

# NETWORK COORDINATOR ASSOCIATE

## Milwaukee Water Works

*NOTE: The eligible list resulting from this examination may be used to fill similar City of Milwaukee positions.*

**PURPOSE:** Under the direction of the Information Technology Manager, the Network Coordinator Associate assists in the maintenance, upgrading and support of the Milwaukee Water Works' local area networks, office automation, and server-based application systems, including related equipment.

### ESSENTIAL FUNCTIONS:

55%

- Assists in the management, administration, configuration, operation, and support of network operating systems, infrastructure, servers, and network clients to ensure availability and security of local area network (LAN)/wide area network (WAN)/Internet/Intranet services to authorized users.
- Identifies, troubleshoots, and resolves problems with network systems and infrastructure, office automation systems, and related hardware. Serves as the primary contact to receive, log, track, and forward problem reports and enhancement requests.

15%

- Assists with the documentation of Water Works networks, procedures, standards, and systems configuration.

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- Maintains inventory and warranty records for network and computer equipment, software, and peripherals.
- Schedules warranty repairs of network and computer equipment and peripherals as needed.

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- Develops and tests new systems and applications for client server applications.

### CONDITIONS OF EMPLOYMENT:

- The Network Coordinator Associate must be willing to respond to technical emergencies during non-standard hours or may at times work an altered work schedule.

*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. Bachelor's Degree in information technology, computer science, mathematics or closely related field from an accredited college or university.
  - **NOTE:** College transcripts are required and must be received within three business days after the application period closes. College transcripts may be either attached to the application, sent to [staffinginfo@milwaukee.gov](mailto:staffinginfo@milwaukee.gov) or sent to Box NCA, Department of Employee Relations, Room 706, City Hall, 200 E. Wells St, Milwaukee, WI 53202. Student copies are acceptable. Only applications with transcripts will be considered; applications without transcripts will be rejected.
2. Two years of experience providing technical support services at both the file server and end-user levels in a local area network environment or performing other duties related to this position.
  - **NOTE:** Equivalent combinations of training and experience may also be considered. For example, a related Associate's Degree plus two years of experience as described above may be substituted for the Bachelor's Degree
3. Valid driver's license at time of appointment and throughout employment.

### DESIRABLE QUALIFICATIONS:

- Experience with Symantec Backup Exec software.
- Experience developing and supporting applications in Microsoft Excel and Access.

## ***Network Coordinator Associate (DPW-Water Works)***

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- Microsoft Certified Systems Engineer (MCSE), Microsoft Certified IT Professional (MCITP), or a related certification.
- Experience with VMware vSphere™ software.

### **REQUIRED KNOWLEDGE, SKILLS, ABILITIES and OTHER CHARACTERISTICS:**

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| <ul style="list-style-type: none"><li>▪ Knowledge of network operating systems (e.g., Microsoft Windows Server 2003, Windows Server 2008, AIX, UNIX, and Linux).</li><li>▪ Knowledge of PC operating systems (e.g., Microsoft Windows XP, Windows Vista, and Windows 7).</li><li>▪ Knowledge of standard office applications, including spreadsheet, database management, and presentation programs.</li><li>▪ Knowledge of networking concepts, technologies, and practices, such as ghosting, antivirus strategies, corporate backup procedures, and TCP/IP protocol.</li><li>▪ Knowledge of Symantec Backup Exec software</li><li>▪ Knowledge of VMware vSphere™ software</li><li>▪ Ability to research and resolve technical problems using the Internet.</li></ul> | <ul style="list-style-type: none"><li>▪ Ability to write clear instructions and documentation.</li><li>▪ Oral communication skills.</li><li>▪ Interpersonal and customer service skills; ability to work cooperatively with WW management staff, support personnel, outside vendors and consultants</li><li>▪ Analytical and problem-solving skills.</li><li>▪ Planning, organizational, and time management skills.</li><li>▪ Ability to exercise sound judgment.</li><li>▪ Honesty and integrity.</li><li>▪ Ability to use professional judgment and act immediately when aware of an emergency situation</li><li>▪ Ability to lift and move computer hardware and accessories weighing up to 35 lbs.</li><li>▪ Ability to work independently</li></ul> |
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### **SALARY (PR2EX) IS:**

- The current starting salary is \$44,857 annually for City of Milwaukee residents. The non-resident starting salary is \$44,194 annually. An excellent benefit package is also offered. Appointment above the minimum is possible.

**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.

The examination will be held as soon as practical after **December 6, 2013**. 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 by mail 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: The City's residency requirement as set forth in City Charter 5-02 is under litigation. If you have questions regarding your individual circumstances as part of the application and/or selection process, please contact 286-3751.

**APPLICATIONS** and further information can be obtained in person or via mail from City of Milwaukee Department of Employee Relations, 200 E Wells St, Room 706, Milwaukee WI 53202-3554, from [www.milwaukee.gov/jobs](http://www.milwaukee.gov/jobs), or by calling 414.286.3751.