

Operations Manager

(Position Authority Title: Information Services Manager)
(Milwaukee Police Department)

PURPOSE: 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.

This position is an auxiliary resource program position for the purpose of training the succeeding Operations Manager.

ESSENTIAL FUNCTIONS:

- Lead IT department operational planning and projects, and organize and negotiate the allocation of IT resources.
- Work with stakeholders to define business and systems requirements for new technology implementations.
- Ensure the efficient utilization of IT resources – including personnel and equipment – across the organization.
- Manage operations staffing, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions.
- Oversee all reports and documentation related to network and systems operations.
- Develop maintenance schedules for network and systems equipment.
- Conduct system feasibility studies and testing.
- Develop and implement all functional policies and procedures, including those for network architecture, standards, purchasing, and service provision.
- Manage the deployment, monitoring, maintenance, development, upgrade, and support of IT systems, including networks, data centers, servers, PCs, operating systems, and associated hardware.
- Develop business case justifications and cost/benefit analyses for IT spending and initiatives.
- Approve purchase of equipment and supplies in order to meet operational requirements of the business.
- Analyze existing operations and make recommendations for the improvement and growth of the network infrastructure and IT systems.
- Conduct research and remain current with the latest technologies and solutions in support of procurement efforts.
- Develop requests for proposal.
- Practice asset management for IT hardware, software, and equipment.

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:

- On-call availability for 10 days per month.
- Must be available for occasional evening or weekend work to meet deadlines.

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. Five years of experience in the Information Technology field related to the essential functions listed above.
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:

- Technical knowledge of network and PC operating systems, including Windows, Linux, MAC, and Unix.
- Technical knowledge of current network hardware, protocols, and standards, including Cisco Routers.
- Knowledge of professional management principles, practices, and procedures.
- Knowledge of project management principles.
- Knowledge of applicable data privacy practices and laws.
- Extensive application support knowledge with Law Enforcement Technologies including CAD (Computer Aided Dispatch) and RMS (Records Management System).
- Knowledge of programming languages, including SQL, Crystal Reports and VB Scripting.
- Leadership skills; ability to provide distinct plans of action for the workgroup to accomplish department project objectives.
- Exceptional customer services skills to ensure the users of the Milwaukee Police Department IT systems are able to conduct their usual work functions with the IT infrastructure.

- Ability to mentor, train, and prepare staff to conduct regular work functions and to complete advanced operations and projects in the department plan.
- Ability to conduct planning and development procedures for IT infrastructure.
- Ability to manage budget functions by planning and conducting operations to best utilize resources.
- Ability to conduct research into IT issues and products to support business functions and future objectives.
- Ability to apply time management techniques and prioritize responsibilities to ensure work is accomplished by project deadlines.
- Ability to write regular and technical correspondence with team members, sworn personnel, end-users and management to support successful completion of business objectives.
- Ability to orally discuss technical, information technology topics with both technical and non-technical personnel to support department functions.
- Ability to appropriately speak, listen and interact with coworkers, direct reports, sworn personnel, and command staff.
- Ability to operate with high level of dexterity a computer keyboard, mouse, and other computer components.
- Ability to lift and carry 10 lbs. of equipment and more weight with assistance.

SALARY The starting salary (PG IIX) for City of Milwaukee residents is \$75,478 and for non-residents is \$73,626. Appointment up to \$93,593 for residents or \$91,296 for non-residents is possible based on qualifications and experience.

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 until the Wisconsin Supreme Court issues a final decision. If the Wisconsin Supreme Court affirms the Court of Appeals decision, the City intends to fully enforce the residency requirement for all employees. 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 xx/xx/xxxx. 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.

BENEFITS

The City of Milwaukee provides a comprehensive benefit program which includes:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 11 Paid Holidays
- Paid Sick Leave and other paid leaves
- Additional benefits based on position

To view the specifics about all the benefits offered by the City of Milwaukee please visit:

<http://city.milwaukee.gov/DER/Benefits2016>