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

PLEASE POST

TRANSFER/PROMOTIONAL OPPORTUNITY

NETWORK ANALYST ASSISTANT
MILWAUKEE HEALTH DEPARTMENT

PURPOSE: Under supervision of the Telecommunications Analyst, the Network Analyst-Assistant participates in planning, implementing, designing, analyzing, maintaining, and providing technical support and security for the Milwaukee Health Department's (MHD's) computer network, which serves 250 employees. In addition, the person in this position supports SQL databases; researches, recommends, and purchases network equipment; and serves in a lead worker capacity as needed.

ESSENTIAL TASKS:
- Participates in planning, implementing, designing, analyzing, maintaining, and providing technical support for a medium-sized network, including software, hardware, and peripherals. This also includes using VMware and Storage Area Network (SAN) storage.
- Troubleshoots network problems and recommends and implements solutions, including escalating problems to the Information and Technology Management Division (ITMD) and the Department of Public Works (DPW) when necessary.
- Assists in maintaining network security, including managing user accounts and mail distribution groups as well as recommending and implementing security templates and settings.
- Provides technical support for several Microsoft SQL databases in the role of Database Administrator (DBA).
- Works with customers, performing needs analysis, following up on issues and concerns, and keeping them apprised of the status of projects. This includes estimating scopes of work, planning how new systems will be integrated with the existing network, and following the systems development life cycle (SDLC).
- Provides helpdesk support and training, recommends and implements network standards, and documents network activities.
- Stays abreast of changing technology, researches and tests software, recommends changes to improve departmental operating efficiency, and purchases network equipment.
- Serves in a lead worker capacity as needed, and acts as backup resource for other MHD computer systems such as CityWatch, ESSENCE, SharePoint, Blackberry Enterprise Server, and other systems.
- Performs other 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.*

CONDITIONS OF EMPLOYMENT:
- The Network Analyst-Assistant may be required to work beyond standard business hours to meet departmental needs and in times of emergency.

MINIMUM REQUIREMENTS
1. Current status and at least three months of experience as a regularly appointed employee of the City of Milwaukee or Milwaukee Public Schools.
2. Bachelor's Degree in computer science or a related field from an accredited college or university.
3. One year of experience performing network administration or applications support performing duties related to this position.
   *Equivalent combinations of education and experience may be considered. For example, a related
   Associate's Degree plus three years of experience as described above is considered equivalent.*
4. A valid driver's license at time of appointment and throughout employment.

DESIRABLE QUALIFICATIONS:
- A related certification, such as the Microsoft Certified Systems Administrator (MCSA) or the Microsoft Certified Systems Engineer (MCSE).
- Experience with SQL databases, Microsoft Server 2003 or 2008; VMWare or HyperV, and SAN.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:
- Knowledge of local and wide-area networking concepts and practices, including the systems development life cycle (SDLC).

Network Analyst-Assistant (MHD)

- Knowledge of programming, relational databases, and reporting.
- Knowledge of standard computer applications such as Microsoft Excel and Word.
- Ability to perform network administration and troubleshoot computer network hardware, software, and peripherals.
- Analytical and problem-solving skills.
- Judgment and decision-making skills.
- Knowledge of mathematics and the ability to calculate accurately.
- Ability to read and interpret technical publications.
- Skill in communicating technical concepts clearly, both orally and in writing, including the ability to field questions from customers as well as to write reports, business correspondence, manuals, and job aids.
- Project management skills.
- Ability to perform effectively within a dynamic environment, adjust to changing priorities, meet deadlines, and stay organized.
- Ability to work well both independently and as a team member.
- Ability to work effectively with all staff levels, including the ability to work in a lead capacity.
- Interpersonal and customer service skills.
- Ability to provide end-user support, including answering calls and providing training.
- Ability to research emerging technologies and learn new software quickly.
- Ability to maintain confidentiality.
- Ability to exercise discretion regarding sensitive issues related to public health.
- Ability to lift and transport computer equipment weighing up to 40 lbs on a regular basis.

THE CURRENT SALARY RANGE (PR 596) IS: $49,472 to $60,080 annually with excellent benefits.

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; a written test; an 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 exams, 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:
Candidates must submit the following: 1) an application, 2) a letter of interest, and 3) college transcripts.
- Your letter of interest should explain how your education and experience qualify you for the position and why you are seeking the assignment.
- Copies of transcripts must be submitted with application or sent to Mr. Ray Weitz at the address listed below. Student copies are acceptable.

  <u>**Applications can be obtained from:**</u>
  Department of Employee Relations, 200 E Wells St, Room 706, Milwaukee, WI 53202; by calling 414-286-3751; or by visiting www.milwaukee.gov/jobs.

  <u>**Applications, letters of interest, and college transcripts should be returned to:**</u>
  Mr. Ray Weitz, Health Personnel Officer, Milwaukee Health Department, 841 N Broadway St, Room 315, Milwaukee, WI 53202, by <u>October 14, 2011</u>. Receipt of applications may be discontinued any time after that date without prior notice. However, if a sufficient number of candidates are not available the examination will be continued until the needs of the City have been met.