



BE A FORCE

June 23, 2015

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

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

RE: Reclassification Request (Network Coordinator Sr. & Systems Analyst Sr.)

Attached are updated job descriptions for one (1) Network Coordinator Senior position (the Department is authorized five (5) positions) and the position of Systems Analyst Senior, which are assigned to the Strategic Management Bureau, Information Systems Division. The Department is requesting that these positions be studied for reclassification. The positions' duties have changed and to accurately reflect the changes, the Department is requesting one (1) position of Network Coordinator Senior title be changed to Server Administrator and the Systems Analyst Senior title be changed to Senior Programmer Analyst.

The Server Administrator's role is to design, install, administer and optimize Department servers and related components to achieve high performance of the various business applications supported by tuning the servers as necessary. Where applicable, the Server Administrator will assist in overseeing the physical security, integrity and safety of the data center/server farm. The Senior Programmer Analyst is involved in a team effort to research, define, design, develop, document, test, implement, analyze, troubleshoot, configure, monitor and maintain computer systems and software applications throughout the production life cycle in support of the achievement of the business requirements of the Department.

In addition, the Department is requesting that these positions be studied and classified to receive an appropriate recruitment rate within the recommended salary range. It has been a challenge to compete with other organizations' salaries in the Information Technology Field. I would like to ensure the salary for these positions are competitive enough to attract quality candidates.

I respectfully request that this request be referred to the Department of Employee Relations (DER) for study. Department representatives are prepared to assist DER staff with this process.

Sincerely,

EDWARD A. FLYNN
CHIEF OF POLICE

EAF:pk
Attachments

IN SOME JOBS, SUCCESS IS MEASURED BY WHAT DOESN'T HAPPEN.

JOB DESCRIPTION

FOR DER USE ONLY

Vacancy No. _____	
City Service Commission: _____	Finance Committee: _____
Fire & Police Commission: _____	Common Council: _____

Instructions: Complete all sections. Refer to the *Guidelines for Preparing Job Descriptions* for instructions on completing specific items.

1. Date Prepared/ Revised: June 16, 2015		2. Present Incumbent: New Position and Job Classification		Is incumbent underfilling position? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	
3. Date Filled:		4. Previous Incumbent: Nick Popowycz		If YES, indicate Underfill Title in box 10.	
5. Department: POLICE DEPARTMENT		Bureau: Strategic Management Division: IT Division		Unit: Section: Technology	
6. Work Location: Technology		Telephone: Email:		Work Schedule: Hours: Day Shift Days:	
7. Represented by a Union? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Bargaining Unit: If in District Council 48, which local?		8. FLSA Status (check one): <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	
10.	Official Title: Network Coordinator - Senior		Pay Range	Job Code	EEO Code
	Underfill Title (if applicable):		2GX	4646	
	Requested Title (if applicable): Server Administrator				
Recommended Title (DER Use Only):			Approved by: _____		
			Date:		

11. BASIC FUNCTION OF POSITION:

The Server Administrator's role is to design, install, administer, and optimize department servers and related components to achieve high performance of the various business applications supported by tuning the servers as necessary. This includes ensuring the availability of client/server applications, configuring all new implementations, and developing processes and procedures for ongoing management of the server environment. Where applicable, the Server Administrator will assist in overseeing the physical security, integrity, and safety of the data center/server farm.

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
	Strategy & Planning <ul style="list-style-type: none"> Develop strategies for client/server implementations; architect the infrastructure required to support those strategies. Act as project lead in the design and review of new server systems, applications, and hardware; conduct capacity planning as needed. Lead, coordinate and participate in key process improvements as they relate to the client/server environment. Coordinate and collaborate with network engineering, business application, and database administration function to ensure availability, reliability, and scalability of corporate servers to meet business demands. Establish and implement policies, procedures, and technologies (including firewalls) to ensure server security. Assist in designing and implementing data center/server room security features, including HVAC control, environmental alarms, access restrictions, and so on.
	Acquisition & Deployment <ul style="list-style-type: none"> Conduct research on server hardware, software, and protocols in support of procurement and development efforts.
	Operational Management <ul style="list-style-type: none"> Check help desk database for entries on server and server resource issues; prioritize and respond to help desk tickets as appropriate. Serve as cornerstone for escalating server issues; provide timely response to customer escalations.

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

% of Time	ESSENTIAL FUNCTION
	<ul style="list-style-type: none"> • Perform file system configuration and management; define and perform server backups and recovery procedures. • Plan and implement server upgrades, maintenance fixes, and vendor-supplied patches. • Provide Web administration support by overseeing and maintaining Web server functions, such as assuring logging and metrics data are stable. • Monitor and test system performance and provide performance statistics and reports. • Create shell scripts as required. • Manage enterprise directory services and supporting server infrastructure. • Define and implement strategies for integrating disparate operating environments. • Recommend and execute modifications to server environment in order to improve efficiency, reliability, and performance. • Develop and maintain training materials and server documentation. • Manage and/or provide guidance to junior members of the team.

B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
	•
	•
	•
	•

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Information Systems Manager.

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

Assignments received by Information Systems Manager.

E. SUPERVISION EXERCISED:

Total number of employees for whom responsible, either directly or indirectly = **None**.

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	e. Sign or approve work
b. Outline methods	f. Make hiring recommendations
c. Direct work in progress	g. Prepare performance appraisals
d. Check or inspect completed work	h. Take disciplinary action or effectively recommend such
Number Supervised	Extent of Supervision Exercised (Select those that apply from list above, a - h)
0	

F. MINIMUM QUALIFICATIONS REQUIRED: (Indicate the MINIMUM qualifications required to enter the job.)

i. Education and Experience:

- University degree in the field of computer science or management information systems or a related discipline.
- Certifications in MCSE.

ii. Knowledge, Skills and Abilities:

- At least five years' equivalent work experience in a senior technical analytical position responsible for managing server environments.
- Advanced knowledge of at least 3 of the following: NT, RedHat, Linux, SQL, Proxy, Apache, Microsoft Exchange, Windows Server, ASP, or XML.
- Exceptional abilities at load balancing, clustering, and caching procedures and processes.

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- Specific knowledge of Windows Server 2012, Windows Server 2008, and Windows Server 2005 platform required, as well as strong working knowledge of Windows SQL Server and Oracle relational database(s).
- Experience installing, configuring, and maintaining all manners of server hardware and associated network equipment, including SCSI, RAID, and I/O topology.
- Experience with server performance tuning and monitoring tools.
- Familiarity with TCP/IP network protocols, firewall management, and operating system configuration.
- Working technical knowledge of scripting code using Perl, CGI, C, and shell, scripting tools.
- General knowledge of storage technologies such as SAN or NAS, as well as Active Directory/Global Catalogue.
- Business process and reengineering experience, as well as an understanding of the relationship between processes and policies.
- Proven knowledge of systems development life cycle methodologies.
- Extensive application support experience with Police RMS (Records Management System) and CAD (Computer Aided Dispatch) is desired.

iii. Certifications, Licenses, Registrations:

Valid Wisconsin's driver's license.

iv. Other Requirements:

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:

<input checked="" type="checkbox"/>	Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet 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.
<input checked="" type="checkbox"/>	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.
<input checked="" type="checkbox"/>	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.
<input checked="" type="checkbox"/>	Kneeling: Bending legs at knee to come to a rest on knee or knees.
<input checked="" type="checkbox"/>	Crouching: Bending the body downward and forward by bending leg and spine.
<input checked="" type="checkbox"/>	Crawling: Moving about on hands and knees or hands and feet.
<input checked="" type="checkbox"/>	Reaching: Extending Hand(s) and arm(s) in any direction.
<input checked="" type="checkbox"/>	Standing: Particularly for sustained periods of time.
<input checked="" type="checkbox"/>	Walking: Moving about on foot to accomplish tasks, particularly for long distances.
<input checked="" type="checkbox"/>	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.
<input checked="" type="checkbox"/>	Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input checked="" type="checkbox"/>	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.
<input checked="" type="checkbox"/>	Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input checked="" type="checkbox"/>	Grasping: Applying pressure to an object with fingers and palm.

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

<input checked="" type="checkbox"/>	Feeling: Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
<input checked="" type="checkbox"/>	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.
<input checked="" type="checkbox"/>	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.
<input type="checkbox"/>	Repetitive Motions: Substantial movements (motions) of the wrist, hands, and/or fingers.
<input checked="" type="checkbox"/>	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:

<input type="checkbox"/>	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.
<input checked="" type="checkbox"/>	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.
<input type="checkbox"/>	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.
<input type="checkbox"/>	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.
<input type="checkbox"/>	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:

<input type="checkbox"/>	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 devices, assembly or fabrication of parts).
<input checked="" type="checkbox"/>	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.)
<input type="checkbox"/>	Mobile Equipment Operators: This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	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: 10%**

CHECK ALL THAT APPLY:

<input type="checkbox"/>	None: The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input checked="" type="checkbox"/>	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.)
<input type="checkbox"/>	The worker is subject to outside environmental conditions: No effective protection from weather.
<input type="checkbox"/>	The worker is subject to extreme cold: Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	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.
<input type="checkbox"/>	The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body.
<input checked="" type="checkbox"/>	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.

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<input checked="" type="checkbox"/>	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.
<input type="checkbox"/>	The worker is subject to oil: There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	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:

<input checked="" type="checkbox"/> Camera and photographic equipment	<input checked="" type="checkbox"/> Office Equipment (desk, chair, telephone, etc.)
<input checked="" type="checkbox"/> Cleaning supplies	<input checked="" type="checkbox"/> Office supplies (pens, staplers, pencils, etc.)
<input type="checkbox"/> Commercial vehicle	<input checked="" type="checkbox"/> Packing materials (boxes, shrink wrap, etc.)
<input checked="" type="checkbox"/> Data processing equipment	<input checked="" type="checkbox"/> PC equipment (monitor, keyboard, printer, etc.)
<input checked="" type="checkbox"/> Handcart	<input checked="" type="checkbox"/> PC software
<input type="checkbox"/> Hand tools (<i>please list</i>):	
<input checked="" type="checkbox"/> Office Machines (<i>check all that apply</i>): <input checked="" type="checkbox"/> Copier <input checked="" type="checkbox"/> Facsimile <input checked="" type="checkbox"/> Calculator <input type="checkbox"/> Cash register	
<input checked="" type="checkbox"/> Other (<i>please list</i>): radio, belt	

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.)

- Project management skills a definite asset.
- Strong understanding of the organization's goals and objectives.
- Good written and oral communication skills; good interpersonal skills.
- Ability to conduct research into server issues and products as required.
- Ability to present ideas in business-friendly and user-friendly language.
- Highly self-motivated and directed, with keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize tasks in a high-pressure environment.
- Strong customer service orientation.
- Experience working in a team-oriented, collaborative environment.
- On-call availability for 10 days per month.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and other computer components.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.

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

Signature of Department Head or Designated Representative

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

JOB DESCRIPTION

FOR DER USE ONLY

Vacancy No. _____	
City Service Commission: _____	Finance Committee: _____
Fire & Police Commission: _____	Common Council: _____

Instructions: Complete all sections. Refer to the *Guidelines for Preparing Job Descriptions* for instructions on completing specific items.

1. Date Prepared/ Revised: June 16, 2015	2. Present Incumbent: New Position and Job Classification	Is incumbent underfilling position?	
3. Date Filled:	4. Previous Incumbent: Erik Rasmussen	YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> If YES, indicate Underfill Title in box 10.	
5. Department: POLICE DEPARTMENT	Bureau: Strategic Management Division: IT Division	Unit: Section: Technology	
6. Work Location: Information Systems	Telephone: Email:	Work Schedule: Hours: 2PM-11PM Days:	
7. Represented by a Union? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Bargaining Unit: If in District Council 48, which local?	8. FLSA Status (check one): <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	
10. Official Title: Systems Analyst Senior	Pay Range	Job Code	EEO Code
	2IX	4946	
	Underfill Title (if applicable):		
Requested Title (if applicable): Senior Programmer Analyst			
Recommended Title (DER Use Only):	Approved by: _____		
	Date:		

11. BASIC FUNCTION OF POSITION:

This position is involved in a team effort to research, define, design, develop, document, test, implement, analyze, troubleshoot, configure, monitor and maintain computer systems and software applications throughout the production life cycle in support of the achievement of the business requirements of the Department. This individual will also analyze and amend software errors and oversee system startups in a timely and accurate fashion, providing status reports where required and support to various work areas as assigned.

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
	<ul style="list-style-type: none"> Monitor and maintain data integrity in various database applications including Oracle, SQL. Monitor and maintain system availability and reliability of databases. Perform performance tuning and troubleshooting tasks that involve hardware and operating system performance and individual transaction (SQL) performance. Includes measuring current performance, making changes approved by IT Division management and assessing the results. Assist with application system upgrades including planning, testing and implementing vendor and Departmental changes. Develop and maintain effective communication within a team environment on related projects and activities. Work with IT Division personnel to plan and install software upgrades and move databases to the version that is the Department standard base on availability of software upgrade and compatibility with vendor purchased application systems.
	<ul style="list-style-type: none"> In collaboration with internal users and Divisions, assist in the definition, development and documentation of software's business requirements, objectives, and deliverables and specifications on a project-by-project basis. Assist in defining software development project plans, including scoping, scheduling and implementation. Plan phases of the software development life cycle (SDLC) for assigned projects.
	<ul style="list-style-type: none"> Where assigned, research, identify, analyze and fulfill application requirements of internal and external program users. Member of team involved in the quality assurance of program logic, data processing and error resolution. When assigned, take an active role in cross-departmental projects.

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

% of Time	ESSENTIAL FUNCTION
	<ul style="list-style-type: none"> Where assigned, liaise with vendors for efficient implementation of new software products or systems and for resolution of any adaptation issues. Liaise with network administrators, systems analysts, and software engineers to assist in resolving problems with software products or department software systems. Where assigned, interact regularly with managers, clients, vendors and agencies to field queries and questions.
	<ul style="list-style-type: none"> Write programming scripts to enhance functionality and /or performance of Department applications as necessary. Design, run and monitor software performance tests on new and existing programs for the purposes of correcting errors, isolating areas for improvement and general debugging. Administer and report to team member's critical analysis of test results and, where assigned, deliver solutions to problem areas. Generate statistics and write reports for management and/or team members. Cultivate and disseminate knowledge of application development best practices.

B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
	<ul style="list-style-type: none"> Work with IT Division personnel to recommend, schedule and perform software improvements and upgrades. Maintain knowledge of development in technology and make recommendations for infrastructure changes to improve Department's database operating efficiency. Includes research and testing of application and support software. Provide application and related system training to IT Division personnel. Develop documentation on all projects Use Department's work order system for all documentable tasks. Perform other job-related responsibilities as assigned.

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Information Systems Manager.

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

Assignments received by Information Systems Manager.

E. SUPERVISION EXERCISED:

Total number of employees for whom responsible, either directly or indirectly = **None**.

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:

<ul style="list-style-type: none"> a. Assign duties b. Outline methods c. Direct work in progress d. Check or inspect completed work 	<ul style="list-style-type: none"> e. Sign or approve work f. Make hiring recommendations g. Prepare performance appraisals h. Take disciplinary action or effectively recommend such
<p>Number Supervised</p> <p>0</p>	<p>Job Title</p> <p></p> <p>Extent of Supervision Exercised (Select those that apply from list above, a - h)</p>

F. MINIMUM QUALIFICATIONS REQUIRED: (Indicate the MINIMUM qualifications required to enter the job.)

i. Education and Experience:

- Bachelor's degree in Information Management, Computer Science, Mathematics, Business Administration, or other closely related field from an accredited college or university.
- Minimum five years of professional systems analysis experience preferably involving Oracle database administration and experience with XML.

ii. Knowledge, Skills and Abilities:

- Experience in Oracle, SQL.

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- Proficient/technically-fluent in a variety of programming languages including C, C++, Java, .NET, Visual Basic, .NET, C Sharp, XML.
- Solid working knowledge of current Internet technologies, including TCP/IP, HTTP and SNMP.
- Excellent understanding of coding methods and best practices.
- Extensive relational database and operating systems experience with Linux and Microsoft Server 2000 and above.
- Experience in Crystal Reports, SSRS.
- Experience in database development, maintenance, recovery and restoration.
- Experience in technologies directly related to database security.
- Thorough understanding of platforms such as Records Management Systems and Computer-Aided Dispatch is desired.
- Experience working with enterprise applications, including Microsoft Office, Microsoft Access, and Microsoft Project.
- Experienced in identifying, troubleshooting and resolving hardware/software problems. Adept at conducting research into software-related issues and products.
- Experience in interviewing end-users for insight on functionality, interface, problems and/or usability issues.
- Experience in developing test cases and test plans.
- Knowledge of, and work experience with, applicable data privacy practices and laws.
- Experience in providing end-user support.
- Proven ability in remaining current with the latest developments in technology.
- Experience in recommending technical changes to Department infrastructure.
- Systems analysis skills and experience.
- Project management skills and experience.
- Experience working both independently and in a team-oriented, collaborative environment is essential.
- Supervisory and interpersonal skills and experience.
- Analytical skills and experience. Highly logical.
- Strong written, oral and inter-personal communication skills. Ability to communicate effectively with technical and non-technical staff and with members of inter-disciplinary teams.
- Training skills and experience.
- Flexible and adaptable in regards to learning and understanding new technologies.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Skilled in working both independently and in a team-oriented, collaborative environment.
- Strong customer service skills.
- Knowledge of applicable data privacy practices and laws.

iii. Certifications, Licenses, Registrations:

Valid Wisconsin's driver's license.

iv. Other Requirements:

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).

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

CHECK ALL THAT APPLY:

<input checked="" type="checkbox"/>	Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet 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.
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<input checked="" type="checkbox"/>	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.
<input checked="" type="checkbox"/>	Kneeling: Bending legs at knee to come to a rest on knee or knees.
<input checked="" type="checkbox"/>	Crouching: Bending the body downward and forward by bending leg and spine.
<input checked="" type="checkbox"/>	Crawling: Moving about on hands and knees or hands and feet.
<input checked="" type="checkbox"/>	Reaching: Extending Hand(s) and arm(s) in any direction.
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<input checked="" type="checkbox"/>	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.
<input checked="" type="checkbox"/>	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.
<input type="checkbox"/>	Repetitive Motions: Substantial movements (motions) of the wrist, hands, and/or fingers.
<input checked="" type="checkbox"/>	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:

<input type="checkbox"/>	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.
<input checked="" type="checkbox"/>	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.
<input type="checkbox"/>	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.
<input type="checkbox"/>	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.
<input type="checkbox"/>	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:

<input type="checkbox"/>	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 devices, assembly or fabrication of parts).
<input checked="" type="checkbox"/>	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

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<input type="checkbox"/>	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.)
<input type="checkbox"/>	Mobile Equipment Operators: This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	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: 10%**

CHECK ALL THAT APPLY:

<input type="checkbox"/>	None: The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input checked="" type="checkbox"/>	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.)
<input type="checkbox"/>	The worker is subject to outside environmental conditions: No effective protection from weather.
<input type="checkbox"/>	The worker is subject to extreme cold: Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	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.
<input type="checkbox"/>	The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body.
<input checked="" type="checkbox"/>	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.
<input checked="" type="checkbox"/>	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.
<input type="checkbox"/>	The worker is subject to oil: There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	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:

<input checked="" type="checkbox"/>	Camera and photographic equipment	<input checked="" type="checkbox"/>	Office Equipment (desk, chair, telephone, etc.)
<input checked="" type="checkbox"/>	Cleaning supplies	<input checked="" type="checkbox"/>	Office supplies (pens, staplers, pencils, etc.)
<input type="checkbox"/>	Commercial vehicle	<input checked="" type="checkbox"/>	Packing materials (boxes, shrink wrap, etc.)
<input checked="" type="checkbox"/>	Data processing equipment	<input checked="" type="checkbox"/>	PC equipment (monitor, keyboard, printer, etc.)
<input checked="" type="checkbox"/>	Handcart	<input checked="" type="checkbox"/>	PC software
<input type="checkbox"/>	Hand tools (please list):		
<input checked="" type="checkbox"/>	Office Machines (check all that apply): <input checked="" type="checkbox"/> Copier <input checked="" type="checkbox"/> Facsimile <input checked="" type="checkbox"/> Calculator <input type="checkbox"/> Cash register		
<input checked="" type="checkbox"/>	Other (please list): radio, belt		

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.)

- On-call availability for 10 days per month.
- Overtime hours may be required to meet project deadlines.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and other devices.
- Able to lift computer drives, monitors, and other peripherals.
- Some travel may be required for the purpose of off-site software installation.

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

Signature of Department Head or Designated Representative

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.