

# DPW OPERATIONS BUSINESS ANALYST

## Recruitment #2109-4067-001

<b>List Type</b>	Transfer/Promotional
<b>Requesting Department</b>	DPW-OPS-ADMINISTRATION
<b>Open Date</b>	12/14/2021 4:35:00 PM
<b>Filing Deadline</b>	1/5/2022 11:59:00 PM
<b>HR Analyst</b>	Jamie Heberer

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## INTRODUCTION

\*\*\* This position is open to current City of Milwaukee Employees only \*\*\*

## PURPOSE

The Department of Public Works (DPW) Operations Business Analyst oversees the planning, implementation, monitoring, product evaluation, and overall management of production technologies.

## ESSENTIAL FUNCTIONS

### Technical

- Update and maintain Environmental System Research Institute (ESRI) Geographic Information Systems (GIS) maps, ERSI Workforce system and routing software.
- Research and implement new GIS software and procedures to improve access, reliability and to stay current industry trends.
- Conduct conversions, upgrades, software integration, hardware development, training and updates relative to maps and routes in order to provide efficient, real-time data streams for users.
- Manage, maintain and update the enterprise software database system.
- Provide data maintenance, updates, and reconfigurations of hand-held computers and tablets in order to maintain efficient function.
- Research automatic vehicle locating (AVL), GIS and GPS modules for future integration with ESRI.
- Develop Route Optimization for snow and ice control for main and residential routes.

### Operational

- Consult with the Information and Technology Management Division (ITMD) for consistent applications of computer software, file transfers, and to ensure compliance with established computer security guidelines.
- Coordinate Street Centerline Data files between ITMD and DPW Operations.
- Develop, research, test, and implement new updated software, web-based applications and production technology programs.
- Manage the implementation of systems in collaboration with ITMD and the end-user division sections including Sanitation, Forestry, Fleet, and Parking.
- Evaluate DPW division data system needs and provide available products analysis in order to meet division needs and solve work process issues.
- Collaborate with ITMD, vendors, and users throughout the process of research, training and implementation of projects.
- Develop, document, and maintain step by step procedures for new and existing production technology systems as they relate to all users; update as needed to stay current and relevant to users and customers. Provide staff training, support, and troubleshoot problems.
- Provide a global approach to team management in order to accomplish programmatic goals.
- Coordinate the timely collection of statistical data and record project activities in order to create project databases, spreadsheets, and documents and provide to departmental leadership.
- Coordinate information systems, facilitate networking of information with other DPW divisions, compile data and report information to the Director of Operations.

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.

## MINIMUM REQUIREMENTS

1. Regular Status as a City of Milwaukee employee, having successfully completed a probationary period for a civil service position, or status as a City of Milwaukee employee in a fixed term position.
2. Bachelor's degree in computer science, computer technology, geographic science, GIS mapping technology or a closely related field.
3. Two years of experience working with ESRI GIS, ESRI Workforce, and GPS software applications in a professional setting.
4. Valid driver's license at time of appointment and throughout employment.

*NOTE: Equivalent combinations of education and experience may also be considered. For example, an associate's degree in a related field plus four years of experience performing duties closely related to the essential functions listed above – such as creating maps and editing data using ESRI GIS, ESRI Workforce and GPS software – is considered equivalent.*

**IMPORTANT NOTE:** College transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application or emailed to [staffinginfo@milwaukee.gov](mailto:staffinginfo@milwaukee.gov) with "DPW Operations Business Analyst" in the subject line. **Applications without transcripts attached will be considered incomplete and will be rejected.** Student/unofficial copies are acceptable; however, your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.

## KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

### Technical

- Knowledge of GIS, automated mapping, and geography principles and practices.
- Knowledge of GIS theory and application.
- Ability to effectively use ESRI GIS and Workforce software.
- Ability to capably perform multiple various mapping/data assignments.
- Ability to develop systematic solutions for operational problems.
- Ability to troubleshoot hardware and software issues to ensure consistent functionality.
- Ability to stay abreast of best practices in GIS, automated mapping and production technology through on-going continuing education activities.
- Skill in using standard computer applications such as the Internet, word processing, spreadsheet, and database.
- Ability to read and interpret technical work-related documents and policies.

### Communication, Interpersonal, and Judgement

- Written communication skills, including the ability to produce correspondence and reports.
- Ability to provide training and clearly explain complex GIS and other production technology processes and concepts to non-technical users.
- Ability to provide thorough and accurate documentation and reporting of work processes.
- Ability to work as part of a synergistic professional team and carry out routine assignments without detailed supervision.
- Ability to build and maintain positive working relationships with a multi-disciplinary/multi-cultural staff, management and other agencies.
- Time management and organizational skills.
- Ability to provide direction to staff to meet varying project deadlines and ensure completion of projects.
- Ability to work cooperatively and effectively with coworkers and residents whose backgrounds may differ from one's own.
- Analytical and problem-solving skills.
- Initiative, honesty and integrity.

## CURRENT SALARY

The current salary range (PR 2FX) is **\$48,670 - \$67,616** annually, and the current resident incentive salary range for City of Milwaukee residents is **\$50,130 - \$69,6444**. *Appointments will be made in accordance with the City of Milwaukee salary ordinance.*

## 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 Public Works 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 selection process will be held as soon as practical after **January 5, 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.

**NOTE:** Transfer/Promotional Opportunities and Promotional Examinations are not open to Milwaukee Public Schools employees or to the public. Only current City of Milwaukee employees and civilian personnel in MFD and MPD hired through a City Service Commission process who have successfully passed a probationary period for a Civil Service position or who have status as a City of Milwaukee employee in a fixed term position will be considered. Individuals with exempt, provisional, temporary, or emergency appointments are not eligible for transfer.

## ADDITIONAL INFORMATION

- APPLICATIONS and further information may be accessed by visiting, [www.jobapscloud.com/MIL](http://www.jobapscloud.com/MIL)
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or [staffinginfo@milwaukee.gov](mailto:staffinginfo@milwaukee.gov).
- The Department of Employee Relations is located at City Hall, 200 E. Wells St., Room 706, Milwaukee, WI 53202.

## CONCLUSION

*EEO 202*

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