

# HELP DESK SPECIALIST II and HELP DESK SPECIALIST I

Recruitment #1810-0121PD-001

<b>List Type</b>	Original
<b>Requesting Department</b>	Milwaukee Police Department
<b>Open Date</b>	2/8/2019 08:00:00 AM
<b>Filing Deadline</b>	3/1/2019 11:59:00 PM
<b>HR Analyst</b>	Marti Cargile

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## INTRODUCTION

*This position will be filled at the level of Help Desk Specialist I (PG 3FN) or Help Desk Specialist II (PG 3IN), depending upon the qualifications of the candidate and the needs of the Milwaukee Police Department.*

*Help Desk Specialists may be assigned to 1<sup>st</sup>, 2<sup>nd</sup>, or 3<sup>rd</sup> shift, depending upon the needs of the department.*

## PURPOSE

Under the direction of the Information Services Manager, the Help Desk Specialist records and resolves all information technology issues reported by departmental users by providing first line technical support for all Milwaukee Police Department (MPD) computer system users and locations; providing regular monitoring of all MPD computer hardware/software systems for proper functioning; and working with a team that provides 24/7/365 help desk coverage, logging, tracking, and resolution of trouble and support calls.

## ESSENTIAL FUNCTIONS

- Complete, track, and resolve help desk trouble logs.
- Provide detailed problem-solving and application support.
- Maintain, assist, test, and develop online user help procedures.
- Monitor and coordinate system documentation.
- Monitor vendor application for relevant information related to problem resolution and troubleshooting procedures.

- Ensure proper escalation of trouble calls to maintenance providers and internal MPD personnel.
- Perform routine PC hardware set-up, repair, and maintenance.
- Use the Internet to research and apply software trouble fixes, updates, and new installations.
- Communicate and work closely with MPD network system users regarding follow-up on trouble calls, issues, and concerns.
- Produce analytical, training, and informational reports for MPD users and Information Technology Division management staff.
- Travel to various sites throughout the City to troubleshoot issues that cannot be resolved over the phone.
- Manage electronic communications such as email.

*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

- MPD Help Desk coverage is provided 24/7/365; therefore, Help Desk Specialists may be assigned to 1<sup>st</sup>, 2<sup>nd</sup>, or 3<sup>rd</sup> shift, depending upon the needs of the department.
- Help Desk Specialists must be able to work beyond regular work hours occasionally, including evenings, weekends, and holidays, to meet the needs of the MPD.
- Ability to move computer equipment weighing up to 60 pounds on a regular basis.
- Ability to use a computer for several hours at a time.
- Ability to travel to various sites throughout the City as departmental needs dictate.

## MINIMUM REQUIREMENTS

### Help Desk Specialist II:

- Associate's degree in computer science or closely related field from an accredited technical college or university **AND** one year of experience performing extensive technical computer work, interacting with computer users, diagnosing and solving user problems, and/or performing duties related to the essential functions listed above.

### Help Desk Specialist I:

- Associate's degree in computer science or closely related field from an accredited technical college or university.

*Equivalent combinations of education and experience may also be considered.*

### **Both Help Desk Specialist II and Help Desk Specialist I:**

- Valid driver's license at time of appointment and throughout employment.

**IMPORTANT NOTE:** *College transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application or sent via email to [staffinginfo@milwaukee.gov](mailto:staffinginfo@milwaukee.gov). Applications that do not include college transcripts will be considered incomplete and will be rejected. Student/unofficial copies are acceptable; however, your transcripts must be legible and include your name, the college or university name, the degree completed, and the degree completion date.*

### **DESIRABLE QUALIFICATIONS**

- A+ certification.

### **KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS**

- Knowledge of and proficiency using computer applications such as word processing, spreadsheet, presentation, and database software as well as Internet search tools.
- Knowledge and ability to provide desktop support for Microsoft operating systems and office applications.
- Knowledge of help desk support techniques such as installing and configuring printers and pinging computers and equipment to check for network connections.
- Knowledge of IP (Internet Protocol) address setup and identification processes.
- Skill in using Windows XP/7/10 platforms.
- Ability to read and interpret job-related documents and follow technical instructions.
- Written communications skills to prepare clear procedures, reports, and correspondence.
- Customer service and oral communication skills essential to providing clear, patient, and professional assistance to non-technical customers.
- Ability to work cooperatively in a team-oriented, collaborative environment with people whose backgrounds may differ from one's own.
- Skill in analyzing and solving computer problems.

- Ability to research topics relating to help desk support using the Internet and written documentation.
- Skill in organizing, prioritizing, and accomplishing work within assignment deadlines.
- Ability to work well independently.
- Honesty, integrity, and the ability to safeguard City resources.

## CURRENT SALARY

*This position will be filled at the level of Help Desk Specialist I (PG 3FN) or Help Desk Specialist II (PG 3IN), depending upon the qualifications of the candidate and the needs of the Milwaukee Police Department.*

- **Help Desk Specialist II:** The current starting salary (Pay Range 3IN) for City of Milwaukee residents is \$45,013 annually, and the non-resident starting salary is \$43,908 annually.
- **Help Desk Specialist I:** The current starting salary (Pay Range 3FN) for City of Milwaukee residents is \$41,487 annually, and the starting salary for non-residents is \$40,469. *Help Desk Specialist Is are eligible for promotion to Help Desk Specialist II upon successful completion of the one-year probationary period.*

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/Benefits2019#.XBrIQE2ot6A>.

## 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 and the Milwaukee Police Department reserve 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, March 1, 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.

***NOTE:** Candidates must pass a Milwaukee Police Department background investigation before hire.*

## 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](mailto:staffinginfo@milwaukee.gov).
- The Department of Employee Relations is located at City Hall, 200 E. Wells St., Room 706, Milwaukee, WI 53202.

## CONCLUSION

*EEO Code = 302*

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