

NETWORK MANAGER

Recruitment #1411-5140-001

List Type Original

Requesting Department MUNICIPAL COURT

Open Date 1/2/2015 3:00:00 PM

Filing Deadline 1/23/2015 11:59:00 PM

HR Analyst Cassandra Scherer

PURPOSE

Under the general direction of the Chief Court Administrator, the Network Manager directs, plans, coordinates, budgets for, and prioritizes information technology (IT) projects for the Municipal Court, in addition to managing the day-to-day operations of the Court's network and ensuring its round-the-clock availability and security. The Network Manager is responsible for the Court's proprietary case management system, physical and virtual servers, the workstation environment, and interconnectivity with other public and private agencies.

ESSENTIAL FUNCTIONS

- 40% Manages the Court's network environment by serving as the chief information and security officer for the department, overseeing the day-to-day maintenance of the environment by the information technology staff, managing vendor and service contracts and establishing appropriate IT policies and procedures.
- 25% Manages the Court's proprietary case management information system by overseeing the change management process, working with users and managers to prioritize and coordinate change requests and planning and directing development projects.
- 10% Supervises the information technology team by directing job assignments, providing mentorship and coaching, conducting performance reviews, ensuring the quality of work and identifying training needs and opportunities.
- 10% Plans, budgets, designs and coordinates the installation and ongoing maintenance of interconnectivity with both internal and external partners as well as the installation and ongoing maintenance of new hardware and software.
- 5% Maintains the Court's 5 year strategic technology plan by recommending initiatives and overseeing their implementation.
- 5% Maintains the information technology-related portions of the Court's disaster recovery plan.
- 5% Participates as a member of the Court's management team by attending regularly scheduled meetings of the managers, Judges, section leaders and other committees.

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 Network Manager may be required to work beyond standard business hours to meet departmental needs and in times of emergency.

MINIMUM REQUIREMENTS

1. Bachelor's Degree in information systems management, computer science, automated systems development, or a closely related field from an accredited college or university.

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- ***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.*
2. Three years of recent progressively responsible experience in information systems management, applications development, programming or technical support, including two years in managing technical staff.
- ***Equivalent combinations of education and experience may be considered.***

DESIRABLE QUALIFICATIONS

Experience with:

- Microsoft operating systems, Active Directory, Exchange, Office, Oracle Database, Symantec Backup Exec, Crystal Reports, Visual Basic scripting, DHCP/DNS and SQL.
- Local and wide area networking, including TCP/IP protocols, Ethernet and fiber networks, routers, switches, firewalls and hubs.
- Designing, installing configuring and maintaining local and wide area networks.
- Website manager or as a webmaster.
- E-commerce or other web-to-database integration/transaction tools.

KNOWLEDGES, SKILLS, ABILITIES AND OTHER CHARACTERISTICS

- Working knowledge of MS-DOS, available computer and/or network hardware and peripheral equipment
- Analytical skills
- Leadership ability
- Ability to write technical specifications
- Ability to develop Visual Basic scripts and SQL queries
- Ability to maintain and troubleshoot computer network hardware, software and peripherals
- Ability to develop systematic solutions for operational problems
- Ability to use both basic and advanced features of Microsoft Office applications
- Ability to identify practical technological solutions to meet the Court's business and operational needs
- Ability to orally communicate effectively
- Ability to communicate effectively in writing
- Ability to solve problems
- Ability to function in high pressure situations to meet network and user needs in a real-time production environment which directly serves the public
- Planning, organizational and time management skills
- Interpersonal and customer service skills, including the ability to build and maintain good working relationships with a multi-disciplinary/multi-cultural staff, management and other agencies
- Ability to function with a high degree of integrity, confidentiality and ethical values due to top security access to City-wide networks and information protected by law

CURRENT SALARY

The current starting salary (PG 1HX) for City of Milwaukee residents is \$66,435 annually, and the non-resident starting salary is \$64,805. *Appointment above the minimum is possible.*

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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 **January 23, 2015**. 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.