Public Safety Systems Administrator

Recruitment #2012-5240-001

List Type	Original
Requesting Department	FIRE AND POLICE COMMISSION
Open Date	12/23/2020 12:25:00 PM
Filing Deadline	1/13/2021 11:59:00 PM
HR Analyst	Deidre Steward

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INTRODUCTION

== This selection process may be used to fill the current two vacancies in the Milwaukee Fire and Police Commission. ==

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 brings 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 is proud to employ a diverse workforce that is committed to providing exemplary service to the City's residents. If you have a passion for being a part of an inclusive team of public servants, please consider this opportunity.

PURPOSE

The Public Safety Systems Administrator is responsible for maintaining mission-critical systems that ensure City departments respond promptly to emergency incidents. In addition to daily operations, the position is responsible for configuring the systems' optimal performance, records, and data integrity.

During 2021, the Office of Emergency Management will work on implementing a new Computer Aided Dispatch solution. In 2022, the Office of Emergency Communications will become its own City Department and will likely include additional functions, such as oversight of Police and Fire information technology to ensure departments are able to respond promptly to emergency incidents.

ESSENTIAL FUNCTIONS

- Provide technical oversight for the day-to-day operations of various public safety information systems; work closely with departments' staff to ascertain system needs and provide user assistance.
- Serve as the central resource for reviewing and analyzing problem reports from users, and provide subsequent contact with vendor support personnel.
- Work with public safety on quality control, workflow operations, and system configurations.
- Configure, monitor, and maintain access security for the system.
- Implement and maintain network and database components, including diagnostics.
- Monitor and analyze system performance, application, and error logs. Tune system and databases for optimal performance.
- Plan and implement hardware, operating system, and application installations and upgrades.
- Research, evaluate, and test proposed upgrades and service patches prior to implementation to ensure compatibility and continuity of operations.
- Maintain physical and technical infrastructure, directories, and system documentation.
- Maintain and document interfaces between public safety systems.
- Conduct analyses of Public Safety systems and network management, capacity planning, fault tolerance, and disaster recovery.
- Plan and implement system backups and coordinate recoveries, including offsite disaster recovery.
- Collaborate and communicate with other departments' IT support staff on all system changes, direction, planned upgrades, and other matters pertaining to the application.
- Coordinate efforts with GIS staff in support of all mapping applications associated with public safety applications, mobile data, and other applicable systems.
- Remain apprised of new developments regarding public safety systems and related technologies and make recommendations regarding such developments.
- Implement policies, procedures, and standards to ensure conformance with public safety standards and objectives.
- Manage, maintain, and troubleshoot servers, desktops, and mobile computers.
- Participate in Public Safety Technology Standards committees and user groups.

We welcome qualified individuals with disabilities who are interested in employment and will make reasonable accommodations during the hiring process 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

- Based upon each department's responses to the COVID-19 pandemic and the needs of each department, employees may be expected to work from home intermittently or continuously.
- Based on the critical nature of the systems that are supported, employees may be expected to work a rotating on-call schedule and extended hours during system upgrades.

MINIMUM REQUIREMENTS

1. Bachelor's degree in information technology (IT), computer science, computer engineering, management information systems, or a closely related field from an accredited college or university.
2. Five years of progressively responsible systems administration experience in a large-scale information technology environment.
3. Valid driver's license at time of appointment and throughout employment.
4. Must be able to pass a criminal justice information service (FBI) background investigation and clearance check.

Equivalent combinations of education and experience may be considered.

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. Unofficial copies are acceptable; however, the transcripts must be legible and include the school name, applicant name, degree completed (if applicable), and date completed.

DESIRABLE QUALIFICATIONS

- Familiarity with VMware and vSphere environments.

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Ability to assess the needs of public safety organizations and apply appropriate IT solutions to maximize efficiency and effectiveness.
- Ability to develop plans for implementing and maintaining software applications and providing end-user support.
- Knowledge of project life cycles and project management principles.
- Ability to coordinate with vendors and IT teams regarding maintenance and performance issues as well as prioritizing and testing bug fixes.
- Knowledge of virtualization software such as VMware and vSphere.
- Ability to effectively utilize programming language including: structured query language (SQL), Sequel Server Management Studio (SSMS), Sequel Server Reporting Services (SSRS), Sequel Server Integration Services (SSIS), Sequel Server Analysis Services (SSAS), Stored Procedures, PowerShell, Extract Transform Load (ETL) procedures, Information Technology Infrastructure Library (ITIL), eXtensible Markup Language (XML), and Python.
- Knowledge of business intelligence, data visualization, interactive dashboards, and data modeling.
- Knowledge of and the ability to effectively utilize local area networks (LANs), wide area networks (WANs), intranets, and other communication systems.
- Ability to develop policies, procedures, and internal standards to ensure conformance with state and national public safety objectives.
- Ability to read and interpret technical documents and policies.
- Ability to analyze software issues to ensure consistent functionality.
- Ability to analyze and solve complicated problems.
- Skill in making effective decisions.
- Ability to demonstrate sound judgment.
- Excellent planning, organizational, and time-management skills.
- Ability to work under pressure, changing priorities as necessary.
- Exemplary verbal communication skills in order to communicate technical information in an understandable way for both technical and non-technical staff.
- Ability to write clear and concise reports and user-level documentation, with the ability to express or translate complex technical information into non-technical, user-friendly terminology.
- Ability to work cooperatively and effectively with management, staff, support personnel, vendors, and consultants.
- Commitment to professional development and staying informed of software trends.
- Ability to understand and utilize new software programs quickly.
- Ability to be self-directed.
- Ability to work in a collaborative environment with people whose backgrounds may differ from one's own.
- Ability to maintain confidentiality of restricted information.
- Highly motivated, self-directed, and well organized.

CURRENT SALARY

The current salary range (2LX) $70,827-$99,154 and the resident incentive salary range for City of Milwaukee residents is $72,952-$102-129. *Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.*
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
- 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/der/benefits.

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 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 **Wednesday, January 13, 2021**.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.

ADDITIONAL INFORMATION

APPLICATIONS and further information may be accessed by visiting www.jobaps.com/MIL.
- Applications and transcripts should be submitted no later than the deadline listed above.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or staffinginfo@milwaukee.gov.
- The Department of Employee Relations is located in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

CONCLUSION

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