Transfer/Promotional Opportunity for

INFORMATION TECHNOLOGY MANAGER
(DPW-Administration, Technology Support Services Section)

PURPOSE: The Information Technology Manager performs a broad range of project, personnel, and strategic management functions for the Department of Public Works-Technology Support Services Section (DPW-TSS) and serves as a representative of the City concerning information technology (IT) issues. The person in this position directs the operations of the TSS Section, which supports the IT needs for over 700 end-users working in nearly two dozen sites throughout the City. The TSS Section has responsibilities for DPW servers, desktop computing, and application development, as well as telecommunications infrastructure and services that sustain citywide mission-critical operations.

ESSENTIAL FUNCTIONS:
- Develop and implement policies and procedures that protect the reliability of municipal networks and fulfill the information technology (IT) system needs of the Department of Public Works (DPW).
- Manage teams of City employees and contract employees engaged in network administration, systems analysis, application and database development, and telecommunications systems management. Direct day to day activities, lead projects, provide for cross training, facilitate internal communications, and oversee selection, interviewing, hiring, and performance appraisal. Teams provide the following services:
  * reliable cost-effective telephony services to City Government, including a 6,500 port Avaya phone system and 1,200 cell phones;
  * efficient, reliable, and cost-effective networking and internet services to City Government, including the following: 1) expansion and evolution of wireless network services, 2) IT support for public safety, and 3) 7/24/365 support for critical communication services such as police camera, radio and telephone systems, SCADA (water, sewer, fuel & street lighting), facility security and HVAC, and parking structures controls;
  * custom applications that enhance the efficiency of DPW operations and provide management information to assess the effectiveness of operations; and
  * application development for the benefit of agencies outside of DPW, such as CityTime®, the Online Directory, Asterisk Voicemail, the Invoice and Accounts Receivable program, and the Call Center.
- Prepare, maintain, and manage IT plans and related budgets, including the Capital Improvements Program for Public Safety Communications, the telephony services reimbursable operation, and data services operations.
- Manage underground conduit lease agreements, and review requests for use of surplus space in the underground conduit system.
- Advocate the use of cost-effective and reliable information technologies to fulfill the missions of DPW and the City. Seek strategic opportunities to enhance access to the next generation of the internet available to the City's institutions of higher education and culture through State and regional Internet2® consortiums of research institutions.   Serve as DPW's representative concerning information technology (IT) issues, and interface with senior City management both one-on-one and in official meetings.
- Perform other related duties as assigned.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) 0f 1990.

MINIMUM REQUIREMENTS:
1. Current status and at least three months of experience as a regularly appointed City of Milwaukee employee.
2. Bachelor's Degree in computer science, information systems management, business administration, or a related field, including computer science coursework, from an accredited college or university.
3. Five years of management experience in a large, multi-site computing environment performing duties related to this position, i.e., leading the installation and support of local, wide, and wireless area networks, enterprise systems, or wireless telecommunications systems, or overseeing application development for desktops, laptops, and servers.
   NOTE: Equivalent combinations of education and experience may also be considered.
4. Valid Wisconsin Driver's License at the time of appointment and throughout employment.

DESIRABLE QUALIFICATIONS:
1. Master's Degree in computer science, information systems management, business administration, or a related field from an accredited college or university.
2. Experience in government or in the higher education sector.
3. Experience with the development and operation of mission-critical systems.
4. Certified Network Engineer or other related certifications.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:
- Knowledge of computers, such as local, wide, and wireless area networking technologies, directory services, application development, relational databases, telecommunications, geographic information systems, enterprise software such as financial and human resources information systems, reporting software, and the Internet.
- Knowledge of standard office applications, including word processing, spreadsheet, and database programs.
- Knowledge of business and public administration principles such as strategic planning, resource allocation, budgeting, and continuous improvement.
- Knowledge of management principles, team building concepts, and human resource development.
- Analytical, problem-solving, and decision-making skills.
- Project management skills.
- Skill in reading, understanding, and interpreting technical material.
- Oral communication skills, including the ability to explain technical concepts to non-technical users.
- Skill in writing clear and concise business correspondence and reports.
- Interpersonal and customer service skills; ability to work cooperatively and effectively with diverse stakeholders.
- Leadership skills, including resourcefulness, vision, and determination.
- Ability to effectively manage both staff members and contract employees, including assigning and reviewing work, setting performance standards, providing training, and monitoring employee performance.
- Ability to interview and rate job candidates and build successful teams.
- Ability to plan, organize, prioritize, and delegate work.
- Ability to serve the public with the highest degree of honesty and integrity.
- Ability to function effectively under stress.
- Ability to recognize information technology trends; ability to learn and master new technologies.

THE CURRENT SALARY GRADE IS (12): $73,627-$103,077 annually.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: an evaluation of related training, experience and accomplishments, written tests, interview, or other assessment methods. The Department of Employee Relations and the hiring department reserve the right to call only the most qualified candidates to oral, performance tests, or personal interviews. Information from the selection process will be used to make a hiring decision. Selected candidates will be *transferred and/or promoted* to the position.

APPLICATION PROCEDURE:
★ Applications may be obtained from the Department of Employee Relations, 200 E Wells St, Room 706, Milwaukee, WI 53202, by calling 286-3751, or by visiting http://www.milwaukee.gov/jobs.

★ *Applications should be returned to:* ***Ms. Dawn Crowbridge, Business Operations Manager, Department of Public Works, 841 N Broadway, Room 507, Milwaukee, WI 53202,*** *by* ***January 19, 2010***. *Receipt of applications may be discontinued any time after that date.*

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