

INFORMATION SERVICES MANAGER

Recruitment #1905-5575-001

List Type	Original
Requesting Department	DOA - INFO & TECH MGT DIV
Open Date	5/31/2019 4:28:00 PM
Filing Deadline	6/21/2019 11:59:00 PM
HR Analyst	Deidre Steward

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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

The Information Services Manager is responsible for the planning, provisioning, support, systems management, installation and operation of City IT support, servers and desktop environment. The position is in charge of researching, scheduling, and implementing citywide projects that will utilize cost effective technological solutions. 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 networks and systems equipment.

- Conduct system feasibility studies and testing; 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.

CONDITIONS OF EMPLOYMENT

- With a high level of dexterity ability to operate a computer keyboard, mouse, and other computer components.
- Ability to lift and carry 10 lbs. of equipment and more weight with assistance

MINIMUM REQUIREMENTS

1. Bachelor's degree in computer science, information systems, automated systems development or a closely related field from an accredited college or university.
2. Four years of supervisory experience which must include technical and project management in a large enterprise IT support environment, with Microsoft products suites (e.g. Active Directory, Windows Server, SQL Server).

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 Systems Engineer (MCSE) certification.
- Previous experience managing a technical team of IT supports 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 departmental 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.
- Ability to clearly communicate technical information regarding network and server options with individuals of all ability levels.
- Written communication skills to develop business correspondence, technical reports and budget summaries.
- Ability to read and interpret technical documents and policies.
- 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.
- Skill in analyzing and troubleshooting complex application and database problems.
- Ability to analyze and solve complicated problems; decision-making skills and sound judgment.
- Ability to employ innovative approaches to meeting and resolving assignments and critical issues.

- 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 work cooperatively and effectively with management, staff, support personnel, vendors and consultants.
- Leadership, supervisory, and training skills: ability to assign duties, set performance standards, provide guidance and training, monitor work in progress, evaluate performance, and make hiring recommendations.
- Ability to develop processes and strategies for working efficiently.
- Ability to be self-directed and work in a collaborative environment with people whose backgrounds may differ from one's own.
- Ability to maintain confidentiality of restricted information.
- Ability to represent the department with professionalism, honesty, and integrity.
- Highly motivated, self-directed and well organized.

CURRENT SALARY

The current salary range (Pay Range IIX) for City of Milwaukee resident is \$75,478- \$105,699 annually, and the non-resident salary range is \$73,626-\$103,077. *Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.*

The City of Milwaukee provides a comprehensive benefit program that includes the following:

- *Defined Benefit Pension Plan*
- *457 Deferred Compensation Plan*
- *Health and Dental Insurance*
- *Comprehensive Wellness Program*
- *Onsite Clinic Services*
- *Onsite Employee Assistance Program*
- *Alternative Work Schedules*
- *Long Term Disability Insurance*
- *Group Life Insurance*
- *Tuition Benefits*
- *Paid Vacation*

- *11 Paid Holidays*
- *Paid Sick Leave and other paid leaves*
- *Flexible Spending Arrangement*
- *Commuter Value Pass*

For full details of the benefits offered by the City of Milwaukee, please visit <https://city.milwaukee.gov/DER/Benefits2019>.

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, June 21, 2019**. 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.

ADDITIONAL INFORMATION

- APPLICATIONS and further information may be accessed by visiting, <http://city.milwaukee.gov/jobs>.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or staffinginfo@milwaukee.gov.
- The Department of Employee Relations is located at City Hall, 200 E. Wells St., Room 706, Milwaukee, WI 53202

CONCLUSION

EEO 102

The City of Milwaukee values and encourages diversity and is an equal opportunity employer