

# INFORMATION SERVICES MANAGER

Recruitment #1601-5575-001  
List Type Original  
Requesting Department DOA - INFO & TECH MGT DIV  
Open Date 2/5/2016 3:00:00 PM  
Filing Deadline 2/26/2016 11:59:00 PM  
HR Analyst Lindsey O'Connor

## **INTRODUCTION**

### ***What Milwaukee can offer YOU***

Introduction 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**

The Information Services Manager is responsible for planning, provisioning, and supporting systems management, installation and operation of City IT support, servers and desktop environment. The position is in charge of researching, scheduling and implementing City-wide projects that will utilize cost effective technological solutions. The position creates strategic plans and forecasts system purchases. The position is also responsible for the overall function and maintenance of the City servers and oversees the technical support section of the City.

## **ESSENTIAL FUNCTIONS**

- Lead the department's operational planning and projects, including recommending, organizing and negotiating the allocation of IT resources.
- Confirm the management and monitoring of the servers and systems health status. Develop maintenance schedules for network and systems equipment.
- Conduct system feasibility studies and testing and develop strategic plans and forecasts to ensure the City department's needs are being met. Recommend equipment and solutions as needed.
- Develop and implement functional policies and procedures, including those for the server system, SAN, desktop, tablet and laptop standards.
- Manage IT support staff including, hiring, mentoring and coaching, discipline, training and determining work assignments.
- Assign staff to appropriate projects and ensure projects are progressing. Ensure log issues are addressed in a timely manner and escalate issues as appropriate.
- Confirm systems are maintained and secured according to professional standards. Oversee all reports and documentation related to server and system operations.
- Conduct research and remain current with the latest technologies and solutions in support of procurement efforts.

- Responsible for hardware and software renewals, maintenance, budget forecast and quotations.
- Practice asset management for hardware, software and other IT 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.*

### **MINIMUM REQUIREMENTS**

1. Bachelor's Degree with a major in computer science, information systems or closely related field from an accredited college or university.
2. Four years of supervisory experience which must include experience in project management and technical experience in a large enterprise IT support environment including experience with Microsoft products suites (e.g. Active Directory, Windows Server, SQL Server).
  - *Equivalent combinations of education and experience may be considered.*
  - ***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.*
3. Valid driver's license and availability of a properly insured personal vehicle for use on the job required at time of appointment and throughout employment. Mileage reimbursement is provided.

### **DESIRABLE QUALIFICATIONS**

- Previous experience managing a technical team of IT support specialists.

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

- Technical knowledge of network and PC operating systems, including Microsoft product environment and virtual servers.
- Technical knowledge of current network hardware, protocols, and standards.
- Knowledge of professional management principles, practices, and procedures.
- Knowledge of project management practices and principles.
- Knowledge of applicable data privacy practices and laws.
- Leadership skills to provide distinct plans of action for the workgroup to accomplish department project objectives.
- Customer service orientation to ensure the users of the City IT systems are able to conduct their usual work functions with the IT infrastructure.
- Interpersonal skills to effectively develop and maintain working relationships with culturally diverse individuals inside and outside the organization.
- Oral communication skills to effectively share technical information regarding network and server options with individuals of all ability levels.
- Written communications skills to develop business correspondence, technical reports and budget summaries.
- Ability to understand complex business processes and inter-relationships between city departments, functions and data.

- Ability to develop and implement strategic goals, policies and procedures.
- Ability to right-size approaches and deliver an evaluation of buy versus build.
- Ability to understand and provide responsible spending in the area of networks and servers.
- Ability to manage a technical team of IT support specialists and associates.
- Ability to coach and mentor direct reports.
- Ability to translate business needs of user to tasks for the team.
- 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 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.

### **CURRENT SALARY**

The starting salary (PG 1IX) 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.

### **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.

- ***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 **February 26, 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.