



DATA COMMUNICATIONS SPECIALIST

Milwaukee Police Department (MPD)

THIS POSITION IS EXEMPT FROM CIVIL SERVICE

THE PURPOSE:

Under the direction of the Data Services Manager, the person in this vital position will have oversight over all Mobile Data Computer/Computer Aided Dispatch (911) interfaces, Technical Communications Division Dispatcher/Telecommunicator workstations and peripheral devices. In addition to oversight, the Data Communications Specialists must resolve all Computer Aided Dispatch hardware/software problems promptly and efficiently. Other duties include supervising and guiding the second (early) shift Information Systems' helpdesk personnel.

ESSENTIAL FUNCTIONS:

- Manages the early shift technical operations of the Milwaukee Police Department's Computer Aided Dispatch (CAD) system, Records Management System (RMS), Corrections Management System (CMS), Automated Reporting System (ARS), Mobile Data Computer (MDC) System and other department applications.
- Responsible for scheduled diagnostic analysis and arrangement for remedial repair work; periodic hardware/software routine testing to ensure proper operation; and scheduling/supervision of routine remote site maintenance.
- Responsible for Server/EER room monitoring, logs and records as required or directed.
- Responsible for data equipment spare part inventory of supplies, terminals and printers as required, to ensure maximum system availability.
- Supervision of routine printer maintenance and minor printer repair.
- Supervise early shift helpdesk personnel, including conducting performance evaluations, assigning duties, and taking disciplinary action when necessary.
- Generate CAD specialized statistical reports, as directed.
- Ability and willingness to be "on-call" to handle after-hour urgent and emergency support situations.

MINIMUM REQUIREMENTS:

Bachelor's Degree in Data Communications, Computer Science, Management Information Systems, Business Administration, or a related field from an accredited college or university AND at least three (3) years of experience in telecommunications, data communications or data systems design.

- *NOTE: College transcripts must be submitted with the application.*
- *Equivalent combinations of education and experience may also be considered.*

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Knowledge of data communications networks and Crystal Report software (to include writing, revision, and development).
- Knowledge of computer networking, configuration, architecture, systems integration, peripherals and security.
- Knowledge of project management concepts.
- Ability to test and measure equipment used for communications networks maintenance, repair and modification of CAD, as well as analyze problems.
- Ability to remain current with the latest development in technology.
- Proficiency using standard spreadsheet, database and word processing software, such as Microsoft Office applications.
- Ability to establish effective working relationships with a diverse group of individuals.

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- Ability to communicate technical information to non-technical personnel, both verbally and written.
- Ability to effectively set goals, manage multiple priorities, and work within tight time constraints.
- Ability to maintain a calm and positive demeanor in a fast paced environment.
- Ability to maintain the utmost level of confidentiality and professionalism.

SALARY (2HX):

The current starting salary is \$54,865 annually for City of Milwaukee residents. The non-resident starting salary is \$53,519 annually.

The City of Milwaukee provides a comprehensive benefit program which includes a defined benefit pension plan, 457 deferred compensation plan, health and dental insurance, long-term disability insurance, group life insurance, tuition benefits, paid vacation, holidays, sick leave and other leaves.

THE SELECTION PROCESS will be job related and may consist of one or more of the following: an evaluation of related education, experience and accomplishments, written tests, oral interview, or other assessment methods. The Milwaukee Police Department reserves the right to call only the most qualified candidates to the oral interview, performance tests or personal interviews.

You must submit a resume in addition to the application when applying for this position.

APPLICATION PROCEDURE:

- Applications may be obtained from the Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee, WI 53202, by calling 286-3751, by visiting www.milwaukee.gov/jobs, or from the Milwaukee Police Department, Room 427, 749 W. State Street, Milwaukee, WI 53233.
- Return application materials to: **Human Resources Specialist Pamela K. Roberts, Milwaukee Police Department, Human Resources Division, Room 427, 749 W. State Street, Milwaukee WI 53233, by 4:00 P.M. on Friday, September 12, 2014.** Receipt of applications may be discontinued any time after that date. Applications should be accompanied by the transcripts, a cover letter and resume.

Persons offered employment must pass a background investigation, medical examination and a pre-employment drug test as a condition of employment.