SYSTEMS ANALYST-ASSISTANT

Recruitment #2007-4373-001

List Type	Transfer/Promotional
Requesting Department	MILWAUKEE FIRE DEPARTMENT
Open Date	8/7/2020 08:00:00 AM
Filing Deadline	8/31/2020 11:59:00 PM
HR Analyst	Marti Cargile

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INTRODUCTION

*** THIS POSITION IS OPEN TO CURRENT CITY OF MILWAUKEE EMPLOYEES ONLY***

PURPOSE

Serving more than 800 users and 150 software clients, the Systems Analyst-Assistant maintains the Milwaukee Fire Department's (MFD's) records management system (RMS).

ESSENTIAL FUNCTIONS

- Write database queries, perform data manipulation and extraction, audit and verify reports, and support client-side applications.
- Ensure compliance with standards set by the National Fire Incident Reporting System (NFIRS) when submitting the data to the U.S. Department of Homeland Security (DHS). Perform quality control audits of all fire and emergency medical services (EMS) reports submitted by company officers, verifying that the reports adhere to NFIRS standards and formatting; request corrections from field officers when necessary. Extract fire and EMS report data and format it for upload to DHS.
- Act as email administrator for the department; reset passwords, maintain email distribution groups, and create, suspend, and deactivate email accounts as members are hired and separated.
- Evaluate and test new software releases, determining applicability to department needs. Upgrade servers and clients. Monitor and maintain interfaces to MFD's staffing software (TeleStaff), and computer-aided dispatch (CAD), assisting with troubleshooting when necessary.
- Handle open records requests and write queries to retrieve data.
- Prepare training material for system users, conduct training, and coach departmental members on an individual basis.
- Stay apprised of current and upcoming NFIRS standard reporting requirements and modules; work with vendor to recommend enhancements to client-side application.
- Participate in web-based training and/or on-site training provided by the National Fire Academy (NFA).
- Cross-train and maintain proficiency in TeleStaff and assume back-up administrator duties as needed.
- Field helpdesk calls.
- Maintain a detailed database of all IT hardware purchases for MFD.

CONDITIONS OF EMPLOYMENT

- Required to participate in NFA training, currently being delivered online.
- Required to perform job duties at the assigned worksite, unless approved to work elsewhere by the Fire Chief.
- Based upon each department's responses to the COVID-19 pandemic and the needs of each department, employees may be expected to work from home intermittently or continuously.

MINIMUM REQUIREMENTS

1. Regular status as City of Milwaukee employee, having successfully completed a probationary period for a civil service position.
2. Bachelor's degree in information systems management, computer science, business administration, or closely related field.
3. Two years of experience in systems analysis and application support.
4. Successful completion of NFA NFIRS courses F497, W497, and Q494 within six months of hire.
5. Successful completion of NFA NFIRS course R491 within twelve months of hire.

Equivalent combinations of education and experience may be considered; for example, a related Associate Degree plus four years of experience as described under #3, above, is considered equivalent.

NOTE: College transcripts are required and must be received by the application period closing date. Transcripts should be attached to the online application. Applications without transcripts attached may be considered incomplete and may be rejected. Unofficial copies are acceptable; however, the transcripts must be legible and include the school name, applicant name, degree completed (if applicable), and date completed.

DESIRABLE QUALIFICATIONS

- Related computer software certifications.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of enterprise systems and ability to perform systems analysis.
- Ability to maintain records management systems and identify, troubleshoot, and resolve problems.
- Knowledge of relational databases and Microsoft operating systems, including MS Office.
- Ability to perform data importing/exporting and scripting.
- Ability to write queries and produce and format reports.
- Ability to read and understand technical job-related documents.
- Written communication skills to be able to write documents and prepare job aids and training material.
- Oral communication and presentation skills to be able to provide application support to end-users and train staff with varying levels of computer proficiency.
- Ability to work cooperatively in a team-oriented, collaborative environment with people whose backgrounds may differ from one's own.
- Customer service skills and the ability to work closely with vendors to resolve system issues.
- Critical thinking skills, including analytical and problem-solving ability as well as sound judgment.

- Organizational skills and the ability to maintain accurate work records.
- Ability to perform effectively independently, under pressure, and within tight timeframes.
- Ability to take initiative, exercise flexibility, and be creative.
- Honesty, integrity, and the ability to safeguard all departmental resources.
- Ability to maintain confidentiality.

CURRENT SALARY

The current salary range (Pay Range 2EX) is $48,670-$63,426 annually, and the resident incentive salary for City of Milwaukee residents is $50,130-$65,329. *Appointment will be made in accordance with the provisions of the salary ordinance.*

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: an evaluation of related education, experience and accomplishments, written tests, interview, or other assessment methods. The Milwaukee Fire Department reserves the right to call only the most qualified candidates to oral, performance tests or personal interviews. Information from the selection process will be used to make a hiring decision. Selected candidates will be transferred and/or promoted to the position.

NOTE: Transfer/Promotional Opportunities and Promotional Examinations are not open to Milwaukee Public Schools employees or to the public. Only current City of Milwaukee employees and civilian personnel in MFD and MPD hired through a City Service Commission process who have successfully passed a probationary period for a Civil Service position will be considered. Individuals with exempt, provisional, temporary, or emergency appointments are not eligible for transfer.

ADDITIONAL INFORMATION

- APPLICATIONS and further information can be accessed by visiting www.jobaps.com/MIL.
- 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 in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

CONCLUSION

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