

Programmer Analyst

(Milwaukee Police Department)

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

ESSENTIAL FUNCTIONS:

- Monitor and maintain data integrity in various database applications including Oracle, SQL.
- Monitor and maintain system availability and reliability of databases.
- Perform performance tuning and troubleshooting tasks that involve hardware and operating system performance and individual transaction (SQL) performance. Includes measuring current performance, making changes approved by IT Division management and assessing the results.
- Assist with application system upgrades including planning, testing and implementing vendor and Departmental changes.
- Develop and maintain effective communication within a team environment on related projects and activities.
- Work with IT Division personnel to plan and install software upgrades and move databases to the version that is the Department standard base on availability of software upgrade and compatibility with vendor purchased application systems.
- Assist in the definition, development and documentation of software's business requirements, objectives, and deliverables and specifications on a project-by-project basis.
- Assist in defining software development project plans, including scoping, scheduling and implementation.
- Plan phases of the software development life cycle (SDLC) for assigned projects.
- Research, identify, analyze and fulfill application requirements of internal and external program users.
- Perform quality assurance of program logic, data processing and error resolution.
- Participate in cross-departmental projects.
- Interact with vendors for efficient implementation of new software products or systems and for resolution of any adaptation issues.
- Interact with network administrators, systems analysts, and software engineers to assist in resolving problems with software products or department software systems.
- Interact regularly with managers, clients, vendors and agencies to field queries and questions.
- Write programming scripts to enhance functionality and /or performance of Department applications as necessary.
- Design, run and monitor software performance tests on new and existing programs for the purposes of correcting errors, isolating areas for improvement and general debugging. Administer and report to team member's critical analysis of test results and, where assigned, deliver solutions to problem areas.
- Generate statistics and write reports for management and/or team members.
- Cultivate and disseminate knowledge of application development best practices.
- Work with IT Division personnel to recommend, schedule and perform software improvements and upgrades.
- Maintain knowledge of development in technology and make recommendations for infrastructure changes to improve Department's database operating efficiency including, research and testing of application and support software.
- Provide application and related system training to IT Division personnel.
- Develop documentation on all projects
- Use Department's work order system for all documentable tasks.

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 Information Management, Computer Science, Mathematics, Business Administration, 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 Oracle database administration and experience with UNIX & XML.

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:

- Knowledge of Oracle, SQL.
- Proficient/technically-fluent in a variety of programming languages including C, C++, Java, .NET, Visual Basic, .NET, C Sharp, XML.
- Knowledge of current Internet technologies, including TCP/IP, HTTP and SNMP.
- Knowledge of coding methods and best practices.
- Knowledge of relational database and operating systems experience with Linux and Microsoft Server 2000 and above.
- Knowledge of applicable data privacy practices and laws.
- Knowledge of Crystal Reports, SSRS.
- Knowledge of database development, maintenance, recovery and restoration.
- Knowledge of technologies directly related to database security.

- Knowledge of enterprise applications, including Microsoft Office, Microsoft Access, and Microsoft Project.
- Knowledge of, and work experience with, applicable data privacy practices and laws.
- Experience in providing end-user support.
- Knowledge of platforms such as Records Management Systems and Computer-Aided Dispatch is desired.
- Systems analysis skills.
- Project management skills.
- Customer service skills to provide necessary services to department personnel.
- Interpersonal skills to interact with coworkers, vendors, contractors, supervisors, department staff, and sworn personnel.
- Analytical skills to identify problems and provide solutions.
- Written, oral and inter-personal communication skills.
- Training skills to assist technical and non-technical staff.
- Flexible and adaptable in regards to learning and understanding new technologies.
- Ability to identify, troubleshoot and resolve hardware/software problems. Adept at conducting research into software-related issues and products.
- Ability to communicate effectively with technical and non-technical staff and with members of diverse interdisciplinary teams.
- Ability to work both independently and in a team-oriented, collaborative environment.
- Ability to recommend technical changes to department infrastructure.
- Ability to interview end-users for insight on functionality, interface, problems and/or usability issues. Highly self-motivated and directed.
- Ability to remain current with the latest developments in technology.
- Ability to develop test cases and test plans.
- Ability to identify and correct errors or omissions in work before it is complete.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.

SALARY The current starting salary (2GN) is \$51,469 for residents of the City of Milwaukee, appointment above the minimum is possible up to \$72,063 with approval. The annual starting salary is \$57,028 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.