Original Examination

HELP DESK SPECIALIST II
Milwaukee Police Department

The eligible list generated by this examination may be used to fill comparable positions in the City service.

THE PURPOSE of this position is to record and resolve all information technology issues reported by department users by providing first line technical support for all Milwaukee Police Department (MPD) computer system users and locations; providing regular monitoring of all MPD computer hardware/software systems for proper functioning; and providing 24/7/365 help-desk coverage, logging, tracking and resolving all trouble/support calls.

ESSENTIAL FUNCTIONS:

55% User support and problem solving. Complete, track and resolve help desk trouble logs. Provide detailed problem-solving and application support. Maintain, assist, test and develop online user help procedures. Monitor and coordinate various forms of system documentation. Monitor vendor application for relevant information related to problem resolution and trouble shooting procedures. Ensure proper escalation of trouble calls to maintenance providers and internal MPD personnel as required.

20% PC set-up repair and reports. Perform routine PC hardware set-up, repair and maintenance. Use internet to research and apply software trouble fixes, updates and new installs.

10% Recordkeeping and reports. Communicate and work closely with MPD network system users regarding follow-up on trouble calls, issues and concerns.

10% Production of analysis, training and informational reports as needed by MPD users and Information Technology Division management staff.

5% Other related duties as required or assigned. Performs additional duties and special projects as assigned by IT Division management.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS:

1. Associate's Degree in Computer Science or a closely related field from an accredited college. An A+ certification is preferred.
   Note: Copies of college transcripts should be submitted with application or sent to the City of Milwaukee, Department of Employee Relations, ATTN: Box HDS, 200 E. Wells Street, Room 706, Milwaukee WI 53202 or send via e-mail to *staffinginfo@milwaukee.gov*. Student copies are acceptable.
2. One year of experience performing extensive technical computer work, interacting with computer users, diagnosing and solving user problems or other duties related to the essential functions listed above.
3. Wisconsin Driver's License at time of appointment and throughout employment.
4. Residence in the City of Milwaukee within six months of appointment and throughout employment.

Note: Equivalent combinations of job related education and experience may be considered.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Technical competence in performing duties relating to this position.
- Strong oral communication, telephone skills and ability to relate effectively to a wide variety of personnel.
- Ability to recognize, triage, analyze and solve computer-related problems with minimal supervision.
- Ability to lift up to 50 pounds.
- Ability to communicate technical information to non-technical personnel.
- Ability to write clear and concise memos, e-mail correspondence, procedures and documentation.

THE CURRENT PAY RANGE (540) is $41,368 to 47,245 annually. These are 2006 rates.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation, written or oral examinations or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to an oral examination, if held. The oral examination may include a written exercise. Selection process component weights will be determined by further analysis of the job.

The examination will be held as soon as practical after January 27, 2012. Receipt of applications may be discontinued at any time after this date without prior notice. However, if a sufficient number of candidates are not available, recruitment will be continued until the needs of the City are met. Qualified applicants will be notified of the date, time and place of the examination.

APPLICATIONS and further information may be obtained in person or by mail from City of Milwaukee Department of Employee Relations, Room 706 City Hall, 200 E. Wells Street, Milwaukee, WI 53202, online at www.milwaukee.gov/jobs, or by calling (414) 286-3751.

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