DATA SERVICES MANAGER

List Type	Original
Requesting Department	Milwaukee Police Department
Open Date	4/5/2019 08:00:00 AM
Filing Deadline	4/26/2019 11:59:00 PM
HR Analyst	Deidre Steward

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 old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities, and great restaurants.

PURPOSE

The Data Services Manager is responsible for managing and maintaining the organization's software applications through best practices, and supervising the supporting applications team. The manager is also responsible for ensuring that applications meet the changing operational needs of the department by staying abreast of new and emerging technologies and managing the change process.

ESSENTIAL FUNCTIONS

Strategy & Planning

- Ensure that applications meet business requirements and systems goals, fulfill end-user requirements, and identify and resolve systems issues.
- Review and analyze existing application's effectiveness and efficiency, and then develop strategies for improving or leveraging these systems.
- Cultivate and disseminate knowledge of application-usage best practices.

Management of Staff

- Supervise staff assigned to projects, including performance reviews, training and development and scheduling.
- Participate in developing strategic and operational direction for the division.
- Provide guidance and training to subordinate team members.
- Supervise staff members responsible for software applications and desktop support.

Acquisition & Development

- Research and make recommendations regarding software products and services in support of procurement and development efforts.
- Evaluate the work performed by the Desktop Support Team for the configuration and deployment of new applications, systems software, products, and/or enhancements to existing applications throughout the enterprise.
- Collaborate with analysts, designers, and system owners in the testing of new software programs and applications.
- Analyze documentation and technical specifications of any new application under deployment or consideration to determine its intended functionality.
- Ensure that any new software integration into company systems meets functional requirements, system compliance, and interface specifications.
- Design and develop the installation processes for application enhancements and upgrades while working with desktop support.
- Coordinate feasibility studies for software and system products under consideration for purchase, and give advice based on findings.
- Contribute to pre-testing phase of development by evaluating proposals in order to identify potential problem areas, and make the appropriate recommendations.
- Negotiate contracts with software and service providers.
- Liaise with network administrators and software engineers to assist with quality assurance, program logic, and data processing.
- Compile and maintain inventory of company software and systems assets and their corresponding contracts/agreements.
- Develop, distribute, and coordinate in-depth end-use reviews for modified and new systems or applications.

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 computer science, computer systems design, or a closely related field from an accredited college or university.
2. Five years of professional, full-time system analysis experience involving application software development.
3. Valid driver's license at 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 received by the application period closing date. Transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Student/unofficial copies are acceptable; however, your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.

DESIRABLE QUALIFICATIONS

- IT Certifications

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Ability to manage applications and/or systems.
- Knowledge of application programming concepts and languages.
- Skill in overseeing the direction, development, and implementation of software solutions.
- Ability to work with automated software management tools.
- Knowledge of system and software quality assurance best practices and methodologies.
- Experience with core software applications, including CAD (Computer Aided Dispatch), RMS (Records Management System), MediaSolv, Intellinetics, and SharePoint.
- Knowledge of network and PC operating systems, including Windows XP, Windows 7, and Windows Server 2008/2012.
- Knowledge of current network hardware, protocols and standards, including Transmission Control Protocol (TCP), Hyper Text Transfer Protocol (HTTP), Secure File Transfer Protocol (SFTP), Secure Sockets Layer (SSL), and Internet Protocol Suite (TCP/IP).
- Skill in analyzing and troubleshooting complex application and database problems.
- Ability to analyze software issues to ensure consistent functionality.
- Ability to analyze and solve complicated problems; decision-making skills and sound judgment.
- Ability to employ innovative approaches to meeting and resolving assignments and critical issues.
- Ability to work cooperatively and effectively with management, staff, support personnel, vendors and consultants.
- Commitment to professional development and staying informed of software application trends; ability to grasp new software programs quickly.
- Ability to read and interpret technical documents and policies.
- Ability to clearly communicate technical information in an understandable way for both technical and non-technical staff.
- Written communication and documentation skills, including the ability to write reports, correspondence and technical documentation.
- Leadership, supervisory, and training skills: ability to assign duties, set performance standards, provide guidance and training, monitor work in progress, evaluate performance, and make hiring recommendations.
- Ability to manage and motivate staff.
- Ability to develop processes and strategies for working efficiently.
- Ability to be self-directed and work in a collaborative environment with people whose backgrounds may differ from one's own.
- Ability to maintain confidentiality of restricted information.
- Ability to represent the department with professionalism, honesty, and integrity.
- Highly motivated, self-directed and well organized.

CURRENT SALARY

The current salary range (Pay Range 1GX) for City of Milwaukee resident is $66,435-$93,010 annually, and the non-resident salary range is $64,805-$90,728. *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/DER/Benefits2019.

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. 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, April 26, 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 203

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