BE A FORCE

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

Edward A. Flynn
Chief of Police

(414) 933-4444

May 6, 2015

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

RE: REQUEST FOR HELP DESK SPECIALIST II EXAMINATION/ELIGIBILITY LIST

Dear Commissioners:

I respectfully request that your Honorable Commission refer this request to the Department of Employee Relations (DER) to conduct a recruitment, administer an examination, and provide an eligibility list for the position of Help Desk Specialist II as soon as administratively possible. The Help Desk Specialist II, under the direction of the Police Information Systems Director, is responsible for performing a full range of professional duties related to the reporting of problems related to the network, records management, booking, 9-11-operations, mobile and desktop computers, equipment moves, lack of toner cartridges, passwords, camera issues, RMS, CAD, MediaSolv, Intellinetics Support and the MPD radio system.

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 Analyst-Senior Katrina Whittley at 935-7683.

Sincerely,

EDWARD A. FLYNN
CHIEF OF POLICE

EAF:mx
Attachment

City of Milwaukee
CS-25, Rev. 1/06

JOB DESCRIPTION

FOR DER USE ONLY	
Vacancy No. _____	
City Service Commission: _____	Finance Committee: _____
Fire & Police Commission: _____	Common Council: _____

Instructions: Complete all sections except No. 11. Refer to the "Guidelines for Preparing Job Descriptions" for instructions on completing specific items.

1. Date Prepared/ Revised: 4-3-09	**2. Present Incumbent:** Retired	**Is incumbent underfilling position?** YES ☒ NO ☐
3. Date Filled:	**4. Previous Incumbent:** Sharon Smith	If YES, indicate underfill title in box 10.
5. Department: Administration, Dept. of	**Bureau:** **Division:** IT Division	**Unit:** **Section:**
6. Work Location: 03	**Telephone:** 935-7290 **Email:**	**Work Schedule:** Hours: 8A - 4P / Days: 5
7. Represented by a Union? YES	**8. Bargaining Unit:** Local 218, Aleasp, Clerical Unit **If in District Council 48, chose a Local:** None	**9. FLSA Status:** NON-EXEMPT

10.		Pay Range	Job Code	EEO Code
Official Title: Help Desk Specialist II		540		
Underfill Title (if applicable): Help Desk Specialist I		525	0107	
Requested Title (if applicable):				
Recommended Title (DER Use Only):	Approved by: _____ Date:			

11. BASIC FUNCTION OF POSITION:

Record and resolve all information technology issues reported by department users. First line technical support for all Milwaukee Police Department computer system users and locations. Regular monitoring all (MPD) computer hardware/software systems for proper functionality. 24/7 help-desk coverage, logging, tracking and resolution of all trouble/support calls.

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
55	• User support and problem solving. Completing, tracking and resolving help desk trouble logs. Detailed problem solving, application support, maintain, assist, test and develop online user help procedures. Monitor and coordinate various forms of system documentation. Monitor vendor applications for relevant information related to problem resolution and trouble shooting procedures. Proper escalation of trouble calls to maintenance providers and internal MPD personnel as required.
20	• PC set-up repair and reports. Routine PC hardware set-up, repair and maintenance. Usage of internet to research and apply software trouble fixes, updates and new installs.
10	• Record keeping and reports. Communicates and works 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.
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B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
5	• Other related duties as required or assigned. Performs additional duties and special projects as assigned by IT Division management.
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C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Data Manager Carol Sorenson

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

Employee works directly for a supervisor who assigns and reviews work. Projects assignments, standards and general methods and procedure guidelines are received from and approved by the immediate supervisor. Assignments may also be received and approved from the Commanding Officer of the Administration Bureau.

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 b. Outline methods c. Direct work in progress d. Check or inspect completed work	e. Sign or approve work f. Make hiring recommendations g. Prepare performance appraisals 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. MINIMIMUM QUALIFICATIONS REQUIRED: (Indicate the MINIMUM qualifications required to enter the job.)

i. Education and Experience:

Associates's Degree in Computer Science or 2 years successful work experience as Help Desk

Specialist I with the Milwaukee Police Department.

ii. Knowledge, Skills and Abilities:

Able to triage calls and solve problems with a minimum of supervision.

iii. Certifications, Licenses, Registrations:

A+ Certification

iv. Other Requirements:

Valid Wisconsin drivers license

13. PHYSICAL AND ENVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED

The Americans with Disabilities Act of 1993 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).

CHECK ALL THAT APPLY:

☐	**Climbing:** Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using fees 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.
☐	**Balancing:** 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.
☒	**Stooping:** 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.
☒	**Kneeling:** Bending legs at knee to come to a rest on knee or knees.
☒	**Crouching:** Bending the body downward and forward by bending leg and spine.
☒	**Crawling:** Moving about on hands and knees or hands and feet.
☒	**Reaching:** Extending Hand(s) and arm(s) in any direction.
☒	**Standing:** Particularly for sustained periods of time.
☒	**Walking:** Moving about on foot to accomplish tasks, particularly for long distances.
☒	**Pushing:** Using upper extremities to exert force in order to draw, press against something with steady force in order to thrust forward, downward or outward.
☒	**Pulling:** Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
☒	**Lifting:** 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.
☒	**Fingering:** Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
☐	**Grasping:** Applying pressure to an object with fingers and palm.
☒	**Feeling:** Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
☒	**Talking:** 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.
☒	**Hearing:** Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication and make fine discriminations in sound.
☒	**Repetitive Motions:** Substantial movements (motions) of the wrist, hands, and/or fingers.
☒	**Driving:** 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:

☐	**Sedentary Work:** 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.
☐	**Light Work:** 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.
☒	**Medium Work:** 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.
☐	**Heavy Work:** 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.
☐	**Very Heavy Work:** 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:

☒	**Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative:** 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 devises, assembly or fabrication of parts).
☒	**Machine Operators, Mechanics, Skilled Tradespeople:** 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 people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.)
☐	**Mobile Equipment Operators:** This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
☐	**Other:** 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: 25%**

CHECK ALL THAT APPLY:

☒	**None:** The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
☐	**The worker is subject to inside environmental conditions:** Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
☐	**The worker is subject to outside environmental conditions:** No effective protection from weather.
☐	**The worker is subject to extreme cold:** Temperatures below 32 degrees for period of more than one hour.
☐	**The worker is subject to extreme heat:** Temperatures above 100 degrees for periods of more than one hour.
☐	**The worker is subject to noise:** There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
☐	**The worker is subject to vibration:** Exposure to oscillating movements of the extremities or whole body.
☐	**The worker is subject to hazards:** 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.
☐	**The worker is subject to atmospheric conditions:** One or more of the following conditions that affect the respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation.
☐	**The worker is subject to oil:** There is air and/or skin exposure to oils and other cutting fluids.
☐	**The worker is required to wear a respirator.**

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:

☐ Camera and photographic equipment	☒ Office Equipment (desk, chair, telephone, etc.)
☒ Cleaning supplies	☒ Office supplies (pens, staplers, pencils, etc.)
☐ Commercial vehicle	☒ Packing materials (boxes, shrink wrap, etc.)
☒ Data processing equipment	☒ PC equipment (monitor, keyboard, printer, etc.)
☒ Handcart	☒ PC software
☐ Hand tools ***(please list):***	
☒ Office Machines ***(check all that apply):*** ☒ Copier ☒ Facsimile ☒ Calculator ☐ Cash register	
☐ 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.)

Must be able to efficiently and profressionaly handle incomming calls and resolve problems.
Must be able to communicate technical information to non-technical personnel, both verbally and written.
Must be able to write clear and concise memos, e-mail correspondence, procedures and documentation.
Must be able to maintain the utmost level of confidentiality and professionalism.
Must be able to triage calls and solve problems with minimum of supervision.
Must be able to work weekends and holidays, when scheduled.

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

_____

Signature of Department Head or Designated Representative