COLLEGE INTERN (PART-TIME) –
INFORMATION SYSTEMS TECHNICIAN
Department of Public Works

THE PURPOSE: The College Intern-Information Systems Technician will work side-by-side with the Network Administrator and support staff for the Department of Public Works maintaining and monitoring the Department of Public Works Active Directory which includes data sharing, E-mail, and supporting access to state and local applications, in addition to internal systems such as PeopleSoft, GIS, SCADA, and telecommunications applications.

ESSENTIAL FUNCTIONS:
- Provide hardware and software implementation and system support for Department of Public Works computer network, supporting over 900 users – apply patches, perform system recovery, and upgrade servers, workstations, printers and other network and communications equipment.
- Maintain detailed records of network maintenance, hardware, and software inventories.
- Provide first level support for Department of Public Works help desk operations which includes troubleshooting and resolving network problems to maintain the system and minimize user down time.
- Provide technical and end-user training, including written instructions.
- Perform user administration tasks; work with templates, imaging software, active directories, City e-mail, Financial and Human Resources Management Information System, Exchange Server, and wireless networking resources.
- Perform other job-related duties and special projects as assigned.

NOTE: *College Interns work approximately 20 hours per week and cannot exceed 1,040 hours per year.*

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. Current enrollment as a Sophomore or higher in an accredited college or university, including course work in Management Information Systems, Computer Science or a related field.
   > *NOTE: College transcripts must be submitted with the application (see below).*
2. Residency in the City of Milwaukee within six months of appointment and throughout employment.
3. Valid driver's license at time of appointment and throughout employment.

> **TRANSCRIPTS: Transcripts should be submitted with the application – OR - sent to the City of Milwaukee Department of Employee Relations, Attn: Katrina Whittley, Human Resources Analyst-Senior, 200 E Wells St, Rm 706, Milwaukee, WI 53202, OR submitted as an email attachment to staffinginfo@milwaukee.gov. (*Student copies are acceptable.*)**

DESIRABLE QUALIFICATIONS:
- Knowledge of computer systems (e.g., Microsoft and Unix) as well as GIS (MicroStations version 8), enterprise applications such as Oracle's PeopleSoft, and standard office applications, including spreadsheet and database management programs, and hardware resources.
- Knowledge of Windows 2003/2008 server, Active Directory and/or Exchange Server.
- Knowledge of networking concepts, technologies, and practices, such as ghosting, antivirus and spamming strategies, corporate backup procedures, TCP/IP protocol and file transfers.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:
- Ability to identify, troubleshoot and resolve hardware/software problems.
- Ability to lift and transfer computer hardware/accessories up to 35 pounds.
- Oral and written communications skills.

- Analytical and problem-solving skills.
- Ability to establish effective working relationships with people at all staff levels.
- Ability to manage multiple projects and follow assignments through to completion.

THE CURRENT SALARY RANGE (910) IS: $10.09 per hour, with possible increases up to $13.24 per hour. College Interns are not entitled to receive benefits.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: training and experience evaluation; written, oral or performance examinations; 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 **November 5, 2010**. Receipt of applications may be discontinued after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified by mail of the date, time, and place of the examination.

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