

INFORMATION SERVICES MANAGER-MPD

(OPERATIONS MANAGER)
Recruitment #1706-5577-001

List Type	Original
Requesting Department	Milwaukee Police Department
Open Date	7/14/2017 8:00:00 AM
Filing Deadline	8/4/2017 11:59:00 PM
HR Analyst	Marti Cargile

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.

PURPOSE

Take advantage of this opportunity to build upon your solid information technology and supervisory background to effect change in the Milwaukee Police Department's Information Technology Division!

Under the general direction of the Police Information Systems Director, the Operations Manager supervises and ensures the efficient operation of the Milwaukee Police Department's network, client servers, databases, and equipment. Responsibilities include strategic planning, acquisition deployment, and operational management, including overseeing the change management process within the Information Technology Division. The Operations Manager works closely with information technology (IT) executive staff and decision makers in other City departments to identify, recommend, develop, implement, and support cost-effective technology solutions for the entire organization.

ESSENTIAL FUNCTIONS

Strategy and Planning

- Lead IT department operational planning and projects, and organize and negotiate the allocation of IT resources.
- Work with stakeholders to define business and systems requirements for new technology implementations.
- Ensure the efficient utilization of IT resources – including personnel and equipment – across the organization.
- Oversee all reporting and documentation related to network and systems operations.
- Develop maintenance schedules for network and systems equipment.
- Conduct system feasibility studies and testing.
- Develop and implement all functional policies and procedures, including those for network architecture, standards, purchasing, and service provision.

Acquisition and Deployment

- Manage the deployment, monitoring, maintenance, development, upgrade, and support of IT systems, including networks, data centers, servers, PCs, operating systems, and associated hardware.
- Develop business case justifications and cost/benefit analyses for IT spending and initiatives.
- Approve purchase of equipment and supplies in order to meet operational requirements of the business.
- Analyze existing operations and make recommendations for the improvement and growth of the network infrastructure and IT systems.
- Conduct research and remain current with the latest technologies and solutions in support of procurement efforts.
- Develop requests for proposal.

Operational Management

- Practice asset management for IT hardware, software, and equipment.
- Manage operations staffing (non-sworn and sworn), including recruitment, supervision, scheduling, development, and evaluation.
- Establish and maintain regular written and in-person communications with the organization's executives, department heads, and end users regarding IT activities.
- Oversee operations-related projects and project portfolio.
- Assist in the provision of end user services, including help desk and technical support services.

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.

CONDITIONS OF EMPLOYMENT

The Operations Manager is expected to do the following:

- Be available for on-call duty ten days per month.
- Occasionally lift and move computers and peripherals weighing up to ten lbs. as well as inspect cables in floors and ceilings.

MINIMUM REQUIREMENTS

1. Bachelor's degree in computer science, information systems, or a closely related field from an accredited college or university.
2. Four years of supervisory technical and/or project management experience in a large enterprise IT support environment comprised of multiple network operating systems such as Microsoft Windows, Linux, macOS, and UNIX®.

3. Valid Wisconsin Driver's License at the time of appointment and throughout employment.

Equivalent combinations of education and experience may also be considered.

IMPORTANT NOTE: *College transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Student/unofficial copies are acceptable; however, your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.*

DESIRABLE QUALIFICATIONS

- Microsoft Certified Solutions Expert (MCSE) Credential (including Cloud Platform and Infrastructure, Mobility, Data Management and Analytics, and Productivity).
- Application support experience with law enforcement technologies including CAD (Computer Aided Dispatch) and RMS (Records Management System).

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Thorough understanding of the capabilities of information technology to improve organizational effectiveness.
- Technical knowledge of network and PC operating systems, including Microsoft Windows, Linux, macOS, and UNIX®; knowledge of current network hardware, protocols, and standards, including Cisco Routers.
- Knowledge of programming languages and business intelligence applications, including SQL, Crystal Reports, and VB Scripting.
- Ability to master law enforcement technologies including CAD (Computer Aided Dispatch) and RMS (Records Management System).
- Expertise in identity and access management, systems management, storage, and networking in order to run a modern data center; skills in planning and developing IT infrastructure.
- Knowledge of business principles and practices such as project management and human resources planning.
- Knowledge of applicable data privacy practices and laws.
- Knowledge of customer service best practices and the ability to incorporate them into operations.
- Ability to read and interpret a wide range of documents, including policies, technical publications, and laws.
- Ability to perform accurate mathematical calculations to work with budgets and conduct cost/benefit analyses.
- Written communication skills, including the ability to write correspondence, reports, and proposals.

- Oral communication skills to effectively present complex ideas to a non-technical audience.
- Interpersonal skills; ability to build and maintain rapport with police personnel, City managers, elected officials, vendors, and consultants.
- Leadership and supervisory skills, including the ability to hire and train employees; coordinate and direct work; appraise performance; and reward and discipline employees.
- Ability to carry out the organization's goals and objectives.
- Organizational skills to be able to plan and accomplish work, manage multiple assignments, and meet deadlines in a high-pressure environment.
- Research and analytical skills to be able to study IT issues and products and make recommendations.
- Problem-solving skills and the ability to make sound decisions.
- Self-directed and able to work in a collaborative environment.
- Honesty, integrity, and the ability to safeguard City resources.

CURRENT SALARY

The current salary range (Pay Range 11X) for City of Milwaukee residents is \$75,478-\$105,669 annually, and the non-resident salary range is \$73,627-\$103,077. *Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.*

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.

INITIAL FILING DATE: The examination will be held as soon as practical after **Friday, August 4, 2017.** 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: *Candidates must pass a Milwaukee Police Department background investigation before hire.*