



**BE A FORCE**

June 23, 2015

**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

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

RE: Reclassification Request (Information Technology Positions)

Attached are updated job descriptions for the positions of Data Manager, Systems Security Administrator, Network Coordinator Senior, Network Manager, Programmer Analyst and Information Systems Manager assigned to the Information Systems Division. The duties of these positions have changed, and the Department is requesting that these positions be studied for reclassification to reflect appropriate salary rates and job titles within the Information Technology industry.

<u>Current Title</u>	<u>Recommended Title</u>
Data Service Manager	Applications Manager
Systems Security Administrator	Security Manager
Data Communications Specialist	Application Support Analyst
Network Coordinator Senior (2)	Application Support Analyst
Network Coordinator Senior (1)	Operations Analyst
Network Coordinator Senior (1)	Systems Security Administrator
Network Manager	Network Administrator
Programmer Analyst	Programmer Analyst
Information Systems Manager	Operations Manager

Therefore, 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

# 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 17, 2015		2. Present Incumbent: Carol Sorenson		Is incumbent underfilling position? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	
3. Date Filled:		4. Previous Incumbent:		If YES, indicate Underfill Title in box 10.	
5. Department: POLICE DEPARTMENT			Bureau: Strategic Management Division: IT Division		Unit: Section:
6. Work Location: Information Systems			Telephone: Email:		Work Schedule: Hours: _____ 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: Data Service Manager			Pay Range	Job Code
	Underfill Title (if applicable):			1IX	5121
	Requested Title (if applicable): Applications Manager				
Recommended Title (DER Use Only):				Approved by: _____	EEO Code
				Date: _____	

### 11. BASIC FUNCTION OF POSITION:

The Applications Manager's role is to supervise and maintain the organization's repository of software applications through best practices and the appropriate staffing and management of a technical team. The Applications Manager is also responsible for planning and coordinating the processes required for the provision of user applications and systems necessary for business operations. This individual will apply proven communication and problem-solving skills to guide and assist the user group on issues related to the design, development, and deployment of mission-critical information and software systems.

### 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
	<b>Strategy &amp; Planning</b> <ul style="list-style-type: none"> <li>Ensure that applications meet business requirements and systems goals, fulfill end-user requirements, and identify and resolve systems issues.</li> <li>Review and analyze existing applications effectiveness and efficiency, and then develop strategies for improving or leveraging these systems.</li> <li>Cultivate and disseminate knowledge of application-usage best practices.</li> </ul>
	<b>Acquisition &amp; Development</b> <ul style="list-style-type: none"> <li>Research and make recommendations on software products and services in support of procurement and development efforts.</li> <li>Evaluate the work performed by Desktop Support Team for the configuration, and deployment of new applications, systems software, products, and/or enhancements to existing applications throughout the enterprise.</li> <li>Collaborate with analysts, designers, and system owners in the testing of new software programs and applications.</li> <li>Analyze documentation and technical specifications of any new application under deployment or consideration to determine its intended functionality.</li> <li>Ensure that any new software integration into company systems meets functional requirements, system compliance, and interface specifications.</li> <li>Design and develop the installation process for application enhancements and upgrades while working with</li> </ul>

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
	Desktop Support. <ul style="list-style-type: none"> <li>• Coordinate feasibility studies for software and system products under consideration for purchase, and give advice based on findings.</li> <li>• Contribute to pre-testing phase of development by evaluating proposals in order to identify potential problem areas, and make the appropriate recommendations.</li> <li>• Negotiate contracts with software and service providers.</li> <li>• Liaise with company's software suppliers for prompt rectification of any problems or emergencies.</li> </ul>
	Operational Management <ul style="list-style-type: none"> <li>• Manage and provide direction for the application team in support of business operations.</li> <li>• Liaise with network administrators and software engineers to assist with quality assurance, program logic, and data processing.</li> <li>• Compile and maintain inventory of company software and systems assets and their corresponding contracts/agreements.</li> <li>• Develop, distribute, and coordinate in-depth end-user reviews for modified and new systems or applications.</li> </ul>

**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 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
<b>Number Supervised</b>	<b>Job Title</b>
0	
<b>Extent of Supervision Exercised</b> (Select those that apply from list above, a - h)	

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

i. Education and Experience:

- Four-year college diploma or university degree in computer systems design or computer science, and/or 5 years equivalent work experience.
- Minimum five years of professional systems analysis experience preferably involving application software development.

ii. Knowledge, Skills and Abilities:

- 5 years direct experience managing applications and/or systems management.
- Proven experience in overseeing the direction, development, and implementation of software solutions.
- Direct, hands-on experience with automated software management tools.
- Strong knowledge of system and software quality assurance best practices and methodologies.

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- Extensive experience with core software applications, including CAD (Computer Aided Dispatch), RMS (Records Management System), MediaSolv, Intellinetics, and SharePoint.
- Technically fluent in programming languages, including Visual Basic and C/C++.
- Working knowledge of network and PC operating systems, including Windows XP, Windows 7, and Windows Server 2008/1012.
- Working knowledge of current network hardware, protocols, and standards, including TCP, HTTP, HTTPs, SFTP, SSL, and Internet Protocol Suite (TCP/IP).
- Good project management skills and/or substantial exposure to project-based work structures.
- Excellent understanding of organization's goals and objectives.
- 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).

**CHECK ALL THAT APPLY:**

<input type="checkbox"/>	<b>Climbing:</b> 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 type="checkbox"/>	<b>Balancing:</b> 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"/>	<b>Stooping:</b> 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"/>	<b>Kneeling:</b> Bending legs at knee to come to a rest on knee or knees.
<input checked="" type="checkbox"/>	<b>Crouching:</b> Bending the body downward and forward by bending leg and spine.
<input checked="" type="checkbox"/>	<b>Crawling:</b> Moving about on hands and knees or hands and feet.
<input checked="" type="checkbox"/>	<b>Reaching:</b> Extending Hand(s) and arm(s) in any direction.
<input type="checkbox"/>	<b>Standing:</b> Particularly for sustained periods of time.
<input checked="" type="checkbox"/>	<b>Walking:</b> Moving about on foot to accomplish tasks, particularly for long distances.
<input checked="" type="checkbox"/>	<b>Pushing:</b> 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"/>	<b>Pulling:</b> Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input checked="" type="checkbox"/>	<b>Lifting:</b> 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"/>	<b>Fingering:</b> Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input checked="" type="checkbox"/>	<b>Grasping:</b> Applying pressure to an object with fingers and palm.
<input checked="" type="checkbox"/>	<b>Feeling:</b> 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"/>	<b>Talking:</b> 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"/>	<b>Hearing:</b> Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication and make fine discriminations in sound.

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 type="checkbox"/>	<b>Repetitive Motions:</b> Substantial movements (motions) of the wrist, hands, and/or fingers.
<input checked="" type="checkbox"/>	<b>Driving:</b> 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"/>	<b>Sedentary Work:</b> 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"/>	<b>Light Work:</b> 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"/>	<b>Medium Work:</b> 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"/>	<b>Heavy Work:</b> 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"/>	<b>Very Heavy Work:</b> 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"/>	<b>Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative:</b> 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"/>	<b>Machine Operators, Mechanics, Skilled Tradespeople:</b> 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"/>	<b>Mobile Equipment Operators:</b> This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	<b>Other:</b> 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"/>	<b>None:</b> The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input type="checkbox"/>	<b>The worker is subject to inside environmental conditions:</b> Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
<input type="checkbox"/>	<b>The worker is subject to outside environmental conditions:</b> No effective protection from weather.
<input type="checkbox"/>	<b>The worker is subject to extreme cold:</b> Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	<b>The worker is subject to extreme heat:</b> Temperatures above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	<b>The worker is subject to noise:</b> There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
<input type="checkbox"/>	<b>The worker is subject to vibration:</b> Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	<b>The worker is subject to hazards:</b> 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 type="checkbox"/>	<b>The worker is subject to atmospheric conditions:</b> 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"/>	<b>The worker is subject to oil:</b> There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	<b>The worker is required to wear a respirator.</b>

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**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.)

- Excellent written and oral communication skills.
- Excellent listening and interpersonal skills.
- Strong customer-service orientation.
- Ability to communicate ideas in both technical and user-friendly language.
- Ability to conduct research into application issues and products.
- Highly self-motivated and directed.
- Keen attention to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Experience working in a team-oriented, collaborative environment.
- Occasional evening and weekend work to meet deadlines.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and to handle other computer components.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.
- Physically able to participate in training sessions, presentations, and meetings.
- Some travel may be required for the purpose of offsite software and system applications management.

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



\_\_\_\_\_  
Signature of Department Head or Designated Representative

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# 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. <b>Date Prepared/ Revised:</b> June 17, 2015		2. <b>Present Incumbent:</b> Tammi Linski		Is incumbent underfilling position? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> <i>If YES, indicate Underfill Title in box 10.</i>	
3. <b>Date Filled:</b>		4. <b>Previous Incumbent:</b>			
5. <b>Department:</b> POLICE DEPARTMENT			Bureau: Strategic Management Division: IT Division		Unit: Section:
6. <b>Work Location:</b> Information Systems			Telephone: Email:		Work Schedule: Hours: _____ Days: _____
7. <b>Represented by a Union?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Bargaining Unit: If in District Council 48, which local?			8. <b>FLSA Status (check one):</b> <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt
10.	Official Title: Systems Security Administrator			Pay Range	Job Code
	Underfill Title (if applicable):			2IX	4943
	Requested Title (if applicable): Security Manager				
Recommended Title (DER Use Only):			Approved by: _____		
			Date: _____		

### 11. BASIC FUNCTION OF POSITION:

The Security Manager's role is to provide vision and leadership for developing and supporting security initiatives. The Security Manager directs the planning and implementation of enterprise IT system, business operation, and facility defenses against security breaches and vulnerability issues. This individual is also responsible for auditing existing systems, while directing the administration of security policies, activities, and standards.

### 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
	<b>Strategy &amp; Planning</b> <ul style="list-style-type: none"> <li>Participate as a member of the senior management team in governance processes of the organization's security strategies.</li> <li>Lead strategic security planning to achieve business goals by prioritizing defense initiatives and coordinating the evaluation, deployment, and management of current and future security technologies.</li> <li>Develop and communicate security strategies and plans to executive team, staff, partners, customers, and stakeholders.</li> <li>Assist with the design and implementation of disaster recovery and business continuity plans, procedures, audits, and enhancements.</li> <li>Develop, implement, maintain, and oversee enforcement of policies, procedures, and associated plans for system security administration and user system access based on industry-standard best practices.</li> </ul>
	<b>Acquisition &amp; Development</b> <ul style="list-style-type: none"> <li>Define and communicate department plans procedures, policies, and standards for the organization for acquiring, implementing, and operating new security systems, equipment, software, and other technologies.</li> </ul>
	<b>Operational Management</b> <ul style="list-style-type: none"> <li>Act as advocate and primary liaison for the department's security vision via regular written and in-person communications with the department's executives, department heads, and end users.</li> <li>Work closely with IT division on department technology development to fully secure information, computer, network, and processing systems.</li> <li>Manage the administration of all computer security systems and their corresponding or associated software, including firewalls, intrusion detection systems, cryptography systems, and anti-virus software.</li> </ul>

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% of Time	ESSENTIAL FUNCTION
	<ul style="list-style-type: none"> <li>• Manage the administration of the facility's security systems and their corresponding equipment or software, including fire alarms, locks, intruder detection systems, sprinkler systems, and anti-theft measures.</li> <li>• Develop, track, and control the security services annual operating and capital budgets for purchasing, staffing, and operations.</li> <li>• Ensure that facilities, premises, and equipment adhere to all applicable laws and regulations.</li> <li>• Recommend and implement changes in security policies and practices in accordance with changes in local or federal law.</li> <li>• Creatively and independently provide resolution to security problems in a cost-effective manner.</li> <li>• Assess and communicate any and all security risks associated with any and all purchases or practices performed by the department.</li> <li>• Collaborate with IT Director and human resources to establish and maintain a system for ensuring that security and privacy policies are met.</li> <li>• Where necessary, supervise recruitment, development, retention, and organization of security staff in accordance with corporate budgetary objectives and personnel policies.</li> <li>• Promote and oversee strategic security relationships between internal resources and external entities, including government, vendors, and partner organizations.</li> <li>• Remain informed on trends and issues in the security industry, including current and emerging technologies and prices. Advise, counsel, and educate executive and management teams on their relative importance and financial impact.</li> </ul>

**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 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	Job Title	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 business administration. Master's or PhD. degree in one these fields preferred.
- 3 years' experience managing and/or directing an IT and/or security operation.
- 5 years' experience working in the Information Technology industry.

ii. Knowledge, Skills and Abilities:

- Proven experience in planning, organizing, and developing IT security and facility security system technologies.

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- Experience in planning and executing security policies and standards development.
- Excellent knowledge of technology environments, including information security, building security, and defense solutions.
- Considerable knowledge of business theory, business processes, management, budgeting, and business office operations.
- Substantial exposure to data processing, hardware platforms, enterprise software applications, and outsourced systems.
- Good understanding of computer systems characteristics, features, and integration capabilities.
- Experience with systems design and development from business requirements analysis through to day-to-day management.
- Excellent understanding of project management principles.
- Superior understanding of the organization's goals and objectives.
- Demonstrated ability to apply IT in solving security problems.
- In-depth knowledge of applicable laws and regulations as they relate to security.
- Proven leadership ability.

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 type="checkbox"/>	<b>Climbing:</b> 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 type="checkbox"/>	<b>Balancing:</b> 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"/>	<b>Stooping:</b> 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"/>	<b>Kneeling:</b> Bending legs at knee to come to a rest on knee or knees.
<input checked="" type="checkbox"/>	<b>Crouching:</b> Bending the body downward and forward by bending leg and spine.
<input checked="" type="checkbox"/>	<b>Crawling:</b> Moving about on hands and knees or hands and feet.
<input checked="" type="checkbox"/>	<b>Reaching:</b> Extending Hand(s) and arm(s) in any direction.
<input checked="" type="checkbox"/>	<b>Standing:</b> Particularly for sustained periods of time.
<input type="checkbox"/>	<b>Walking:</b> Moving about on foot to accomplish tasks, particularly for long distances.
<input checked="" type="checkbox"/>	<b>Pushing:</b> 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"/>	<b>Pulling:</b> Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input checked="" type="checkbox"/>	<b>Lifting:</b> 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"/>	<b>Fingering:</b> Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input checked="" type="checkbox"/>	<b>Grasping:</b> Applying pressure to an object with fingers and palm.
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	skin, particularly that of the fingertips.
<input checked="" type="checkbox"/>	<b>Talking:</b> 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"/>	<b>Hearing:</b> 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"/>	<b>Repetitive Motions:</b> Substantial movements (motions) of the wrist, hands, and/or fingers.
<input checked="" type="checkbox"/>	<b>Driving:</b> 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"/>	<b>Sedentary Work:</b> 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"/>	<b>Light Work:</b> 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"/>	<b>Medium Work:</b> 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"/>	<b>Heavy Work:</b> 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"/>	<b>Very Heavy Work:</b> 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"/>	<b>Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative:</b> 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"/>	<b>Machine Operators, Mechanics, Skilled Tradespeople:</b> 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"/>	<b>Mobile Equipment Operators:</b> This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	<b>Other:</b> 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"/>	<b>None:</b> The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input type="checkbox"/>	<b>The worker is subject to inside environmental conditions:</b> Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
<input type="checkbox"/>	<b>The worker is subject to outside environmental conditions:</b> No effective protection from weather.
<input type="checkbox"/>	<b>The worker is subject to extreme cold:</b> Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	<b>The worker is subject to extreme heat:</b> Temperatures above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	<b>The worker is subject to noise:</b> There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
<input type="checkbox"/>	<b>The worker is subject to vibration:</b> Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	<b>The worker is subject to hazards:</b> 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 type="checkbox"/>	<b>The worker is subject to atmospheric conditions:</b> One or more of the following conditions that affect the

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<input type="checkbox"/>	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.)

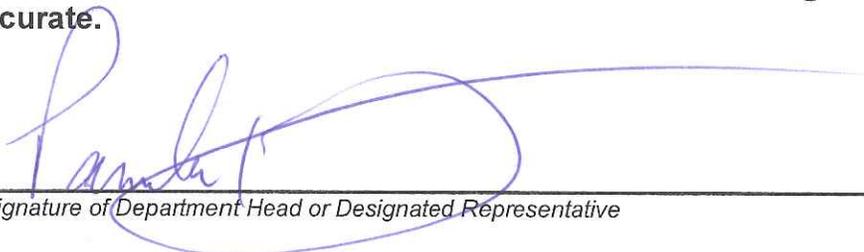
**CHECK ALL THAT APPLY:**

<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.)

- Ability to set and manage priorities judiciously.
- Excellent written and oral communication skills.
- Excellent interpersonal skills.
- Strong negotiating skills.
- Ability to present ideas in business-friendly and user-friendly language.
- Exceptionally self-motivated and directed.
- Keen attention to detail.
- Superior analytical, evaluative, and problem-solving abilities.
- Exceptional service orientation.
- Ability to motivate in a team-oriented, collaborative environment.
- On-call availability and periodic overtime.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and to handle other computer components.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and other computing equipment.

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



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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. <b>Date Prepared/ Revised:</b> June 18, 2015		2. <b>Present Incumbent:</b> Gary Hoffman		Is incumbent underfilling position? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> <i>If YES, indicate Underfill Title in box 10.</i>	
3. <b>Date Filled:</b>		4. <b>Previous Incumbent:</b>			
5. <b>Department:</b> POLICE DEPARTMENT			Bureau: Strategic Management Division: IT Division		Unit: Section:
6. <b>Work Location:</b> Information Systems			Telephone: Email:		Work Schedule: Hours: _____ Days: _____
7. <b>Represented by a Union?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Bargaining Unit: If in District Council 48, which local?			8. <b>FLSA Status (check one):</b> <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt
10.	<b>Official Title:</b> Data Communications Specialist			Pay Range	Job Code
				2HX	4646
	<b>Underfill Title (if applicable):</b>				
	<b>Requested Title (if applicable):</b> Application Support Analyst				
<b>Recommended Title (DER Use Only):</b>				Approved by: _____	
				Date: _____	

### 11. BASIC FUNCTION OF POSITION:

The Application Support Analyst's role is to deliver support to end users in the organization for various types of software programs efficiently and effectively in fulfilling business objectives. This includes troubleshooting applications and software for all internal customers, such as District Operations, HR, Investigative Units, Finance Department, and other business units. The Application Support Analyst is also responsible for assisting in the design, delivery, and improvement of in-house software applications programs. The Application Support Analyst reviews, analyzes, and modifies programming systems including encoding, testing, and debugging to support an organization's application systems. The Application Support Analyst consults with users to identify current operating procedures and to clarify program objectives. This position is expected to write documentation to describe program development, logic, coding, and corrections. Other responsibilities include writing manuals for Information Technology Division personnel to describe installation and operating procedures. Must have a working knowledge of relational databases and client-server concepts.

### 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
	<b>Strategy &amp; Planning</b> <ul style="list-style-type: none"> <li>• Create and deploy feedback mechanisms for end users. Analyze results, make recommendations for support process improvement, and implement changes.</li> <li>• Evaluate documented resolutions and analyze trends for ways to prevent repeated future problems.</li> </ul>
	<b>Acquisition &amp; Deployment</b> <ul style="list-style-type: none"> <li>• Conduct research into software application products and services in support of development and purchasing efforts.</li> <li>• Provide support for the testing of new and existing software applications under development or consideration for purchase.</li> </ul>
	<b>Operational Management</b> <ul style="list-style-type: none"> <li>• Field incoming problem tickets from end users to resolve or assist in resolving application and software issues within servers, databases, and other mission-critical systems.</li> <li>• Document all pertinent end user identification information, including name, department, contact information,</li> </ul>

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% of Time	ESSENTIAL FUNCTION
	<p>and nature of problem or issue.</p> <ul style="list-style-type: none"> <li>• Prioritize, schedule, and administer all instances where enhancements and defect resolution are required.</li> <li>• Perform hands-on fixes including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.</li> <li>• Record, track, and document the problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.</li> <li>• Communicate application problems and issues to key stakeholders, including management, development teams, end users, and unit leaders.</li> <li>• Test fixes and perform post-resolution follow-ups to ensure problems have been adequately resolved.</li> <li>• Maintain and enhance performance of all new and existing software and applications across the organization.</li> <li>• Identify and learn appropriate software applications used and supported by the organization.</li> <li>• Participate in the design, development, and delivery of software applications training programs with the Training Academy and individual classes.</li> <li>• Post software updates, drivers, knowledge bases, and frequently asked questions resources on company intranet to assist in problem resolution.</li> <li>• Perform preventative maintenance, including the installation of service packs, patches, hot fixes, anti-virus software, and so on.</li> <li>• Apply diagnostic utilities to aid in troubleshooting.</li> <li>• Manage and/or provide guidance to junior members of the team.</li> </ul>

**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 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
<b>Number Supervised</b>	<b>Extent of Supervision Exercised</b> (Select those that apply from list above, a - h)
0	Job Title

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

i. Education and Experience:

- College diploma or university degree in the field of computer science, information systems, and/or 3 years equivalent work experience.
- Minimum three year of professional systems analysis experience preferably involving enterprise application support and/or development.

ii. Knowledge, Skills and Abilities:

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- In-depth, hands-on knowledge of and experience with enterprise and desktop applications, including Records Management System (RMS), Computer Aided Dispatch (CAD), and Microsoft Office.
- Proven experience with troubleshooting principles, methodologies, and issue resolution techniques.
- Broad knowledge of programming languages and techniques, including Visual Basic and C/C++.
- Database fundamentals including SQL and working with large sets of data.
- Front end scripting capabilities preferred (Velocity, JavaScript, or JSP).
- Use of HTML and Cascading Style Sheets.
- Working knowledge of Java application servers like WebSphere or Tomcat.
- Database query experience with SQL Server.
- Able to develop and interpret technical documentation for training and end user procedures.
- Knowledge of trends in technology relating to software applications.
- Ensure that all trouble tickets are created and maintained throughout the problem resolution process.
- Good understanding of the organization's goals and objectives.

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

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<input checked="" type="checkbox"/>	<b>Feeling:</b> 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"/>	<b>Talking:</b> 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"/>	<b>Hearing:</b> 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"/>	<b>Repetitive Motions:</b> Substantial movements (motions) of the wrist, hands, and/or fingers.
<input checked="" type="checkbox"/>	<b>Driving:</b> 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"/>	<b>Sedentary Work:</b> 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"/>	<b>Light Work:</b> 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"/>	<b>Medium Work:</b> 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"/>	<b>Heavy Work:</b> 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"/>	<b>Very Heavy Work:</b> 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"/>	<b>Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative:</b> 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"/>	<b>Machine Operators, Mechanics, Skilled Tradespeople:</b> 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"/>	<b>Mobile Equipment Operators:</b> This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	<b>Other:</b> 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"/>	<b>None:</b> The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input type="checkbox"/>	<b>The worker is subject to inside environmental conditions:</b> Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
<input type="checkbox"/>	<b>The worker is subject to outside environmental conditions:</b> No effective protection from weather.
<input type="checkbox"/>	<b>The worker is subject to extreme cold:</b> Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	<b>The worker is subject to extreme heat:</b> Temperatures above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	<b>The worker is subject to noise:</b> There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
<input type="checkbox"/>	<b>The worker is subject to vibration:</b> Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	<b>The worker is subject to hazards:</b> 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 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 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.)

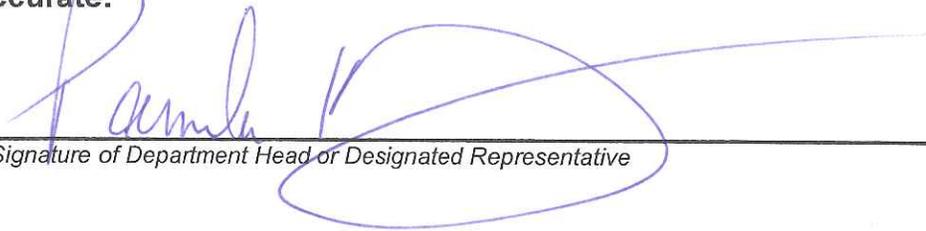
**CHECK ALL THAT APPLY:**

<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.)

- Highly self-motivated and directed.
- Ability to absorb new ideas and concepts quickly.
- Good analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to conduct research into software development and delivery concepts, as well as technical application issues.
- Ability to present ideas in business-friendly and user-friendly language.
- Very strong customer service orientation.
- Excellent written, oral, interpersonal, and presentational skills.
- Excellent documentation skills.
- Flexibility to work in and environment that includes possibility of short-notice assignments.
- Experience working in a team-oriented, collaborative environment.
- Ability and willingness to work weekends and/or holidays if needed.
- Ability and willingness to be "on-call" after-hours. Member will be assigned pre-scheduled, rotational after-hours "on-call" duties to handle after-hour urgent and emergency support situations (on-call duties shared amongst 8 members in the work group).
- Ability to work successfully with vendors.
- Occasional travel between training locations required.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle 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. <b>Date Prepared/ Revised:</b> June 18, 2015		2. <b>Present Incumbent:</b> Sandra Fuentes & Pier Eiland		Is incumbent underfilling position? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> <i>If YES, indicate Underfill Title in box 10.</i>		
3. <b>Date Filled:</b>		4. <b>Previous Incumbent:</b>				
5. <b>Department:</b> POLICE DEPARTMENT			Bureau: Strategic Management Division: IT Division		Unit: Section:	
6. <b>Work Location:</b> Information Systems			Telephone: Email:		Work Schedule: Hours: _____ Days: _____	
7. <b>Represented by a Union?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Bargaining Unit: If in District Council 48, which local?			8. <b>FLSA Status (check one):</b> <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): Application Support Analyst					
Recommended Title (DER Use Only):				Approved by: _____		
				Date: _____		

### 11. BASIC FUNCTION OF POSITION:

The Application Support Analyst's role is to deliver support to end users in the organization for various types of software programs efficiently and effectively in fulfilling business objectives. This includes troubleshooting applications and software for all internal customers, such as District Operations, HR, Investigative Units, Finance Department, and other business units. The Application Support Analyst is also responsible for assisting in the design, delivery, and improvement of in-house software applications programs. The Application Support Analyst reviews, analyzes, and modifies programming systems including encoding, testing, and debugging to support an organization's application systems. The Application Support Analyst consults with users to identify current operating procedures and to clarify program objectives. This position is expected to write documentation to describe program development, logic, coding, and corrections. Other responsibilities include writing manuals for Information Technology Division personnel to describe installation and operating procedures. Must have a working knowledge of relational databases and client-server concepts.

### 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
	<b>Strategy &amp; Planning</b> <ul style="list-style-type: none"> <li>Create and deploy feedback mechanisms for end users. Analyze results, make recommendations for support process improvement, and implement changes.</li> <li>Evaluate documented resolutions and analyze trends for ways to prevent repeated future problems.</li> </ul>
	<b>Acquisition &amp; Deployment</b> <ul style="list-style-type: none"> <li>Conduct research into software application products and services in support of development and purchasing efforts.</li> <li>Provide support for the testing of new and existing software applications under development or consideration for purchase.</li> </ul>
	<b>Operational Management</b> <ul style="list-style-type: none"> <li>Field incoming problem tickets from end users to resolve or assist in resolving application and software issues within servers, databases, and other mission-critical systems.</li> <li>Document all pertinent end user identification information, including name, department, contact information,</li> </ul>

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
	<p>and nature of problem or issue.</p> <ul style="list-style-type: none"> <li>• Prioritize, schedule, and administer all instances where enhancements and defect resolution are required.</li> <li>• Perform hands-on fixes including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.</li> <li>• Record, track, and document the problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.</li> <li>• Communicate application problems and issues to key stakeholders, including management, development teams, end users, and unit leaders.</li> <li>• Test fixes and perform post-resolution follow-ups to ensure problems have been adequately resolved.</li> <li>• Maintain and enhance performance of all new and existing software and applications across the organization.</li> <li>• Identify and learn appropriate software applications used and supported by the organization.</li> <li>• Participate in the design, development, and delivery of software applications training programs with the Training Academy and individual classes.</li> <li>• Post software updates, drivers, knowledge bases, and frequently asked questions resources on company intranet to assist in problem resolution.</li> <li>• Perform preventative maintenance, including the installation of service packs, patches, hot fixes, anti-virus software, and so on.</li> <li>• Apply diagnostic utilities to aid in troubleshooting.</li> <li>• Manage and/or provide guidance to junior members of the team.</li> </ul>

**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 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	Job Title	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:

- College diploma or university degree in the field of computer science, information systems, and/or 3 years equivalent work experience.
- Minimum three year of professional systems analysis experience preferably involving enterprise application support and/or development.

ii. Knowledge, Skills and Abilities:

*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.*

- In-depth, hands-on knowledge of and experience with enterprise and desktop applications, including Records Management System (RMS), Computer Aided Dispatch (CAD), and Microsoft Office.
- Proven experience with troubleshooting principles, methodologies, and issue resolution techniques.
- Broad knowledge of programming languages and techniques, including Visual Basic and C/C++.
- Database fundamentals including SQL and working with large sets of data.
- Front end scripting capabilities preferred (Velocity, JavaScript, or JSP).
- Use of HTML and Cascading Style Sheets.
- Working knowledge of Java application servers like WebSphere or Tomcat.
- Database query experience with SQL Server.
- Able to develop and interpret technical documentation for training and end user procedures.
- Knowledge of trends in technology relating to software applications.
- Ensure that all trouble tickets are created and maintained throughout the problem resolution process.
- Good understanding of the organization's goals and objectives.

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 type="checkbox"/>	<b>Climbing:</b> 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 type="checkbox"/>	<b>Balancing:</b> 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"/>	<b>Stooping:</b> 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"/>	<b>Kneeling:</b> Bending legs at knee to come to a rest on knee or knees.
<input checked="" type="checkbox"/>	<b>Crouching:</b> Bending the body downward and forward by bending leg and spine.
<input checked="" type="checkbox"/>	<b>Crawling:</b> Moving about on hands and knees or hands and feet.
<input checked="" type="checkbox"/>	<b>Reaching:</b> Extending Hand(s) and arm(s) in any direction.
<input checked="" type="checkbox"/>	<b>Standing:</b> Particularly for sustained periods of time.
<input type="checkbox"/>	<b>Walking:</b> Moving about on foot to accomplish tasks, particularly for long distances.
<input checked="" type="checkbox"/>	<b>Pushing:</b> 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"/>	<b>Pulling:</b> Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input checked="" type="checkbox"/>	<b>Lifting:</b> 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"/>	<b>Fingering:</b> Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input checked="" type="checkbox"/>	<b>Grasping:</b> 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"/>	<b>Feeling:</b> 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"/>	<b>Talking:</b> 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"/>	<b>Hearing:</b> 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"/>	<b>Repetitive Motions:</b> Substantial movements (motions) of the wrist, hands, and/or fingers.
<input checked="" type="checkbox"/>	<b>Driving:</b> 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"/>	<b>Sedentary Work:</b> 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"/>	<b>Light Work:</b> 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"/>	<b>Medium Work:</b> 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"/>	<b>Heavy Work:</b> 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"/>	<b>Very Heavy Work:</b> 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"/>	<b>Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative:</b> 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"/>	<b>Machine Operators, Mechanics, Skilled Tradespeople:</b> 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"/>	<b>Mobile Equipment Operators:</b> This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	<b>Other:</b> 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"/>	<b>None:</b> The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input type="checkbox"/>	<b>The worker is subject to inside environmental conditions:</b> Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
<input type="checkbox"/>	<b>The worker is subject to outside environmental conditions:</b> No effective protection from weather.
<input type="checkbox"/>	<b>The worker is subject to extreme cold:</b> Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	<b>The worker is subject to extreme heat:</b> Temperatures above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	<b>The worker is subject to noise:</b> There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
<input type="checkbox"/>	<b>The worker is subject to vibration:</b> Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	<b>The worker is subject to hazards:</b> 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 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 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.)

- Highly self-motivated and directed.
- Ability to absorb new ideas and concepts quickly.
- Good analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to conduct research into software development and delivery concepts, as well as technical application issues.
- Ability to present ideas in business-friendly and user-friendly language.
- Very strong customer service orientation.
- Excellent written, oral, interpersonal, and presentational skills.
- Excellent documentation skills.
- Flexibility to work in and environment that includes possibility of short-notice assignments.
- Experience working in a team-oriented, collaborative environment.
- Ability and willingness to work weekends and/or holidays if needed.
- Ability and willingness to be "on-call" after-hours. Member will be assigned pre-scheduled, rotational after-hours "on-call" duties to handle after-hour urgent and emergency support situations (on-call duties shared amongst 8 members in the work group).
- Ability to work successfully with vendors.
- Occasional travel between training locations required.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle 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 18, 2015		2. Present Incumbent: Melanie Brown		Is incumbent underfilling position? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> <i>If YES, indicate Underfill Title in box 10.</i>	
3. Date Filled:		4. Previous Incumbent:			
5. Department: POLICE DEPARTMENT			Bureau: Strategic Management Division: IT Division		Unit: Section:
6. Work Location: Information Systems			Telephone: Email:		Work Schedule: Hours: _____ 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
				2GX	4646
	Underfill Title (if applicable):				
	Requested Title (if applicable): Operations Analyst				
Recommended Title (DER Use Only):				Approved by: _____	
				Date: _____	

### 11. BASIC FUNCTION OF POSITION:

The Operations Analyst's role is to ensure that the performance obligations of in-house computing systems are met. This includes gathering and analyzing data in support of systems management, maintenance, and performance. The Operations Analyst is also responsible for generating and compiling reports based on their findings, complete with probable causes and possible solutions to systems issues. This individual will apply proven communication, analytical and problem-solving skills to help identify, communicate and resolve malfunctions and make the appropriate recommendations in order to maximize the benefit of IT systems investments.

### 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
	<b>Strategy &amp; Planning</b> <ul style="list-style-type: none"> <li>Support project managers, systems administrators, and end users to define systems goals, and identify and resolve systems issues.</li> <li>Identify and establish scope and parameters of systems analysis in order to define outcome criteria and measure-taking actions.</li> <li>Develop and document research, data retrieval, and data analysis methodologies for use by other personnel.</li> <li>Develop strategies for improving the effectiveness and efficiency of existing systems or for further leveraging these systems.</li> </ul>
	<b>Acquisition &amp; Deployment</b> <ul style="list-style-type: none"> <li>Assist database administrators, programmers, and software engineers in the deployment and performance analysis of new systems and enhancements to existing systems.</li> <li>Conduct research on hardware and software products to justify recommendations and to support purchasing efforts.</li> </ul>
	<b>Operational Management</b> <ul style="list-style-type: none"> <li>Create systems and performance models, specifications, diagrams and charts to provide direction to key systems staff.</li> <li>Coordinate and perform in-depth tests, including end-user reviews, for modified and new systems.</li> <li>Analyze day-to-day functions and processes of software and database resources to ensure they are</li> </ul>

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
	performing within predetermined guidelines, limits, and specifications. <ul style="list-style-type: none"> <li>• Identify and resolve operating system issues in order to maintain services, enhance capabilities, and prevent system outages.</li> <li>• Prepare and deliver reports, recommendations, or alternatives that address existing and potential trouble areas in operating systems across the organization.</li> <li>• Provide guidance and/or instruction to junior staff members.</li> </ul>

**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 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
<b>Number Supervised</b>	<b>Extent of Supervision Exercised</b> (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:

- College diploma or university degree in the field of computer science, information science, or management information systems and 3 to 5 years related work experience.

ii. Knowledge, Skills and Abilities:

- Proven experience in the operation and analysis of database hardware, software, and standards, as well as data retrieval methodologies and mainframe applications.
- Extensive practical knowledge in importing data for use in report software, spreadsheets, graphs, and flow charts.
- Extensive experience with core software applications, including KACE PC Management System.
- Working technical knowledge of SQL, Visual Basic Scripting programming languages.
- Excellent analytical, problem-solving, and mathematical skills.
- Excellent written and oral communication skills.
- Excellent listening and interpersonal skills.
- Excellent understanding of the organization's goals and objectives.

iii. Certifications, Licenses, Registrations:

Valid Wisconsin's driver's license.

*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.*

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 type="checkbox"/>	<b>Climbing:</b> 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 type="checkbox"/>	<b>Balancing:</b> 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"/>	<b>Stooping:</b> 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"/>	<b>Kneeling:</b> Bending legs at knee to come to a rest on knee or knees.
<input checked="" type="checkbox"/>	<b>Crouching:</b> Bending the body downward and forward by bending leg and spine.
<input checked="" type="checkbox"/>	<b>Crawling:</b> Moving about on hands and knees or hands and feet.
<input checked="" type="checkbox"/>	<b>Reaching:</b> Extending Hand(s) and arm(s) in any direction.
<input checked="" type="checkbox"/>	<b>Standing:</b> Particularly for sustained periods of time.
<input type="checkbox"/>	<b>Walking:</b> Moving about on foot to accomplish tasks, particularly for long distances.
<input checked="" type="checkbox"/>	<b>Pushing:</b> 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"/>	<b>Pulling:</b> Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input checked="" type="checkbox"/>	<b>Lifting:</b> 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"/>	<b>Fingering:</b> Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input checked="" type="checkbox"/>	<b>Grasping:</b> Applying pressure to an object with fingers and palm.
<input checked="" type="checkbox"/>	<b>Feeling:</b> 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"/>	<b>Talking:</b> 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"/>	<b>Hearing:</b> 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"/>	<b>Repetitive Motions:</b> Substantial movements (motions) of the wrist, hands, and/or fingers.
<input checked="" type="checkbox"/>	<b>Driving:</b> 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"/>	<b>Sedentary Work:</b> 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"/>	<b>Light Work:</b> 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"/>	<b>Medium Work:</b> Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently,

*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 type="checkbox"/>	and/or up to 10 pounds of force constantly to move objects.
<input type="checkbox"/>	<b>Heavy Work:</b> 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"/>	<b>Very Heavy Work:</b> 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"/>	<b>Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative:</b> 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"/>	<b>Machine Operators, Mechanics, Skilled Tradespeople:</b> 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"/>	<b>Mobile Equipment Operators:</b> This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	<b>Other:</b> 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"/>	<b>None:</b> The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input type="checkbox"/>	<b>The worker is subject to inside environmental conditions:</b> Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
<input type="checkbox"/>	<b>The worker is subject to outside environmental conditions:</b> No effective protection from weather.
<input type="checkbox"/>	<b>The worker is subject to extreme cold:</b> Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	<b>The worker is subject to extreme heat:</b> Temperatures above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	<b>The worker is subject to noise:</b> There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
<input type="checkbox"/>	<b>The worker is subject to vibration:</b> Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	<b>The worker is subject to hazards:</b> 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 type="checkbox"/>	<b>The worker is subject to atmospheric conditions:</b> 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"/>	<b>The worker is subject to oil:</b> There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	<b>The worker is required to wear a respirator.</b>

**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

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.

**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.)

- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to conduct research into systems issues and products as required.
- Ability to communicate ideas to technical and non-technical audiences.
- Logical and efficient.
- Highly self-motivated and directed.
- Keen attention to detail.
- Strong customer services orientation.
- Experience working in a team-oriented, collaborative environment.
- Occasional evening and weekend work to meet deadlines.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and to handle other computer components.
- Lifting and transporting moderately heavy objects, such as computers and peripherals.

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

A handwritten signature in blue ink, appearing to be "P. Smith", written over a horizontal line.

*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 18, 2015		2. Present Incumbent: Peter Gnas		Is incumbent underfilling position? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> <i>If YES, indicate Underfill Title in box 10.</i>	
3. Date Filled:		4. Previous Incumbent:			
5. Department: POLICE DEPARTMENT			Bureau: Strategic Management Division: IT Division		Unit: Section:
6. Work Location: Information Systems			Telephone: Email:		Work Schedule: Hours: _____ 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 Manager			Pay Range	Job Code
	Underfill Title (if applicable):			1GX	5140
	Requested Title (if applicable): Network Administrator				
Recommended Title (DER Use Only):				Approved by: _____	EEO Code
				Date: _____	

### 11. BASIC FUNCTION OF POSITION:

The Network Administrator's role is to ensure the stable operation of the in-house computer network. This includes planning, developing, installing, configuring, maintaining, supporting, and optimizing all network hardware, software, and communication links. The person will also analyze and resolve end user hardware and software computer problems in a timely and accurate fashion, and provide end user training where required.

### 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
	<b>Strategy &amp; Planning</b> <ul style="list-style-type: none"> <li>Perform network design and capacity planning.</li> <li>Develop, implement and maintain policies, procedures and associated training plans for network resource administration, appropriate use, and disaster recovery.</li> <li>Establish service level agreements with end users.</li> </ul>
	<b>Acquisition &amp; Deployment</b> <ul style="list-style-type: none"> <li>Oversee installation, configuration, maintenance, and troubleshooting of end user workstation hardware, software, and peripheral devices.</li> <li>Interact and negotiate with vendors, outsourcers, and contractors to secure network products and services.</li> <li>Conduct research on network products, services, protocols, and standards in support of network procurement and development efforts.</li> </ul>
	<b>Operational Management</b> <ul style="list-style-type: none"> <li>Manage Physical as well as VM Servers, print, and backup servers, and tape/disk backup systems and their associated operating systems and software.</li> <li>Manage security solutions, including firewall, anti-virus, and intrusion detection systems.</li> <li>Manage all network hardware and equipment, including routers, switches, hubs, and UPSs. This includes Cisco WAP's and Network/Scanner Copiers.</li> <li>Ensure network connectivity and file storage of all Physical and Virtual workstations.</li> <li>Administer all equipment, hardware and software upgrades.</li> <li>Practice network asset management, including maintenance of network component inventory and related documentation and technical specifications information.</li> </ul>

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"> <li>• Administer and maintain end user accounts, permissions, and access rights.</li> <li>• Perform server and security audits.</li> <li>• Provide SAN and NAS Storage Support.</li> <li>• Perform system backups and recovery.</li> <li>• Monitor and test network performance and provide network performance statistics and reports.</li> <li>• Recommend, schedule, and perform network improvements, upgrades, and repairs.</li> <li>• Manage and/or provide guidance to junior members of the team.</li> </ul>

**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 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	Job Title	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:
  - College diploma or university degree in the field of computer science and/or 3 years equivalent work experience.
  - Certifications in MCSE.
  
- ii. Knowledge, Skills and Abilities:
  - Working technical knowledge of network and PC operating systems, including MAC and iPad support.
  - Extensive application support experience with Backup Exec and NetBackup.
  - Working technical knowledge of current network hardware, protocols, and standards, including security video systems.
  - Hands-on hardware troubleshooting experience.
  - Good understanding of the organization's goals and objectives.
  - Knowledge of applicable data privacy practices and laws.
  
- iii. Certifications, Licenses, Registrations:

Valid Wisconsin's driver's license.

*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.*

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 type="checkbox"/>	<b>Climbing:</b> 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 type="checkbox"/>	<b>Balancing:</b> 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"/>	<b>Stooping:</b> 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"/>	<b>Kneeling:</b> Bending legs at knee to come to a rest on knee or knees.
<input checked="" type="checkbox"/>	<b>Crouching:</b> Bending the body downward and forward by bending leg and spine.
<input checked="" type="checkbox"/>	<b>Crawling:</b> Moving about on hands and knees or hands and feet.
<input checked="" type="checkbox"/>	<b>Reaching:</b> Extending Hand(s) and arm(s) in any direction.
<input checked="" type="checkbox"/>	<b>Standing:</b> Particularly for sustained periods of time.
<input type="checkbox"/>	<b>Walking:</b> Moving about on foot to accomplish tasks, particularly for long distances.
<input checked="" type="checkbox"/>	<b>Pushing:</b> 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"/>	<b>Pulling:</b> Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input checked="" type="checkbox"/>	<b>Lifting:</b> 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"/>	<b>Fingering:</b> Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input checked="" type="checkbox"/>	<b>Grasping:</b> Applying pressure to an object with fingers and palm.
<input checked="" type="checkbox"/>	<b>Feeling:</b> 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"/>	<b>Talking:</b> 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"/>	<b>Hearing:</b> 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"/>	<b>Repetitive Motions:</b> Substantial movements (motions) of the wrist, hands, and/or fingers.
<input checked="" type="checkbox"/>	<b>Driving:</b> 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"/>	<b>Sedentary Work:</b> 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"/>	<b>Light Work:</b> 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"/>	<b>Medium Work:</b> Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently,

*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 type="checkbox"/>	and/or up to 10 pounds of force constantly to move objects.
<input type="checkbox"/>	<b>Heavy Work:</b> 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"/>	<b>Very Heavy Work:</b> 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"/>	<b>Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative:</b> 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"/>	<b>Machine Operators, Mechanics, Skilled Tradespeople:</b> 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"/>	<b>Mobile Equipment Operators:</b> This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	<b>Other:</b> 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"/>	<b>None:</b> The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input type="checkbox"/>	<b>The worker is subject to inside environmental conditions:</b> Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
<input type="checkbox"/>	<b>The worker is subject to outside environmental conditions:</b> No effective protection from weather.
<input type="checkbox"/>	<b>The worker is subject to extreme cold:</b> Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	<b>The worker is subject to extreme heat:</b> Temperatures above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	<b>The worker is subject to noise:</b> There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
<input type="checkbox"/>	<b>The worker is subject to vibration:</b> Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	<b>The worker is subject to hazards:</b> 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 type="checkbox"/>	<b>The worker is subject to atmospheric conditions:</b> 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"/>	<b>The worker is subject to oil:</b> There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	<b>The worker is required to wear a respirator.</b>

**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

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.

**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.)

- Strong written and oral communication skills.
- Strong interpersonal skills.
- Ability to conduct research into networking issues and products as required.
- Ability to present ideas in user-friendly language.
- 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.
- 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 to handle other computer components.
- Occasional inspection of cables in floors and ceilings.
- Lifting and transporting 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. <b>Date Prepared/ Revised:</b> June 17, 2015	2. <b>Present Incumbent:</b> Necia Hoover	<b>Is incumbent underfilling position?</b>	
3. <b>Date Filled:</b>	4. <b>Previous Incumbent:</b>	YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	
		If YES, indicate Underfill Title in box 10.	
5. <b>Department:</b> POLICE DEPARTMENT	<b>Bureau:</b> Strategic Management <b>Division:</b> IT Division	<b>Unit:</b> <b>Section:</b>	
6. <b>Work Location:</b> Information Systems	<b>Telephone:</b> <b>Email:</b>	<b>Work Schedule:</b> Hours: _____ Days: _____	
7. <b>Represented by a Union?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>Bargaining Unit:</b> If in District Council 48, which local?	8. <b>FLSA Status (check one):</b> <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	
10. <b>Official Title:</b> Programmer Analyst		<b>Pay Range</b>	<b>Job Code</b>
<b>Underfill Title (if applicable):</b>		2GN	0175
<b>Requested Title (if applicable):</b> Programmer Analyst			
<b>Recommended Title (DER Use Only):</b>	<b>Approved by:</b> _____ <b>Date:</b> _____		

## 11. BASIC FUNCTION OF POSITION:

The Programmer Analyst's role is to define, develop, test, analyze, and maintain new software applications in support of the achievement of business requirements. This includes writing, coding, testing, and analyzing software programs and applications. The Programmer Analyst will also research, design, document, and modify software specifications throughout the production life cycle.

## 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
	<b>Strategy &amp; Planning</b> <ul style="list-style-type: none"> <li>Collaborate with developers, programmers, and designers in conceptualizing and development of new software programs and applications.</li> <li>Analyze and assess existing business systems and procedures.</li> <li>Assist in the definition, development, and documentation of software's business requirements, objectives, deliverables, and specifications on a project-by-project basis in collaboration with internal users and departments.</li> <li>Assist in defining software development project plans, including scoping, scheduling, and implementation.</li> <li>Research, identify, analyze, and fulfill requirements of all internal and external program users.</li> </ul>
	<b>Acquisition &amp; Development</b> <ul style="list-style-type: none"> <li>Conduct research on engineering application development software products, languages, and standards in support of procurement and development efforts.</li> <li>Liaise with vendors for efficient implementation of new software products or systems and for resolution of any adaptation issues.</li> <li>Recommend, schedule, and perform software improvements and upgrades.</li> </ul>
	<b>Operational Management</b> <ul style="list-style-type: none"> <li>Liaise with network administrators, systems analysts, and software engineers to assist in resolving problems with software products or department software systems.</li> <li>Consistently write, translate, and code software programs and applications according to specifications.</li> <li>Write programming scripts to enhance functionality and/or performance of department applications as necessary.</li> </ul>

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"> <li>• 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.</li> <li>• Administer critical analysis of test results and deliver solutions to problem areas.</li> <li>• Generate statistics and write reports for management and/or team members on the status of the programming process.</li> <li>• Develop and maintain user manuals and guidelines.</li> <li>• Train end users to operate new or modified programs.</li> <li>• Install software products for end users as required.</li> <li>• Manage and/or provide guidance to junior team members.</li> </ul>
	•

**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 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	Job Title	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:

- College diploma or university degree in the field of computer science, information systems, or software engineering, and/or 5 years equivalent work experience.
- Certifications in Computer Science and/or Programming in 2 or more of the languages provided below.

ii. Knowledge, Skills and Abilities:

- Proficiency in a variety of programming languages, including C, C++, Java, .NET, Visual Basic .NET, and C Sharp.
- Excellent understanding of coding methods and best practices.
- Extensive relational database and operating systems experience with Linux and Microsoft Server 2005 and above.
- Thorough understanding of platforms such as Records Management Systems and Computer Aided Dispatch is desired.
- Solid working knowledge of current Internet technologies, including TCP/IP, HTP, and SNMP.
- Prior experience interviewing end-users for insight on functionality, interface, problems, and/or usability issues.

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.

- Hands-on experience developing test cases and test plans.
- 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).

**CHECK ALL THAT APPLY:**

<input type="checkbox"/>	<b>Climbing:</b> 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 type="checkbox"/>	<b>Balancing:</b> 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"/>	<b>Stooping:</b> 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"/>	<b>Kneeling:</b> Bending legs at knee to come to a rest on knee or knees.
<input checked="" type="checkbox"/>	<b>Crouching:</b> Bending the body downward and forward by bending leg and spine.
<input checked="" type="checkbox"/>	<b>Crawling:</b> Moving about on hands and knees or hands and feet.
<input checked="" type="checkbox"/>	<b>Reaching:</b> Extending Hand(s) and arm(s) in any direction.
<input checked="" type="checkbox"/>	<b>Standing:</b> Particularly for sustained periods of time.
<input type="checkbox"/>	<b>Walking:</b> Moving about on foot to accomplish tasks, particularly for long distances.
<input checked="" type="checkbox"/>	<b>Pushing:</b> 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"/>	<b>Pulling:</b> Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input checked="" type="checkbox"/>	<b>Lifting:</b> 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"/>	<b>Fingering:</b> Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input checked="" type="checkbox"/>	<b>Grasping:</b> Applying pressure to an object with fingers and palm.
<input checked="" type="checkbox"/>	<b>Feeling:</b> 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"/>	<b>Talking:</b> 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"/>	<b>Hearing:</b> 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"/>	<b>Repetitive Motions:</b> Substantial movements (motions) of the wrist, hands, and/or fingers.
<input checked="" type="checkbox"/>	<b>Driving:</b> 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:**

*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 type="checkbox"/>	<b>Sedentary Work:</b> 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"/>	<b>Light Work:</b> 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"/>	<b>Medium Work:</b> 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"/>	<b>Heavy Work:</b> 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"/>	<b>Very Heavy Work:</b> 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"/>	<b>Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative:</b> 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"/>	<b>Machine Operators, Mechanics, Skilled Tradespeople:</b> 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"/>	<b>Mobile Equipment Operators:</b> This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	<b>Other:</b> 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"/>	<b>None:</b> The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input type="checkbox"/>	<b>The worker is subject to inside environmental conditions:</b> Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
<input type="checkbox"/>	<b>The worker is subject to outside environmental conditions:</b> No effective protection from weather.
<input type="checkbox"/>	<b>The worker is subject to extreme cold:</b> Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	<b>The worker is subject to extreme heat:</b> Temperatures above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	<b>The worker is subject to noise:</b> There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
<input type="checkbox"/>	<b>The worker is subject to vibration:</b> Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	<b>The worker is subject to hazards:</b> 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 type="checkbox"/>	<b>The worker is subject to atmospheric conditions:</b> 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"/>	<b>The worker is subject to oil:</b> There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	<b>The worker is required to wear a respirator.</b>

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.)
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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"/> 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.)

- Able to communicate effectively with non-technical staff and with members of interdisciplinary teams.
- Flexible and adaptable in regards to learning and understanding new technologies.
- Strong written, oral, and interpersonal communication skills.
- Ability to conduct research into software-related issues and products.
- 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.
- Ability to work both independently and in a team-oriented, collaborative environment.
- 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.

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




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*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 \_\_\_\_\_ Finance \_\_\_\_\_  
 Commission: \_\_\_\_\_ Committee: \_\_\_\_\_  
 Fire & Police \_\_\_\_\_ Common \_\_\_\_\_  
 Commission: \_\_\_\_\_ Council: \_\_\_\_\_

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

1. Date Prepared/ Revised: June 18, 2015		2. Present Incumbent: Kim Yung		Is incumbent underfilling position? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> <i>If YES, indicate Underfill Title in box 10.</i>		
3. Date Filled:		4. Previous Incumbent:				
5. Department: POLICE DEPARTMENT		Bureau: Strategic Management Division: IT Division		Unit: Section:		
6. Work Location: Information Systems		Telephone: Email:		Work Schedule: Hours: _____ 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: Information Systems Manager			Pay Range	Job Code	EEO Code
	Underfill Title (if applicable):			2LX	5221	
	Requested Title (if applicable): Operations Manager					
Recommended Title (DER Use Only):			Approved by: _____ Date: _____			

### 11. BASIC FUNCTION OF POSITION:

The Operations Manager's role is to supervise and ensure the efficient operation of the company's network, client servers, databases, and equipment. This includes managing the IT staff responsible for monitoring and diagnosing network and hardware problems. The Operations Manager will also work closely with the IT executive staff and decision makers in other departments in order to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization.

### 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
	<b>Strategy &amp; Planning</b> <ul style="list-style-type: none"> <li>Lead IT department operational planning and projects, and organize and negotiate the allocation of IT resources.</li> <li>Work with stakeholders to define business and systems requirements for new technology implementations.</li> <li>Ensure the efficient utilization of IT resources – including personnel and equipment – across the organization.</li> <li>Oversee all reports and documentation related to network and systems operations.</li> <li>Develop maintenance schedules for network and systems equipment.</li> <li>Conduct system feasibility studies and testing.</li> <li>Develop and implement all functional policies and procedures, including those for network architecture, standards, purchasing, and service provision.</li> </ul>
	<b>Acquisition &amp; Deployment</b> <ul style="list-style-type: none"> <li>Manage the deployment, monitoring, maintenance, development, upgrade, and support of IT systems, including networks, data centers, servers, PCs, operating systems, and associated hardware.</li> <li>Develop business case justifications and cost/benefit analyses for IT spending and initiatives.</li> <li>Approve purchase of equipment and supplies in order to meet operational requirements of the business.</li> <li>Analyze existing operations and make recommendations for the improvement and growth of the network infrastructure and IT systems.</li> <li>Conduct research and remain current with the latest technologies and solutions in support of procurement efforts.</li> </ul>

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% of Time	ESSENTIAL FUNCTION
	<ul style="list-style-type: none"> <li>• Develop requests for proposal.</li> <li>Operational Management</li> <li>• Practice asset management for IT hardware, software, and equipment.</li> <li>• Manage operations staffing, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions.</li> <li>• Establish and maintain regular written and in-person communications with the organization's executives, department heads, and end users regarding pertinent IT activities.</li> <li>• Oversee operations-related projects and project portfolio.</li> <li>• Assist in the provisioning of end-user services, including help desk and technical support services.</li> </ul>

**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 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	Job Title	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 information systems and 5 years equivalent related work experience.
- Certifications in MCSE.

ii. Knowledge, Skills and Abilities:

- Strong technical knowledge of network and PC operating systems, including Windows, Linus, MAC, and Unix.
- Strong technical knowledge of current network hardware, protocols, and standards, including Cisco Routers.
- Extensive application support experience with Law Enforcement Technologies including CAD (Computer Aided Dispatch) and RMS (Records Management System).
- Extensive knowledge of programming languages, including SQL, Crystal Reports and VB Scripting.
- Proven experience in IT infrastructure planning and development.
- Excellent understanding of the organization's goals and objectives.
- In-depth knowledge of applicable data privacy practices and laws.
- Strong understanding of human resource management principles, practices, and procedures.
- Strong understanding of project management principles.

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- Strong understanding of Budget Management.

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 type="checkbox"/>	<b>Climbing:</b> 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 type="checkbox"/>	<b>Balancing:</b> 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"/>	<b>Stooping:</b> 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"/>	<b>Kneeling:</b> Bending legs at knee to come to a rest on knee or knees.
<input checked="" type="checkbox"/>	<b>Crouching:</b> Bending the body downward and forward by bending leg and spine.
<input checked="" type="checkbox"/>	<b>Crawling:</b> Moving about on hands and knees or hands and feet.
<input checked="" type="checkbox"/>	<b>Reaching:</b> Extending Hand(s) and arm(s) in any direction.
<input checked="" type="checkbox"/>	<b>Standing:</b> Particularly for sustained periods of time.
<input type="checkbox"/>	<b>Walking:</b> Moving about on foot to accomplish tasks, particularly for long distances.
<input checked="" type="checkbox"/>	<b>Pushing:</b> 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"/>	<b>Pulling:</b> Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input checked="" type="checkbox"/>	<b>Lifting:</b> 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"/>	<b>Fingering:</b> Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input checked="" type="checkbox"/>	<b>Grasping:</b> Applying pressure to an object with fingers and palm.
<input checked="" type="checkbox"/>	<b>Feeling:</b> 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"/>	<b>Talking:</b> 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"/>	<b>Hearing:</b> 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"/>	<b>Repetitive Motions:</b> Substantial movements (motions) of the wrist, hands, and/or fingers.
<input checked="" type="checkbox"/>	<b>Driving:</b> 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"/>	<b>Sedentary Work:</b> Exerting up to 10 pounds of force occasionally and/or negligible amount of force
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	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"/>	<b>Light Work:</b> 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"/>	<b>Medium Work:</b> 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"/>	<b>Heavy Work:</b> 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"/>	<b>Very Heavy Work:</b> 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"/>	<b>Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative:</b> 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"/>	<b>Machine Operators, Mechanics, Skilled Tradespeople:</b> 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"/>	<b>Mobile Equipment Operators:</b> This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	<b>Other:</b> 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"/>	<b>None:</b> The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input type="checkbox"/>	<b>The worker is subject to inside environmental conditions:</b> Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
<input type="checkbox"/>	<b>The worker is subject to outside environmental conditions:</b> No effective protection from weather.
<input type="checkbox"/>	<b>The worker is subject to extreme cold:</b> Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	<b>The worker is subject to extreme heat:</b> Temperatures above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	<b>The worker is subject to noise:</b> There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
<input type="checkbox"/>	<b>The worker is subject to vibration:</b> Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	<b>The worker is subject to hazards:</b> 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 type="checkbox"/>	<b>The worker is subject to atmospheric conditions:</b> 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"/>	<b>The worker is subject to oil:</b> There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	<b>The worker is required to wear a respirator.</b>

**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.)

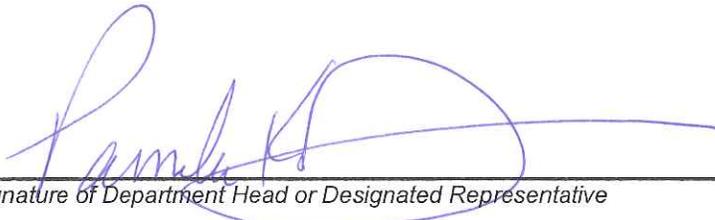
The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

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

- Strong leadership skills.
- Excellent written and oral communication skills.
- Excellent interpersonal skills.
- Ability to conduct and direct research into IT issues and products as required.
- Ability to present ideas in business-friendly and user-friendly language.
- Ability to perform general mathematical calculations for the purpose of creating business cases, budgets, and so on.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical, evaluative, and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Extensive 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 to handle other computer components.
- Occasional inspection of cables in floors and ceilings.
- Lifting and transporting moderately heavy objects, such as computers and peripherals.

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




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*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.*