NETWORK MANAGER

Municipal Court

NOTE: The eligible list resulting from this examination may be used to fill similar City of Milwaukee positions.

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 TASKS:

- Oversees the maintenance of and enhancements to the computing infrastructure for the Municipal Court, including the network, physical and virtual servers, workstations, printers, and mobile devices.
- Oversees change requests to the Court's proprietary case management system (Case Automated Tracking System, or CATS), providing controlled access to authorized users.
- Supervises and trains the Network Analyst-Senior responsible for supporting the computing infrastructure, CATS, and standard office applications.
- Directs job assignments of the Programmer Analyst responsible for programming changes in CATS.
- Manages contractors responsible for the upkeep of computer equipment and applications systems.
- Provides security services for all information and data communications that serve the Municipal Court, including participating in security audits.
- Manages the Court Disaster Recovery Plan.
- Plans, designs, and coordinates initiatives that provide for electronic access to court records and online functions for defendants, attorneys, and the public, such as electronic payments and pleadings.
- Directs application development projects designed to improve the Court's productivity, including information systems, automated voice response systems, imaging, data entry, and the integration of video and computer applications.
- Together with other departments, designs, configures, and monitors a major computer network interconnected with other public and private agencies and characterized by multiple file servers, gateway linkages to State and County mainframe fiscal systems, linkages to external private organizations for contracted collections programs, and approved query access.
- Performs Website administration and development, including the acceptance of online payments.
- Prepares and manages work plans and budgets to support system enhancements and modifications, hardware procurement and replacement, and on-going IT costs for the Municipal Court, including services; monitors computer-related spending and requests.
- Develops and maintains the Municipal Court Strategic Technology Plan, incorporating initiatives such as enhancements and upgrades to CATS, enhanced web services and public kiosks, increased system interconnectivity, remote court operations, a video appearance feasibility study, an automated call distribution monitoring system, and a court website upgrade.

- Participates as a member of the Court's management team.
- Performs other job-related duties as assigned.

CONDITIONS OF EMPLOYMENT:

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

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. Bachelor's Degree in information systems management, computer science, or other closely related field from an accredited college or university. ***See an important note regarding transcripts on the next page.***
2. Three years of recent progressively responsible experience in designing, installing, configuring, and managing complex local and wide area networks.

   Equivalent combinations of education and experience may be considered.
3. Residency in the City of Milwaukee within six months of appointment and throughout employment.

DESIRABLE QUALIFICATIONS:

- Experience with Microsoft operating systems, Active Directory, Exchange Server, and Office; Oracle™ Database; Symantec Backup Exec™; SAP® Crystal Reports; Microsoft Visual Basic scripting; DHCP/DNS; and SQL.
- Experience with Website administration and e-commerce or other Web-to-database integration/transaction tools.
- Experience with software application development, maintenance, and support.
- Experience researching and recommending information technology solutions to improve efficiency.

IMPORTANT NOTE:

College transcripts are required and must be received within three business days after the application period closes. College transcripts may be attached to the application, sent to staffinginfo@milwaukee.gov, or sent to Box NWM, Department of Employee Relations, City of Milwaukee, 200 E. Wells St, Room 706 City Hall, Milwaukee, WI 53202. Student copies are acceptable. Only applications with transcripts will be considered; applications without transcripts will be rejected.

KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS:

- Knowledge of local and wide area networking concepts, technologies, and practices, including hardware and software, computer languages, network and PC operating systems, communications protocols, directory services, relational databases, and reporting software.
- Knowledge of standard computer software and ability to master proprietary applications.
- Ability to design, install, configure, maintain, and troubleshoot complex networks, including desktop and departmental software.
- Ability to support Oracle™ Database and provide interfaces with external information systems.

- Ability to produce operational reports from case management and other data.
- Ability to research and identify practical technological solutions to meet current and future departmental needs.
- Command of business fundamentals, including project management, resource planning, process improvement, budgeting, and reporting.
- Quantitative reasoning skills.
- Analytical and problem-solving skills.
- Judgment and decision-making abilities.
- Ability to read and interpret technical publications.
- Skill in communicating technical concepts clearly, both orally and in writing.
- Interpersonal and customer service skills, including the ability to collaborate with a wide range of people across responsibility levels.
- Leadership, supervisory, and training skills.
- Planning, organizational, and time management skills.
- Honesty and integrity; ability to maintain confidentiality regarding all departmental matters.

THE CURRENT PAY RANGE (PR 1GX) IS: $64,805-$90,728 annually with excellent benefits.

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 **April 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 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.

APPLICATIONS and further information may be obtained in person or via mail from the City of Milwaukee Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee, WI 53202-3554, from www.milwaukee.gov/jobs, or by calling 414.286.3751.

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