FUNCTIONAL APPLICATIONS ANALYST-SENIOR

Recruitment #2012-5015-002

List Type	Transfer/Promotional
Requesting Department	FIRE - SUPPORT SERVICES BUREAU
Open Date	2/5/2021 08:00:00 AM
Filing Deadline	2/26/2021 11:59:00 PM
HR Analyst	Marti Cargile

INTRODUCTION

*** THIS POSITION IS OPEN TO CURRENT CITY OF MILWAUKEE EMPLOYEES ONLY***

PURPOSE

The Functional Applications Analyst-Senior works with internal and external stakeholders to analyze needs and requirements for the development, implementation, testing, documentation, and maintenance of computer-based applications and databases for the Milwaukee Fire Department (MFD).

ESSENTIAL FUNCTIONS

Systems Analysis and Maintenance

- Perform detailed analysis and design of new and existing technology systems. Use the MFD's work order system for all documentable tasks, reviewing project requests to ascertain exact user requirements. Design, write, test, document, and implement computer software in accordance with the division's project management methodology and quality assurance standards.
- Monitor and maintain data integrity in various database applications that use Structured Query Language (SQL), including Microsoft SQL Server, Oracle, and MySQL.
- Assist with application system upgrades including planning, testing, and implementation of vendor and departmental changes. Work to improve functionality of applications to meet department needs.
- Conduct ongoing product analysis.

Reporting and End-User Support

- Work with geographic information system (GIS) software such as Esri ArcMap to maintain CAD applications and to generate ad hoc reports.
- Generate statistics and write customized reports for management and/or team members.
- Support in-house programming for Technical Services personnel.
- Meet with end-user/department personnel to assist with decision-making, problem-resolution, and training.

Documentation and Professional Development

- Develop documentation for all projects.
- Keep apprised of current and emerging hardware and software technologies; maintain familiarity with existing application and programming languages.

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

The Functional Applications Analyst-Senior must be willing and able to do the following:

- Be available beyond standard business hours on occasion to meet project deadlines and be subject to recall for emergencies.
- Monitor phone and email communications during regularly-scheduled off hours.
- Travel off-site periodically for the purpose of attending meetings or installing software.
- Based upon each department's responses to the COVID-19 pandemic and the needs of each department, employees may be expected to work from home intermittently or continuously.

MINIMUM REQUIREMENTS

1. Regular status as City of Milwaukee employee, having successfully completed a probationary period for a civil service position.
2. Bachelor's degree in computer science, information management, business administration, or a closely-related field from an accredited college or university.
3. Three years of professional experience performing systems analysis.
4. Equivalent combinations of education and experience may be considered.

***NOTE:** College transcripts are required, which must be received by the application period closing date. Transcripts should be attached to the online application. Applications without transcripts attached may be considered incomplete and may be rejected. Unofficial copies are acceptable; however, the transcripts must be legible and include the school name, applicant name, degree completed (if applicable), and date completed.*

DESIRABLE QUALIFICATIONS

- Microsoft SQL Server and/or Oracle database administration experience.
- Experience with Esri ArcMap.

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

Technical Knowledge and Skills

- Proficiency with a variety of programming and scripting languages, specifications, and platforms, including C++, Java, JavaScript, Python, Hypertext Markup Language (HTML), PHP: Hypertext Preprocessor, American National Standards Institute (ANSI) SQL, .NET, and Esri ArcMap.
- Ability to perform database administration using relational database management systems such as Oracle, Microsoft SQL Server, PostgreSQL, and MySQL.
- Knowledge of coding methods and best practices.
- Knowledge of mathematics and statistics.
- Ability to develop and run information technology (IT) reports.
- Knowledge of platforms such as computer aided dispatch and records management systems.
- Knowledge of applicable data privacy practices and laws.
- Skill in identifying, troubleshooting, and resolving hardware and software problems.
- Skill in conducting research into software-related issues and products and developing test cases and test plans.
- Commitment to remaining current with the latest developments in technology so as to be able to recommend technical changes to department infrastructure.

Communication and Interpersonal Skills

- Ability to read and interpret technical, job-related documents.
- Written communication skills to be able to produce clear and concise documentation, reports, and correspondence.
- Oral communication skills to be able to convey technical information to non-technical end-users.

- Active listening skills to be able to accurately ascertain customer needs.
- Customer service skills to be able to be responsive to stakeholders.
- Ability to conduct applications training for inter-disciplinary teams.
- Ability to work cooperatively in a team-oriented, collaborative environment with people whose backgrounds may differ from one's own.

Critical Thinking and Planning Skills

- Analytical, problem-solving, and decision-making skills as well as sound judgment.
- Organizational and planning skills to be able to effectively prioritize and accomplish tasks in a high-pressure environment.
- Self-directed and detail-oriented.
- Honesty and the ability to safeguard all departmental equipment.

CURRENT SALARY

The current salary range (Pay Range 2JX) is $62,338-$87,270 annually, and the resident incentive salary for City of Milwaukee residents is $64,209-$89,888. *Appointment will be made in accordance with the provisions of the salary ordinance.*

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: an evaluation of related education, experience and accomplishments, written tests, interview, or other assessment methods. The Milwaukee Fire Department reserves the right to call only the most qualified candidates to oral, performance tests or personal interviews. Information from the selection process will be used to make a hiring decision. Selected candidates will be transferred and/or promoted to the position.

NOTE: Transfer/Promotional Opportunities and Promotional Examinations are not open to Milwaukee Public Schools employees or to the public. Only current City of Milwaukee employees and civilian personnel in MFD and MPD hired through a City Service Commission process who have successfully passed a probationary period for a Civil Service position will be considered. Individuals with exempt, provisional, temporary, or emergency appointments are not eligible for transfer.

ADDITIONAL INFORMATION

- APPLICATIONS and further information can be accessed by visiting www.jobaps.com/MIL.
- 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 in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

CONCLUSION

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