City of Milwaukee
Dept. of Employee Relations
Room 706, City Hall

BUSINESS SYSTEMS COORDINATOR
(Position Authority Title: Network Administrator)
Department of Neighborhood Services

PURPOSE:
Assists the Network Manager in developing and managing information technology (IT) projects for the Department of Neighborhood Services. Provides advanced-level system analysis and business process support. The responsibilities include: strategic planning, development procurement, implementation, and management of projects, systems and IT network resources. *This position is an auxiliary resource program position for the purpose of training the succeeding Network Manager. The person transferred/promoted into this position will have an opportunity to advance to the higher level if they successfully meet the expectations of the department.*

ESSENTIAL FUNCTIONS:
- Assists in directing the development, establishment of requirements, implementation, integration, streamlining, ongoing maintenance and budgeting of DNS information systems.
- Prepares and monitors project work plans, project progress, and allocation of resources.
- Assists in acting as departmental liaison, and working closely with outside vendors or other City departments in systems or network software and hardware developments and installations.
- Works closely with operating divisions of DNS and other City departments to identify information needs and to facilitate the design of systems to meet those needs.
- Represents DNS in meetings and projects with other City departments as it relates to network technology, systems development and systems integration.
- Analyzes the needs of customers inside and outside the organization and provides reports that meet those needs.
- Provides group and individual training as needed for new system rollout and enhancements.
- Documents procedures, best practices and training manuals to further enhance the ongoing operation of DNS systems and related business processes.

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

MINIMUM QUALIFICATIONS:
1. Current status as a regularly appointed City of Milwaukee employee, having passed the probationary period for the current position held.
2. Bachelor's degree in Information Management, Systems Analysis, Business Administration, Architecture, Engineering, or closely related field.
   - **NOTE: College transcripts are required and must be received within three business days after the application period closes.** College transcripts may be either attached to the application, sent to staffinginfo@milwaukee.gov, or sent to Box NA, Department of Employee Relations, Room 706, City Hall, 200 E. Wells St, Milwaukee, WI 53202. Only applications with transcripts will be considered; applications without transcripts will be rejected. Student copies are acceptable.
3. Three (3) years of experience in one or more of the following areas: professional systems analysis, project management methods and procedures, or building code inspection and enforcement.
   - ***NOTE:*** *Equivalent combinations of education and experience may be considered.*
4. A valid driver's license and availability of a properly insured vehicle at the time of appointment and throughout employment (car allowance provided).

KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS:
- Knowledge of standard computer software and ability to master proprietary applications.
- Analytical and Project Management Skills.
- Skill in communicating technical concepts clearly, both orally and in writing.
- Interpersonal and customer service skills, including the ability to collaborate with a wide range of people across responsibility levels.
- Ability to research and identify practical technological solutions to meet current and future departmental needs.
- Ability to resolve complex problems with minimal direct supervision.
- Ability to estimate resource requirements.
- Ability to work and communicate effectively with people of varying levels of IT knowledge.

DESIRABLE QUALIFICATIONS:
- Previous experience with one or more of the following: Oracle Database, SAP Crystal Reports, enterprise-wide systems, system design tools, mobile device management, and/or the Department of Neighborhood Services System (NSS).

SALARY (2IX):
 The current starting salary is $57,884 for City of Milwaukee residents. The non-resident starting salary is $57,028 annually. Appointment above the minimum is possible.

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 Department of Neighborhood Services 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.

NOTE: *The City's residency requirement set forth in City Charter 5-02 is under litigation. If you have questions regarding your individual circumstances as part of the application and/or selection process please contact (414)286-3751.*

APPLICATION PROCEDURE:
- Applications can be <u>obtained</u> from the Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee, WI 53202, by calling (414)286-3751, or by visiting www.milwaukee.gov/jobs.
- Applications and transcripts should be <u>returned</u> to: Lindsey O'Connor, Human Resources Analyst, Senior, Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee, WI 53202 by **July 11, 2014.** Receipt of applications may be discontinued any time after that date.

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