



Fire Department

Mark Rohlfing
Chief

Gerard Washington
Assistant Chief
Daniel Lipski
Assistant Chief
Brian Smith
Assistant Chief

May 10, 2016

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

Dear Commissioners:

I hereby nominate and appoint, subject to your approval,

Michael J. Heding

to the position of Network Coordinator - Associate in our Support Bureau, Technical Services Division, to fill an existing vacancy. The appointment becomes effective May 22, 2016.

Mr. Heding was selected from applications received after a city-wide posting for this position. We have conducted a comprehensive selection process and we feel that Mr. Heding is the most qualified for the position. Copies of his résumé and the job description for Network Coordinator - Associate are enclosed.

Respectfully,


MARK ROHLFING
Chief

MR/jlb
Enclosures
F & P: 2/3/16 (LyonJ)
FPC\Civilian Personnel\TSV\Heding NC Appt 0516

Approved by the BOARD OF FIRE AND POLICE COMMISSIONERS

Chair

Date _____

Executive Director



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: 12/15/15		2. Present Incumbent: Peter Kendl & Vacant		Is incumbent underfilling position? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	
3. Date Filled: 9/16/12 & / /		4. Previous Incumbent: James Lyon & Michael Thomas		If YES, indicate Underfill Title in box 10.	
5. Department: Fire Department		Bureau: Support Division: Technical Services		Unit: 2 Section:	
6. Work Location: 2333 N. 49 th St.		Telephone: 286-8991 Email:		Work Schedule: Hours: 7:30am-4:00pm / Days: M-F	
7. Represented by a Union? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		8. Bargaining Unit: Management, General City If in District Council 48, which local?		9. FLSA Status (check one): <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	
10. Official Title: Network Coordinator - Associate		Pay Range	Job Code	EEO Code	
Underfill Title (if applicable):		2EX	4338	203	
Requested Title (if applicable):					
Recommended Title (DER Use Only):		Approved by: _____			
		Date: _____			

11. BASIC FUNCTION OF POSITION:

Primary duties are to manage activities related to the department's records management system fire station workstations and mobile units, support the microcomputer local area network (LAN), and maintain and troubleshoot Microsoft Windows operating systems, both at the desktop and server levels.

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
40%	<ul style="list-style-type: none"> Manages activities related to the microcomputer local area network (LAN), including coordinating the activities of hardware, software, and maintenance vendors that support the network. Installs, maintains, and troubleshoots PC applications connected to the City of Milwaukee's network environment. Provides help desk support for all LAN related functionality within the department. Analyzes and recommends modifications for improving overall effectiveness of existing systems. Manages small to medium IT projects, including the supervision of contracted individuals (analyst, programmer, or technician) or organizations that are secured as resources for the projects. Performs the projects or serves as a resource for these projects. Can be assigned by the Technical Services Manager to serve as a bureau representative to city IT conference groups for the improvement of bureau, department, and city information systems.
40%	<ul style="list-style-type: none"> Provides first- and second-level support for network problems. Quickly resolves problems or arranges for vendor assistance, if necessary. Identifies causes of problems and addresses them. Observes patterns of problems, drawing logical anticipations of possible problems. Takes required corrective or preventive action. Works with division's Administrative Captain and Lieutenant to review existing systems and procedures. Implements business process improvements looking towards the proper application of present and emerging technology. Initiates and undertakes information technology projects that improve workflow and provide for increased department productivity.

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
10%	<ul style="list-style-type: none"> • Develops training curriculum and tools as needed to support the computer aided dispatch/records management systems, all productivity software applications, Peoplesoft Purchasing Module, and FMIS, as utilized by the department. Secures or provides training for all department users who use the tools and systems on the network.

B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
10%	<ul style="list-style-type: none"> • Repairs printers and other miscellaneous technology equipment.

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Deborah A. Karner, Fire Lieutenant

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

Receives supervision from the Fire Lieutenant. Must be self-motivated and able to work independently with minimal direct supervision.

E. SUPERVISION EXERCISED:

Total number of employees for whom responsible, either directly or indirectly = 0.

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)	

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

i. Education and Experience:

Bachelor's or Associate Degree in Information Systems or a related discipline is preferable, with three or more years work experience in local area networks and client server applications.

Three years experience in PC support in a LAN environment is required. Professional experience in computer hardware and software, data communication and business systems; or equivalent combinations of education and work experience will be considered.

Experience in Red Hat Linux, Windows scripting, VPN, IIS and Apache administrations is desirable.

ii. Knowledge, Skills and Abilities:

Must have excellent communications skills, including the ability to express ideas clearly and concisely, orally, graphically, and in writing. Must be able to disconnect, move, and reconnect computer hardware with the assistance of a cart.

Must be able to implement system enhancements and maintain system services. Knowledge of LAN/WAN technology and protocols (TCP/IP, DNS, DHCP, SNMP) is required. Skills may include management of Oracle database systems and applications.

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iii. Certifications, Licenses, Registrations:

MCSA/MCSE certifications is preferred, with demonstrated proficiency in Windows NT and Windows XP environments.

Required to possess a valid Wisconsin Driver's License.

iv. Other Requirements:

None.

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"/>	Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet and legs and/or hands and arms. Body agility is emphasized. Check only if the amount and kind of climbing required exceeds that required for ordinary locomotion.
<input type="checkbox"/>	Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. Check only if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
<input checked="" type="checkbox"/>	Stooping: Bending body downward and forward by bending spine at the waist. Check only if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
<input checked="" type="checkbox"/>	Kneeling: Bending legs at knee to come to a rest on knee or knees.
<input checked="" type="checkbox"/>	Crouching: Bending the body downward and forward by bending leg and spine.
<input checked="" type="checkbox"/>	Crawling: Moving about on hands and knees or hands and feet.
<input checked="" type="checkbox"/>	Reaching: Extending Hand(s) and arm(s) in any direction.
<input checked="" type="checkbox"/>	Standing: Particularly for sustained periods of time.
<input checked="" type="checkbox"/>	Walking: Moving about on foot to accomplish tasks, particularly for long distances.
<input type="checkbox"/>	Pushing: Using upper extremities to exert force in order to draw, press against something with steady force in order to thrust forward, downward or outward.
<input type="checkbox"/>	Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input checked="" type="checkbox"/>	Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Check only if it occurs to a considerable degree and requires substantial use of the upper extremities and back muscles.
<input checked="" type="checkbox"/>	Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input checked="" type="checkbox"/>	Grasping: Applying pressure to an object with fingers and palm.
<input checked="" type="checkbox"/>	Feeling: Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
<input checked="" type="checkbox"/>	Talking: Expressing or exchanging ideas by means of the spoken word. Those activities which demand detailed or important instructions spoken to other workers accurately, loudly or quickly.
<input checked="" type="checkbox"/>	Hearing: Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication and make fine discriminations in sound.
<input checked="" type="checkbox"/>	Repetitive Motions: Substantial movements (motions) of the wrist, hands, and/or fingers.
<input checked="" type="checkbox"/>	Driving: Minimum standards required by State Law (including license).

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H. **PHYSICAL REQUIREMENTS OF THE POSITION:** (List the physical requirements that are essential functions of the job.)

CHECK ONE:

<input type="checkbox"/>	Sedentary Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
<input type="checkbox"/>	Light Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
<input checked="" type="checkbox"/>	Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
<input type="checkbox"/>	Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
<input type="checkbox"/>	Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

I. **VISUAL ACUITY REQUIREMENTS:** (List the visual acuity requirements that are essential functions of the job.)

CHECK ONE:

<input checked="" type="checkbox"/>	Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative: This is a minimum standard for use with those whose job requires work done at close visual range (i.e. preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines, using measurement devices, assembly or fabrication of parts).
<input type="checkbox"/>	Machine Operators, Mechanics, Skilled Tradespeople: This is a minimum standard for use with those whose work deals with machines where the seeing job is at or within arm's reach. This also includes mechanics and skilled tradespeople and those who do work of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.)
<input type="checkbox"/>	Mobile Equipment Operators: This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	Other: This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

J. **THE CONDITIONS THE WORKER WILL BE SUBJECT TO IN THIS POSITION:**

List the environmental/working conditions to which the employee may be exposed while performing the essential functions of the job. Include scheduling considerations such as on-call for emergencies, rotating shift, etc. **Approximate Percentage of time performing field work:** _____%

CHECK ALL THAT APPLY:

<input checked="" type="checkbox"/>	None: The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input type="checkbox"/>	The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
<input type="checkbox"/>	The worker is subject to outside environmental conditions: No effective protection from weather.
<input type="checkbox"/>	The worker is subject to extreme cold: Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	The worker is subject to noise: There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
<input type="checkbox"/>	The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	The worker is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places or exposure to chemicals.
<input 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.

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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 type="checkbox"/> Camera and photographic equipment	<input checked="" type="checkbox"/> Office Equipment (desk, chair, telephone, etc.)
<input 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 checked="" type="checkbox"/> Hand tools (<i>please list</i>): those needed to install computer equipment	
<input 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 type="checkbox"/> Other (<i>please list</i>):	

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.)

Subject to emergency recall.

This position supports over 950 users and more than 150 LAN connections. Must be willing to learn and grow with technology.

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

Gerald Washington

Signature of Department Head or Designated Representative

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