

# IT SUPPORT SPECIALIST-SENIOR

Recruitment #1606-0193DC-002

**List Type** Transfer/Promotional

**Requesting Department** MUNICIPAL COURT

**Open Date** 7/22/2016

**Filing Deadline** 8/12/2016 11:59:00 PM

**HR Analyst** Jeff Harvey

## Introduction

*Only Current City of Milwaukee Employees will be considered*

## Purpose

The IT Support Specialist-Senior serves as part of the Municipal Court information technology team and has technical 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 as well as superb problem-solving abilities that lead to the development and implementation of both short- and long-term solutions.

## 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 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.

## **Minimum Requirements**

1. Regular status as a City of Milwaukee employee, having successfully completed a probationary period for a civil service position.
2. Bachelor's degree in computer science, information systems, or other closely related field from an accredited college or university.
3. 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.*

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

## **Desirable Qualifications**

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

## **Knowledges, Skills, Abilities & Other Characteristics**

- Must have a working 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 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.

## ***IT Support Specialist-Senior (Municipal Court)***

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- 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.

### **Selection Process**

**THE SELECTION PROCESS** will be job related and will consist of one or more of the following: an evaluation of related education, experience and accomplishments, written tests, interview, or other assessment methods. The Department of Employee Relations and the Office of the Comptroller reserve the right to call only the most qualified candidates to oral, performance tests or personal interviews. Information from the selection process will be used to make a hiring decision. Selected candidates will be transferred and/or promoted to the position.

*NOTE: Transfer/Promotional Opportunities and Promotional Examinations are not open to Milwaukee Public Schools employees or to the public. Only current non-probationary City of Milwaukee employees and civilian personnel in MFD and MPD hired through a City Service Commission process will be considered. Individuals with exempt, provisional, temporary or emergency appointments are not eligible for transfer/promotional opportunities.*

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