the rapidly-changing environment of urban protective services.

## ESSENTIAL FUNCTIONS

- Research, analyze, and recommend new and emerging application technologies to the Chief. Ensure that existing and future technology meets the operational needs of the department.
- Act as project manager for application, hardware, and software projects, ensuring that all mission critical applications of the department are appropriately supported and maintained.
- Manage information technology personnel; coordinate and review work to ensure effective performance and operational readiness. Perform employee evaluations for direct report positions.
- Schedule and conduct regular staff meetings to assess workload and overall division productivity.
- Plan, oversee, and monitor the Technical Services budget, and forecast future needs.
- Assist with development of technology service contracts with the City's Procurement Services Section.
- Approve expenditures for technology implementation and maintenance.

- Interact with bureau and division heads regarding information technology system functions, communications, and research and development as they pertain to each respective area. Ensure that policies are accurate, thoroughly documented, and consistently applied.
- Coordinate with other municipal departments and agencies any activities that relate to shared services, hardware, or networks, both within and outside of the City. Participate in local and state public safety committees and user groups.
- Oversee hardware and software lifecycle management in coordination with multiple vendors.
- Guarantee that all federal reporting standards are met and that nationally recognized technology-related operational standards are maintained.
- Ensure that division personnel are adequately trained and that certifications are current. Work to improve and maintain high morale, including coaching or disciplining as necessary.
- Coordinate fulfillment of open records requests.
- Represent the department at public and private meetings and appear in court as required.

*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.*

## MINIMUM REQUIREMENTS

1. Bachelor's degree in management information systems, computer science, or a related field from an accredited college or university.
2. Five years of management experience planning and managing large scale information technology projects and budgets.
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:** College transcripts are required and must be emailed as an attachment to [jbattle@milwaukee.gov](mailto:jbattle@milwaukee.gov) by the closing date and time. Student/unofficial copies are acceptable; however, your transcript must be legible and include your college/university name, your name, the degree completed and the date completed.

## DESIRABLE QUALIFICATIONS

- Master's degree in a related field.

## KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

### Technical Knowledge

- Knowledge of best practices in computer hardware and system architecture, along with knowledge of operational use and maintenance of departmental information systems and communications.
- Knowledge of various information technology platforms and operating systems.
- Ability to oversee, implement, and support large, complex computer systems, including recommending, designing, installing, administering, monitoring, and upgrading software and hardware.
- Ability to analyze and troubleshoot complex system issues.

- Proficiency using word processing, spreadsheet, database, presentation, and personal information manager programs.

### Leadership and Management Skills

- Knowledge of leadership principles and best practices for selecting, supervising, and motivating employees.
- Supervisory skills to be able to effectively manage, coach, and train staff.
- Knowledge of the principles, procedures, and systems of governmental administration and management.
- Knowledge of the principles, theories, and practices of budget management.
- Ability to interpret and apply City ordinances, labor contracts, state statutes, Wisconsin Industrial Commission orders, federal fire reporting standards, and departmental rules and regulations as they relate to the sphere of authority and responsibility.

### Communication and Interpersonal Skills

- Ability to read and interpret complex documents such as policies, procedures, technical publications, scopes of work, and contracts.
- Written communication skills to be able to produce well-crafted, error-free documentation and correspondence.
- Oral communication and presentation skills to be able to clearly and courteously explain technical concepts to customers, one-on-one or in groups.
- Research and data compilation skills to be able to gather information and produce reports and summaries.
- Ability to establish successful working relationships with direct reports and other MFD personnel in a quasi-military environment; ability to work cooperatively with people whose backgrounds may differ from one's own.
- Interpersonal skills to be able to interact effectively with elected officials, City managers and staff, other agency officials, academics, consultants, vendors, and the public.

### Critical Thinking and Planning Skills

- Analytical, problem-solving, and decision-making skills as well as sound judgment.
- Planning and organizational skills to be able to complete work within tight and ever-changing deadlines.
- Project management skills.
- Ability to identify, implement, and evaluate policies and procedures in compliance with the strategic planning and technology needs of the department.
- Ability to remain calm under pressure.
- Resourcefulness and initiative to meet departmental needs.
- Honesty, discretion, and the ability to maintain confidentiality regarding sensitive departmental matters.

## **CURRENT SALARY**

**The current salary range (Pay Range 1IX) for City of Milwaukee residents is \$75,478-\$105,669 annually, and the non-resident annual salary range is \$73,627-\$103,077. 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 <http://city.milwaukee.gov/Benefits2019>.

## SELECTION PROCESS

Screening for this position will be based on an evaluation of each applicant's education, experience, and professional accomplishments, which should be detailed in a cover letter and resume.

**Email cover letter, resume, and college transcripts by Friday, March 15, 2019 to:**

**Juliet Battle, Fire Personnel Officer, Milwaukee Fire Department, [jbattle@milwaukee.gov](mailto:jbattle@milwaukee.gov), 414-286-8942**

**Please include the phrase "Fire Information Technology Manager" in the subject line.**

The Milwaukee Fire Department reserves the right to invite only the most qualified applicants to participate in the selection process.

**INITIAL FILING DATE:** The selection process will be conducted as soon as practical after Friday, March 15, 2019. Receipt of application materials 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. 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 Fire Department background investigation before hire. \***

## ADDITIONAL INFORMATION

- 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).
- The Department of Employee Relations is located at City Hall, 200 E. Wells St., Room 706, Milwaukee, WI 53202.

## CONCLUSION

**EEO Code 102**

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