

IT Support Specialist-Senior

(Milwaukee Police Department)

PURPOSE: The IT Support Specialist-Senior'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. The IT Support Specialist-Senior reviews, analyzes, and modifies programming systems including encoding, testing, and debugging to support an organization's application systems.

ESSENTIAL FUNCTIONS:

- Create and deploy feedback mechanisms for end users.
- Analyze feedback results to make recommendations for support process improvement and implement changes.
- Evaluate documented resolutions and analyze trends for ways to prevent repeated future problems.
- Conduct research into software application products and services in support of development and purchasing efforts.
- Provide support for the testing of new and existing software applications under development or consideration for purchase.
- 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.
- Document all pertinent end user identification information, including name, department, contact information, and nature of problem or issue.
- Prioritize, schedule, and administer all instances where enhancements and defect resolution are required.
- Perform hands-on fixes including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Record, track, and document the problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Consults with users to identify current operating procedures and to clarify program objectives.
- Communicate application problems and issues to key stakeholders, including management, development teams, end users, and unit leaders.
- Assists in the design, delivery and improvement of in-house software application programs.
- Test fixes and perform post-resolution follow-ups to ensure problems have been adequately resolved.
- Maintain and enhance performance of all new and existing software and applications across the organization.
- Identify and learn appropriate software applications used and supported by the organization.
- Participate in the design, development, and delivery of software applications training programs with the Training Academy and individual classes.
- Post software updates, drivers, knowledge bases, and frequently asked questions resources on company intranet to assist in problem resolution.
- Perform preventative maintenance, including the installation of service packs, patches, hot fixes, anti-virus software, and so on.
- Create documentation to describe program development, logic, coding, and corrections.
- Write manuals for Information Technology Division personnel to describe installation and operating procedures.
- Apply diagnostic utilities to aid in troubleshooting applications and software for all internal users.
- Manage and/or provide guidance to junior members of the team.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

CONDITIONS OF EMPLOYMENT:

- Employees are subject to working overtime to meet deadlines and emergency call-ins on a rotating basis.

MINIMUM REQUIREMENTS:

1. Bachelor's degree in computer science, information systems, or other closely related field from an accredited college or university.

IMPORTANT NOTE: *To receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Your transcript must be legible (readable) and include the following information: the university or college name, your name, the degree completed (if applicable) and the date the degree was completed.*

2. Two years of professional systems analysis experience preferably involving enterprise application support or development.

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

3. Valid Driver's License at time of appointment and throughout employment.

KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS:

- Must have a working knowledge of relational databases and client-server concepts.
- Knowledge of and experience with enterprise and desktop applications, including Records Management System (RMS), Computer Aided Dispatch (CAD), and Microsoft Office.
- Knowledge of programming languages and techniques, including Visual Basic and C/C++.
- Knowledge of database fundamentals including SQL and working with large sets of data.
- Knowledge of Java application servers like WebSphere or Tomcat.
- Knowledge of trends in technology relating to software applications.
- Ability to apply troubleshooting principles, methodologies, and issue resolution techniques.
- Ability to complete front end scripting capabilities (e.g. Velocity, JavaScript, or JSP).
- Ability to use HTML and Cascading Style Sheets.
- Ability to conduct database queries with SQL Servers.
- Ability to develop and interpret technical documentation for training and end user procedures.

- Ability to log, prioritize, and complete all trouble tickets created and maintained throughout the problem resolution process.
- Ability to write clear and concise instructions and correspondence communications.
- Ability to work both independently and in a team-oriented, collaborative environment.
- Ability to clearly communicate technical information in an understandable way to both technical and non-technical staff.
- Ability to interact with a diverse customer base including sworn personnel, support staff, management, vendors and contractors.
- Ability to operate a computer keyboard, mouse and other computer components.
- Ability to lift and carry up to 10 pounds of equipment.

SALARY The current starting salary (2GN) is \$56,767 for residents of the City of Milwaukee, appointment above the minimum is possible up to \$72,063 with approval. The annual starting salary is \$55,374 for non-Milwaukee residents, with appointment above the minimum is possible up to \$70,295 with approval.

BENEFITS: Benefits of working for the City of Milwaukee include the following: 1) defined benefit pension plan; 2) 457 deferred compensation plan; 3) health and dental insurance; 4) long-term disability insurance; 5) group life insurance; 6) paid vacations, holidays, and sick leave; and 7) tuition reimbursement.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises.

Note: Candidates must pass a Milwaukee Police Department background investigation before hire.

NOTE: The City's residency requirement set forth in City Charter 5-02 is under litigation. Even though the City is legally able to enforce the current residency requirements based on a recent Wisconsin Court of Appeals decision, the City has agreed to continue to suspend enforcement of the ordinance during the time it may take to know whether the Wisconsin Supreme Court will review the case. Once the Supreme Court refuses review or affirms the Court of Appeals decision, the City intends to fully enforce the ordinance. Consequently, employees who disregard the requirements of the ordinance do so at their own risk. Applicants for City of Milwaukee positions should understand the City's commitment to its residency requirement. During this period of uncertainty it is important to take that into account when submitting an application and more importantly when deciding to accept an employment offer. Please contact (414) 286-3751 if you have questions regarding your individual circumstances as part of the application and/or selection process.

INITIAL FILING DATE – The examination will be held as soon as practical after **December 1, 2015**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

APPLICATIONS and further information may be accessed by visiting, <http://city.milwaukee.gov/jobs>

- Applications and transcripts should be submitted no later than the deadline listed above.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or staffinginfo@milwaukee.gov.
- The Department of Employee Relations is located at City Hall, 200 E. Wells St, Room 706, Milwaukee, WI 53202.