IT SUPPORT SPECIALIST-SENIOR

List Type	Original
Requesting Department	MUNICIPAL COURT
Open Date	10/3/2016 5:00:00 PM
Filing Deadline	11/11/2016 11:59:00 PM
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INTRODUCTION

What Milwaukee can offer YOU

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.

The City of Milwaukee offers a collaborative, positive work environment where each employee contributes to making the city the best place possible to live and work. The City offers a comprehensive benefits package, including a top rated pension plan, health and dental benefits, paid time off including vacation, 11 holidays and sick leave accrual, and much more.

PURPOSE

The IT Support Specialist-Senior serves as part of information technology team and has responsibility for the installation, maintenance and support of network components and the exchange of information between other departments, agencies and contractors. These responsibilities include oversight of the network environment, application maintenance and support, user support, website administration, information systems projects and research and development. The position requires superior interpersonal and organizational skills and problem-solving abilities in order to develop and implement effective short- and long-term solutions.

Note: The eligible list resulting from this examination may be used to fill similar City of Milwaukee positions, including in the Milwaukee Fire Department.

ESSENTIAL FUNCTIONS

- Monitors daily operation of the network environment (i.e., servers, workstations and other peripherals) to ensure optimum performance, availability and security while troubleshooting and resolving problems that occur.
- Monitors daily and monthly reports relating to transactions between the court and multiple agencies.

- Participates in network design planning and implementation as well as hardware and software purchase, installation and configuration.
- Serves in a Tier 2 help desk capacity to provide application and user support for the Court's Case Automated Tracking System (CATS), other integrated software programs/packages and standard office software packages.
- Participates in ongoing CATS application development, including programming and testing.
- Performs basic database administration.
- Generates statistical and summary reports regarding court and case-related activity.
- Oversees the maintenance of inventory and warranty records for all hardware, software and other peripherals and prepares/maintains documentation of the Court's network environment.
- Serves as the Court's webmaster.

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

- Employees are subject to working overtime to meet deadlines and emergency call-ins on a rotating basis.
- Ability to be authorized by the CJIS (Criminal Justice Information System) by means of a background check.

MINIMUM REQUIREMENTS

1. Five years of experience supporting Windows Server Environment (VMWare) and Windows Active Directory in a help desk setting, including at least one year of experience of Tier 2 help desk experience.

OR

Bachelor's degree in computer science, information systems, or other closely related field from an accredited college or university and one year of Tier 2 help desk experience.

Note: Equivalent combinations of education and experience may also be considered.

2. Valid Driver's License at time of appointment and throughout employment.

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. Your transcript must be legible (readable) and include the following information: the university or college name, your name, the degree completed (if applicable) and the date the degree was completed.*

DESIRABLE QUALIFICATIONS

- Microsoft or other IT-related certifications.
- Experience with software application development, maintenance, and support.
- Experience with Oracle™ and SQL Databases.
- Experience researching and recommending information technology solutions to improve efficiency.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of relational databases and client-server concepts.
- Knowledge of Microsoft Active Directory, including group policies and login scripts.
- Knowledge of upgrading and migrating Microsoft servers and workstations.
- Knowledge of virtual server environments such as VMWare.
- Knowledge of VPN and firewall configuration and troubleshooting.
- Knowledge of wireless data protocols, configuration and troubleshooting.
- Knowledge of UNIX/LINUS OS and IIS and Apache.
- Knowledge of network operating systems in a LAN/WAN environment, including protocols such as TCP/IP, DNS, DHCP and SNMP. Knowledge with storage area network (SAN).
- Knowledge of and experience with enterprise and desktop applications, including Management Systems, Oracle Database and Microsoft Office.
- Knowledge of programming languages and techniques, including Visual Basic.
- Knowledge of database fundamentals including SQL and working with large sets of data.
- Knowledge of trends in technology relating to software applications.
- Ability to apply troubleshooting principles, methodologies, and issue resolution techniques.
- Ability to use HTML and Cascading Style Sheets.
- Ability to conduct database queries with SQL Servers and/or Crystal Reports.
- Ability to develop and interpret technical documentation for training and end user procedures.
- Ability to log, prioritize and complete user requests for assistance.
- Ability to write clear and concise instructions and correspondence communications.
- Ability to work both independently and in a team-oriented, collaborative environment.
- Ability to clearly communicate technical information in an understandable way to both technical and non-technical staff.
- Ability to interact with a diverse customer base including support staff, management, vendors and contractors.
- Ability to operate a computer keyboard, mouse and other computer components.
- Ability to lift and carry up to 30 pounds of equipment.

CURRENT SALARY

SALARY The starting annual salary (PG 2GN) for City of Milwaukee residents is $56,767 and for non-residents is $55,374. Appointment above the minimum is possible based on qualifications and experience and requires approval.

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 **October 21, 2016**. 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: For current information regarding the status of the City of Milwaukee's residency requirement, please visit the Department of Employee Relations' Website: http://city.milwaukee.gov/DER. Please call 414.286.3751 if you have questions regarding your individual circumstances as part of the application and/or selection process.