

# IT SUPPORT ASSOCIATE

Recruitment #1608-0191DC-002

**List Type** Original

**Requesting Department** DOA - INFO & TECH MGT DIV

**Open Date** 9/30/2016 12:00:00 PM

**Filing Deadline** 10/21/2016 11:59:00 PM

**HR Analyst** Lindsey O'Connor

## INTRODUCTION

### What Milwaukee can offer YOU

Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big-city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities and great restaurants.

The City of Milwaukee offers a collaborative, positive work environment where each employee contributes to making the city the best place possible to live and work. The City offers a comprehensive benefits package, including a top rated pension plan, health and dental benefits, paid time off including vacation, 11 holidays and sick leave accrual, and much more.

## PURPOSE

To provide IT support through the ITMD help desk and prepare new servers, desktop computers and software applications for deployment.

## ESSENTIAL FUNCTIONS

- Assist in administration of computer help desk operations, including the configuration, operation and support of City servers.
- Identify, troubleshoot and resolve problems with networked computer systems, office automation systems and system configuration.
- Assist in the maintenance of inventory and warranty records for all computer equipment, software and peripherals, and schedule warranty repairs as needed.
- Prepare new hardware and software for use and install such systems.

*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.*

## **MINIMUM REQUIREMENTS**

1. Associate degree in computer science, information systems management, automated systems development

OR

Two years experience in desktop support and troubleshooting/ repair of computers and printers.

*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 and include the following information: the university or college name, your name, the degree completed (if applicable) and the date the degree was completed. Student copies are acceptable.*

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

## **KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS**

- Familiarity with Windows operating systems such as Windows XP, 7, 8 or 10
- Familiarity with anti-virus software such as McAfee, Norton or Trend Micro
- Ability to support Microsoft Office products such as Office 2007, 2010 or 2013
- Strong analytical skills
- Strong customer service orientation
- Excellent interpersonal skills
- Ability to orally communicate information systems information clearly to non-technical individuals
- Ability to troubleshoot and repair computers, printers and other office equipment
- Ability to exert up to 10 pounds of force

## **CURRENT SALARY**

The starting salary (Pay Range 5GN) for City of Milwaukee residents is \$42,185 and for non-residents is \$41,150.

## **SELECTION PROCESS**

**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. Selection process component weights will be determined by further analysis of the job.

***IT Support Associate (DOA-ITMD)***

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**INITIAL FILING DATE** - The examination will be held as soon as practical after **October 21, 2016**. 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.

NOTE: For current information regarding the status of the City of Milwaukee's residency requirement, please visit the Department of Employee Relations' Website: <http://city.milwaukee.gov/DER>. Please call 414.286.3751 if you have questions regarding your individual circumstances as part of the application and/or selection process.