

BUSINESS SYSTEMS COORDINATOR

Recruitment #2002-4885-001

List Type	Original
Requesting Department	CITY TREASURER
Open Date	2/5/2020 4:35:00 PM
Filing Deadline	2/26/2020 11:59:00 PM
HR Analyst	Nycolle Bradford

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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

Under direction of the City Treasurer, the Business Systems Coordinator serves as the department's systems administrator, information security officer, and resident technical expert on information systems, procedures, hardware, and software for microcomputer (client-server) applications.

ESSENTIAL FUNCTIONS

- Manage the daily operations and maintenance of the City Treasurer Department's General Office Local Area Network (LAN), Munis Tax System and the iNovah Cashier System LAN file server, which includes archiving database records, making account adjustments in the system, and maintaining the Cashier System coding structure and database.
- Manage documentation on network administration procedures; maintain and adjust inventory spreadsheets for all departmental hardware, software, and network infrastructure (switch and/or hub IDs).

- Monitor the department's compliance with software application licensing agreements; research and recommend hardware and software acquisitions, and design and implement network configurations.
- Assist departmental management with long-range information systems planning, providing technical expertise, alternative approaches, and cost information.
- Configure, install, and provide on-going support for all software applications and hardware in use within the department, including computer workstations, peripheral components, printers, optical scanners, and fax machines.
- Research methods to monitor, eradicate, and prevent email and internet-based infections of LAN workstations by malicious software and hacker incidents; utilizing specialized scanning, detecting, and blocking software.
- Manage and maintain the department's website.
- Modify existing systems and applications in use on an ongoing basis, as required to meet the department's needs.
- Plan, develop, install, configure, test, troubleshoot, and support new software system installations for client-server systems and applications; train staff regarding utilization.
- Develop and document procedures for technology-related tasks performed by departmental staff.
- Assist the Financial Services Division staff in transferring the Positive Pay accounts payable, payroll, and refund/assignment account check issues files, and any other financial data files to the appropriate sites for Financial Services.
- Affect the close of current tax levy collection period for current property tax accounts.
- Prepare contractor work orders for the production of the requisite electronic tax records, following through to assure the production of the electronic tax records in the correct media with delivery on a timely basis in accordance with the contract in force.
- Monitor the performance of and address any problems with the department's tax bill imprinting and mailing services and electronic tax record production services contractors.
- Affect the close of the monthly billing cycle for special improvement bonds and current installment and delinquent property tax accounts; update and maintain the delinquent tax collection summary reports.
- Run installment, delinquent tax bill, and electronic tax record production jobs as required.
- Create and import collection law firm costs, law firm direct pay reports, and e-payment and lockbox payment files on a daily basis.

- Compile and print daily combined tax refunds during the current tax collection period and weekly tax refunds outside of the current tax collection period.
- Compile and maintain Standard Operating Procedures (SOPs) for current job duties.

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.

MINIMUM REQUIREMENTS

1. Bachelor's degree in information management, computer science, mathematics, or a closely related field from an accredited college or university.
2. Three years of experience performing systems analysis programming and/or user support.

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.

Equivalent combinations of education and experience may be considered.

DESIRABLE QUALIFICATIONS

- Certified Solutions Associate (MCSA)
- Project Management Professional (PMP)

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Ability to provide user support.
- Knowledge of database concepts, client-server systems, and applications development.
- Knowledge of hardware and software technical support techniques and a minimum of three years' experience providing user technical support services.
- Ability to design, develop, and execute applications utilizing existing software and computer systems.
- Skill in conducting research, analyzing complex issues, and formulating recommendations.
- Ability to practice active listening by giving full attention to what other people are saying, taking time to understand the points being made, and asking questions as appropriate.

- Ability to speak with others to convey information (technical and non-technical) clearly and effectively to people at all levels of the organization.
- Ability to perform system analyses. Ability to perform programming functions.
- Ability to clearly communicate information and ideas in writing including reports, business correspondence, email, and procedures manuals.
- Ability to organize work to effectively and efficiently utilize resources to accomplish multiple tasks according to deadlines.
- Ability to use logic and reasoning to identify problems and make sound decisions, including situations where only limited information is available.
- Ability to work well independently and function as part of a team when necessary.
- Ability to effectively manage multiple priorities and work within tight time constraints.
- Ability to maintain confidentiality and professionalism.
- Ability to proficiently use spreadsheet, database, and word processing software.
- Ability to evaluate and address risk factors.
- Ability to work cooperatively and fairly with people whose backgrounds may differ from one's own.

CURRENT SALARY

The current starting salary (2IX) is \$58,462 - \$81,844 annually, and the resident incentive starting salary for City of Milwaukee residents is \$60,216 - \$84,300. *Appointment above the minimum is possible based upon 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/benefits>.

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 2/26/2020. 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

APPLICATION INFORMATION

- Applications and further information may be accessed by visiting www.jobaps.com/MIL.
- Applications and transcripts should be submitted no later than the deadline listed above.
- 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 East Wells Street, Room 706, Milwaukee, Wisconsin 53202.

EEO Code= 501

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