

COMPUTER OPERATOR II

THE PURPOSE of this position is to provide technical, help-desk support for all Milwaukee Police Department computer system users and locations. One position is a late shift assignment (12 Midnight to 8:00 a.m.) and the other is a day shift assignment (8:00 a.m. to 4:00 p.m.). The Milwaukee Police Department is currently a Client-Server based environment.

ESSENTIAL FUNCTIONS:

- ◆ Help desk coverage: log, track, complete and resolve all technical/support calls.
- ◆ Utilize and troubleshoot various software applications.
- ◆ Regularly monitor and repair all computer hardware/software systems to ensure proper functionality.
- ◆ Setup, repair and maintain routine PC hardware including printer repair and maintenance.
- ◆ Install software and hardware.
- ◆ Maintain hardware/software inventories.
- ◆ Utilize the Internet to research and apply software patches, updates and new installs.
- ◆ Perform additional duties and special projects as assigned.

MINIMUM REQUIREMENTS:

1. One year of technical support experience in a client-server environment. (Applicants who do not have one year of technical support experience may be able to underfill at the Computer Operator I level.)
2. Valid Wisconsin driver's license at time of appointment and throughout employment.

NOTE: Equivalent combinations of technical training and/or data processing experience may also be considered.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED/DESIRABLE QUALIFICATIONS:

- Software/hardware troubleshooting skills
- Knowledge of client-server environments
- Excellent interpersonal and oral communication skills. Ability to communicate with users and to ask questions to accurately identify and document the problem(s) experienced by the user(s).
- Ability to work in a team environment.
- Ability to provide user assistance, training and instruction via the telephone.
- High degree of computational skill and skill in problem identification.
- Strong written communication skills.
- Ability and willingness to learn new computer technology.
- Ability to treat all work performed with a high degree of confidentiality.
- Ability to work well under pressure.
- Must be able to lift/move 50 pounds unassisted.
- Ability to work with a variety of people, including executive level staff.
- Good attendance and work record.

THE CURRENT PAY RANGE (505) IS: \$34,776 - \$38,473 annually.

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