

SR. TECHNOLOGY SUPPORT ANALYST I – E-RATE

Milwaukee Public Schools

PURPOSE:

- The primary responsibility for this position is to complete and file the Milwaukee Public School District's E-Rate applications. Annually the district files E-Rate applications for over \$10,000,000. This position has to work effectively with several federal agencies including USAC, FCC, SLD, and others. In addition, this position is the primary contact for vendors responding to RFPs and bids posted for products and services to be funded under the E-Rate Program.

ESSENTIAL FUNCTIONS:

- Fill-out and file E-Rate applications, both manually and online, several times a year with the Schools and Libraries Division of Universal Service Administrative Company (USAC) following strict government guidelines and deadlines.
- Coordinate and monitor the progress of applications from multiple years at one time.
- Research applications, proposals, contracts and websites to provide complicated data to government agencies or district administration within certain time constraints including data from multiple years.
- Organize responses for bid selection and maintain all data for audits.
- Be well-informed on changing federal, state and local rules and regulations.
- Type Request for Proposal bids on technology and telecommunications services to be posted on the district website.
- Provide and maintain data per USAC, Federal Communications Commission (FCC), and Department of Public Instruction (DPI) regulations
- Work with administration, outside vendors, attorneys and government agencies for the collection of large sums of money or problem solve issues pertaining to E-Rate applications by correspondence through mail, email, phone or in-person.
- Stay current with any school changes within the district.
- Perform other job related duties as assigned.

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

CONDITIONS OF EMPLOYMENT:

- The nature of this position dictates that the Sr. Technology Support Analyst must be willing and able to work very long hours during certain times to meet federal submission deadlines.

MINIMUM REQUIREMENTS:

- Bachelor's Degree in Management Information Systems (MIS), Business Administration, or related field and 6 months of experience working with the federal E-Rate Program.

OR

Associate's Degree in information management, computer science, business administration, or a related field from an accredited college or university and 2 ½ years of experience working with the federal E-Rate Program.

- Residency in the City of Milwaukee within 1 year of appointment and throughout employment.

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, or sent to Box MPSTSA,

Sr. Technology Support Analyst I – E-Rate (MPS)

Department of Employee Relations, City Hall, Room 706, 200 E. Wells St., Milwaukee, WI 53202-3554. Student copies are acceptable. Only applications with transcripts will be considered; applications without transcripts will be rejected.

Equivalent combinations of education and experience may also be considered.

KNOWLEDGE, SKILLS AND ABILITIES REQUIREMENTS:

- Knowledge of personal computers and desktop operating systems.
- Knowledge of standard software applications (e.g., word processing, spreadsheet, database, presentation, email, and the Internet).
- Knowledge of computer hardware and networking equipment.
- Knowledge of MPS computer applications.
- Knowledge of MPS policies and procedures.
- Analytical, problem-solving, and critical thinking skills.
- Oral communication skills: ability to explain technical concepts clearly.
- Writing and editing skills: program documentation, correspondence creation, document layout and form completion.
- Interpersonal and customer service skills.
- Planning, organizational, and time management skills.
- Ability to handle a stressful work environment due to the small margin for error when submitting federal forms.
- Ability to work in a fast-paced environment with frequent interruptions and changing priorities.
- Ability to read and understand technical information.
- Ability to troubleshoot software and hardware problems.

THE CURRENT PAY RANGE IS: \$46,604 – \$65,574 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 5, 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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