

WATER INFORMATION TECHNOLOGY MANAGER

Recruitment #2104-5350-001

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| List Type | Original |
| Requesting Department | DPW-WATER-BUSINESS |
| Open Date | 4/16/2021 12:15:00 PM |
| Filing Deadline | 5/7/2021 11:59:00 PM |
| HR Analyst | Jeff Harvey |

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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.

Milwaukee

Water Wo

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 the following opportunity.

PURPOSE

The Water Information Technology Manager functions as the Chief Information Officer (CIO) and Chief Information Security Officer (CISO) for the Milwaukee Water Works (MWW).

ESSENTIAL FUNCTIONS

Planning and Advisory

- Provide technical and tactical guidance to MWW senior management, managers, and technical staff in the development of plans for MWW systems and networks.
- Evaluate new software and technology; approve software and hardware selection, purchase, and implementation.
- Provide advanced budgetary planning, analysis and recommendations regarding technology and network and physical security.
- Advise MWW managers and end-users with regard to resolution of problems with system software, computer hardware and peripherals; direct on-call support for emergency and off-hour problems.
- Counsel and advise MWW technical personnel in charge of maintaining MWW SCADA (Supervisory Control and Data Acquisition) and DCS (Distributed Control Systems) utilized for plant operation, pumping control, chemical feed and Ozone operation; approve system design and provide network technical and security support for these systems.

Oversight and Direction

- Direct the operation of Milwaukee Water Works Technical Services Section, which includes coordinating with vendors and contractors, managing staff and resources and providing analysis, development, implementation, operation, and support of corporate data systems.
- Direct and support managers and technical staff responsible for administering servers, implementing database management systems, controlling networking and communications, providing workstation support, ensuring network and physical security, and maintaining applications software.
- Manage scheduling, coordination and implementation of technology changes to minimize potential impact.
- Direct the development of and authorize network standards for hardware and software and approve hardware/software purchases and installations for networks and systems.
- Direct systems-related physical inventory tracking and software licensing.
- Direct the operation of the enQuesta Customer Information System and serve as the primary vendor contact to oversee the data center, operation, security, and recoverability.
- Direct the support provided for the automated meter reading data collection system and its interface with the Water Works billing system.

Technology Management and Security

- Manage the procurement of business computer systems, professional services, operations/support services, and computer software and equipment by writing Requests for Proposal, evaluating vendor proposals, selecting vendors, and assisting with the development of contractual agreements.
- Ensure that systems meet both legally mandated requirements and City standards.
- Coordinate network and security with the Information Technology Management Division (ITMD).
- Provide for and respond to internal and external auditors.
- Prepare, maintain, and manage Information Technology Plans, IT Profile, and related budgets.
- Manage all MWW networking, data and voice-related communications systems, including Interactive Voice Response (IVR), Interactive Web Response (IWR), Automated Call Distribution (ACD), Geographic Information System (GIS), video surveillance, and physical security systems.
- Ensure data is appropriately backed up and restorable; develop the Continuity of Operations Planning (COOP, including network and data center disaster recovery planning and implementation.

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

- This position is subject to 24-hour emergency call-out response, extended hours, and weekend coverage as required to meet the operational and maintenance needs of Milwaukee Water Works.

MINIMUM REQUIREMENTS

1. Bachelor's degree in management information systems, computer science or closely related field from an accredited college or university.
2. Five years of management experience planning and managing large scale information technology projects and budgets.
3. Valid driver's license and availability of a properly insured vehicle at time of appointment and throughout employment*. (*Automobile allowance is provided.)

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 and include the following information: the university or college name, your name, the degree completed (if applicable) and the date the degree was completed. Student copies are acceptable.

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

Technical

- Knowledge of best practices in computer hardware and system architecture.
- Knowledge of operational use and maintenance of departmental information systems and communications.
- Knowledge of various information technology platforms and operating systems.
- Knowledge of Geographic Information Systems (GIS).
- Knowledge of database-management and inter-connectivity.
- Ability to oversee, implement, and support large, complex computer systems, including recommending, designing, installing, administering, monitoring, and upgrading software and hardware.
- Ability to analyze and troubleshoot complex system issues.
- Ability to stay up to date and relevant with changing technology.
- Proficiency using word processing, spreadsheet, database, presentation, and personal information manager programs.
- Ability to read and interpret complex documents such as policies, procedures, technical publications, scopes of work, and contracts.
- Research and data compilation skills to be able to gather information and produce reports and summaries.

Leadership and Management Skills

- Knowledge of leadership principles and best practices for selecting, supervising, and motivating employees.
- Supervisory skills to be able to effectively manage, coach, and train staff.
- Knowledge of the principles, procedures, and systems of governmental administration and management.
- Knowledge of the principles, theories, and practices of budget management.
- Ability to interpret and apply City ordinances, state statutes, and departmental rules and regulations as they relate to the sphere of authority and responsibility.
- Ability to identify, implement, and evaluate policies and procedures in compliance with the strategic planning and technology needs of the utility.
- Analytical, problem-solving, and decision-making skills as well as sound judgment
- Ability to remain calm under pressure.
- Resourcefulness and initiative to meet departmental needs.
- Honesty, discretion, and the ability to maintain confidentiality regarding sensitive departmental matters.

Communication and Interpersonal Skills

- Written communication skills to be able to produce well-crafted, error-free documentation and correspondence.
- Oral communication and presentation skills to be able to clearly and courteously explain technical concepts to customers, one-on-one or in groups.
- Ability to establish successful working relationships with direct reports and other MWW personnel; ability to work cooperatively with people whose backgrounds may differ from one's own.
- Interpersonal skills to be able to interact effectively with elected officials, City managers and staff, other agency officials, academics, consultants, vendors, and the public.
- Planning and organizational skills to be able to complete work within tight and ever-changing deadlines.

CURRENT SALARY

The current salary range (IIX) is \$75,478 - \$105,669 annually, and the resident incentive salary range for City of Milwaukee residents is \$77,743 - \$108,839 annually. Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.

BENEFITS

The City of Milwaukee provides a comprehensive benefit program which includes:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- 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 <http://city.milwaukee.gov/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 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 the deadline listed above. 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 can 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

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