

# IT SUPPORT SPECIALIST

Dept. of Administration, *Information & Technology Management Division*

## PURPOSE:

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

## ESSENTIAL FUNCTIONS:

- **50%** Assist in administration of computer help desk operations, including the configuration, operation and support of City Servers. Identify, troubleshoot and resolve problems with networked systems, office automation systems and system configuration. Support mainframe backups, troubleshoot and run mainframe batch and print jobs.
- **20%** Assist in the maintenance of inventory and warranty records for all computer equipment, software and peripherals, and schedule warranty repairs as needed.
- **20%** Prepare new hardware and software for use and install such systems.
- **10%** Perform peripheral duties.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans With Disabilities Act (ADA) of 1990.*

## MINIMUM REQUIREMENTS:

1. Associate degree in computer science, information systems management, automated systems development and at least one year of experience in desktop support and trouble-shooting/repair of computers and printers. In lieu of education, a minimum of 3 years of this experience may be considered.
  - **NOTE: College transcripts are required and must be received within three business days after the application period closes.** College transcripts may be either attached to the application, sent to [staffinginfo@milwaukee.gov](mailto:staffinginfo@milwaukee.gov) or sent to Box ITSS, Department of Employee Relations, Room 706, City Hall, 200 E. Wells St, Milwaukee, WI 53202. Student copies are acceptable. Only applications with transcripts will be considered; applications without transcripts will be rejected.
2. Valid Driver's License and properly insured vehicle to be used on the job at time of appointment and throughout employment.

## KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Familiarity with Windows operating systems such as Windows XP, 7 or 8
- Familiarity with anti-virus software such as McAfee, Norton or Trend Micro
- Basic understanding of TCP/IP settings
- Ability to support Microsoft Office products such as Office 2007, 2010 or 2013
- Familiarity with mainframe systems, including Natural, Supernatural, N275 and CICS
- Ability to perform mainframe backups and print jobs
- Strong analytical skills
- Excellent interpersonal skills
- Ability to orally communicate information
- Ability to communicate clearly in writing
- Ability to exert up to 10 pounds of force

## ***IT Support Specialist (DOA-ITMD)***

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### **SALARY (PR2EN):**

- The current starting salary is \$50,214 annually for City of Milwaukee residents. The non-resident starting salary is \$49,472 annually.

**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.

The examination will be held as soon as practical after **November 1, 2013**. 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 by mail 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:** The City's residency requirement as set forth in City Charter 5-02 is under litigation. If you have questions regarding your individual circumstances as part of the application and/or selection process, please contact 286-3751.

**APPLICATIONS** and further information can be obtained in person or via mail from City of Milwaukee Department of Employee Relations, 200 E Wells St, Room 706, Milwaukee WI 53202-3554, from [www.milwaukee.gov/jobs](http://www.milwaukee.gov/jobs), or by calling 414.286.3751.

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