TELECOMMUNICATIONS ANALYST-PROJECT LEADER
DEPARTMENT OF PUBLIC WORKS

PURPOSE: The Telecommunications Analyst-Project Leader leads a team that provides advanced-level expertise and direction in the design, development, implementation, maintenance, and support of the City of Milwaukee's wide area network (WAN), ensuring 7/24/365 support of the Community Safety WAN (CSWAN) that serves police, fire, and other emergency services as well as the City of Milwaukee Optical Network (COMON) that serves the balance of City government. The City's WAN is the backbone of all public safety communications, including video, data, telephone, and security systems. The person in this position also provides technical support to City information system managers.

The City's Computing Environment
The City owns and maintains its own WAN. The City's optical network includes over 100 miles of fiber optic cable providing communications to 100 sites. This Wan connects 5000+ City workstations with several City Data Centers. The primary data centers are as follows: Information and Technology Management Division (ITMD), Police, Fire, Department of Public Works (DPW), Health, Municipal Court, and Water departments. These data centers deploy servers ranging from a Z series mainframe to Intel 32 and 64 bit servers. The servers are deployed on Windows Server, Linux, and Unix based operating systems. The servers run applications such as email, geographic information systems, water billing, legislative tracking, municipal court violations, police and fire dispatching, and records management.

ESSENTIAL FUNCTIONS:
➢ Designs, installs, maintains, and supports a 7/24/365 enterprise network.
➢ Supports Open Source and Linux-based security tools and firewalls.
➢ Installs, configures, and supports network equipment and services including the following: TCP/IP subnetting, DNS, DHCP, OSPF, VLAN, SNMP, RTP, VRRP, DWDM, SONET, Ethernet, Fast Ethernet, Gigabit Ethernet, DSL, fiber optic and CAT 5 cabling, RS232 communications, and CLI server administration.
➢ Installs, manages, configures, and supports application server hardware such as blade servers, RAID arrays, backup systems, and server operating systems, including Unix, Linux, and Windows 2003.
➢ Installs, manages, configures, and supports wired and wireless networking, including RS232, 802.11a/b/g/n, 900MHZ, RF, antennas, and cabling.
➢ Monitors networks, and identifies problems and implements solutions to keep networks operable at all times.
➢ Documents networks, and provides network administration support.
➢ Works closely with customers, follows up on issues and concerns, and keeps customers informed of status.
➢ Serves as team lead for telecommunication analysts and various contract employees.
➢ Acts on behalf of the DPW IT Manager in his/her absence.

CONDITIONS OF EMPLOYMENT:
Must be willing to serve in an on-call capacity to handle emergencies and other problems that arise during non-business hours, travel throughout the city, and work in a variety of environments, from office settings to garages.

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. Five years of experience in local and wide area network infrastructure installation, maintenance, repair, and support-related functions, including experience managing and configuring equipment such as routers, switches, firewalls, and wireless devices.
2. Bachelor's Degree in information management, computer science, mathematics, or a closely related field from an accredited college or university.
   Equivalent combinations of education and experience may also be considered.
3. Valid driver's license at time of appointment and throughout employment.
4. Residence in City of Milwaukee within six months of appointment and throughout employment.

DESIRABLE QUALIFICATIONS:
➢ Advanced industry-recognized networking certifications.
➢ Experience in a Unix/Linux computing environment.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:
➢ Knowledge of the transmission, switching, control, and operation of telecommunications systems, including the design, implementation, and troubleshooting of WAN and LAN systems such as Ethernet, Fast Ethernet, Gigabit Ethernet, DWDM, SONET, fiber optics, and CAT 5 cabling.

➢ Knowledge of computer hardware and software, including applications and programming.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS (*continued*):
➢ Knowledge of PC and network operating systems, including Linux and Windows (XP & 2003).
➢ Knowledge of issues related to the security and responsible use of resources, including equipment and data.
➢ Strong analytical and problem-solving skills, as well as ability to make sound decisions.
➢ Ability to communicate well, both orally and in writing; ability to produce accurate, complete documentation.
➢ Interpersonal skills; the ability to work effectively with all levels of employees, contractors, and vendors.
➢ Ability to effectively lead and provide guidance to staff members.
➢ Ability to provide excellent customer service.
➢ Ability to prioritize, organize, and accomplish work; ability to manage large-scale projects.
➢ Ability to lift and move objects weighing 50 lbs. or more.

THE CURRENT SALARY RANGE (SG 11) IS: $69,090-$96,722 annually with excellent benefits. Recruitment is normally at the beginning of the range.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: training 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 **July 9, 2010**. 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.

#10-062—MMC (SM)   6/17/10   EEO 102