



Transfer/Promotional Opportunity
IT SUPPORT SPECIALIST-SENIOR
Department of Neighborhood Services



Only Current City of Milwaukee Employees will be considered

This position will be filled at the level of IT Support Specialist – Senior, IT Support Specialist, or IT Support Associate depending upon the qualifications of the candidate and the needs of the Department of Neighborhood Services.

PURPOSE: To assist the IT Network Manager and Network Service Coordinator-Senior in the maintenance, upgrading, and support of the department's local area network, office automation and server-based application systems, and eventual enterprise-wide system, including related hardware.

ESSENTIAL FUNCTIONS:

- Assist with the computer/network help desk operation to insure its proper management and administration
- Maintain application systems and infrastructure, office and database applications, and related hardware by identifying, troubleshooting and resolving network and other IT problems
- Receive, log, track, and forward problem logs and user requests by serving as primary contact
- Assist with patches, fixes and updates to installed software
- Assist with the documentation of DNS IT procedures related to network and database applications, standards, and system configuration
- Support computer/network operations through maintenance of inventory, licensing and warranty records for all network equipment, computer equipment, computer software and peripherals
- Schedule the repair of network, computer equipment and peripherals as needed
- Develop and test new procedures, systems and applications
- Engage in discussions with customer base to improve system's usability and productivity for customers
- Performs other job-related duties as assigned

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. Current status as a regularly appointed City of Milwaukee employee having passed the probationary period for current position held.
2. Bachelor's degree in Information Technology, Computer Science, Mathematics or a closely related field and one (1) year of experience in an IT user support environment performing duties closely related to this position.

OR

A related Associate's Degree and three (3) years of experience in an IT user support environment performing duties closely related to this position.

OR

Five (5) years of experience in an IT user support environment performing duties closely related to this position.

IT Support Specialist-Sr (DNS)

Note: Copies of transcripts must be submitted with application or sent to Thomas Mishefske, Operation Manager, Department of Neighborhood Services, 841 N. Broadway, Room 104, Milwaukee, WI 53233 (student copies are acceptable.)

3. Valid Wisconsin driver's license and availability of a properly insured personal automobile at the time of appointment and throughout employment (car allowance provided).

NOTE: Equivalent combinations of job-related coursework and experience may also be considered.

DESIRABLE QUALIFICATIONS:

1. Experience providing technical support for user's, desktops, and printers in a multi-user LAN based system.
2. Certified as a MCSE (Microsoft Certified System Engineer), MCTS (Microsoft Technology Specialist), MCITP (Microsoft IT Professional) and MCSA (Microsoft System Administrator).
3. Experience with support of field devices with real-time access.
4. Novell Netware certification.
5. A+ certification.

KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

- Knowledge of computer operating systems
- Knowledge of application software to include Microsoft Office Suite, database management programs, imaging software, antivirus programs and file transfer technologies.
- Strong written and oral communication skills
- Ability to generate clearly written system documentation and instructions
- Ability to develop and present training classes
- Ability to maintain positive relations with a diverse group of employees, supervisors and managers, and vendors
- Ability to work independently with minimal supervision
- High level skill in organizing and completing work
- Ability to solve complex problems
- Ability to exercise sound judgment

THE CURRENT PAY RANGE FOR IT SUPPORT SPECIALIST-SENIOR IS (PR 2GN): \$50,206 - \$70,295 annually. Minimum recruitment is at \$55,374 annually.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: an evaluation of related education, 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. The selected candidate will be transferred and/or promoted to the position.

APPLICATION PROCEDURE:

- Applications can be obtained from the Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee, WI 53202-3554, by calling 286.3751 or by visiting www.milwaukee.gov/jobs.
- Applications should be returned to: Mr. Thomas Mishefske, Operation Manager, Department of Neighborhood Services, 841 N. Broadway, Room 104, Milwaukee, WI 53233 by **October 15, 2012**. *Receipt of applications may be discontinued any time after that date.*