

# NETWORK COORDINATOR ASSOCIATE

Recruitment #1602-4338-001

**List Type** Transfer/Promotional

**Requesting Department** FIRE - SUPPORT SERVICES BUREAU

**Open Date** 2/20/2016

**Filing Deadline** 3/11/2016 11:59:00 PM

**HR Analyst** Jeff Harvey

## **INTRODUCTION**

***ONLY CURRENT CITY OF MILWAUKEE EMPLOYEES WILL BE CONSIDERED***

*This is a Milwaukee Fire Department civilian position under the jurisdiction of the Fire and Police Commission.*

## **PURPOSE**

The Network Coordinator Associate is responsible for coordinating various activities related to the Fire Department's records management system, fire station workstations and mobile computer units. The position also supports the microcomputer local area network (LAN) and maintains and troubleshoots Microsoft Windows operating systems, both at the desktop and server levels.

## **ESSENTIAL FUNCTIONS**

- Manages activities related to the microcomputer local area network (LAN) and mobile environment, including coordinating the activities of hardware, software, and maintenance vendors that support the network.
- Installs, maintains, and troubleshoots PC's and applications connected to the City of Milwaukee's network environment.
- Provides help desk support for all LAN and mobile related functionality within the department. Analyzes and recommends modifications for improving overall effectiveness of existing systems.
- Manages small to medium IT projects, including the supervision of contracted individuals (analyst, programmer, or technician) or organizations that are secured as resources for the projects.
- Performs the projects or serves as a resource for these projects. Can be assigned to serve as a bureau representative to city IT conference groups for the improvement of bureau, department, and city information systems.
- Provides first- and second-level support for network problems.
- Quickly resolves problems or arranges for vendor assistance, if necessary.
- Identifies causes of problems including pattern observation, takes required corrective or preventive action.
- Works with supervisor and co-workers to review existing systems and develop/update procedures.
- Implements business process improvements looking towards the proper application of present and emerging technology.
- Initiates and undertakes information technology projects that improve workflow and provide for increased department productivity.

- Develops training curriculum and tools as needed to support the computer aided dispatch/records management systems and all productivity software applications utilized by the department.
- Secures or provides training for all department users who use the tools and systems on the network.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.*

### **CONDITIONS OF EMPLOYMENT**

- This position is subject to occasional emergency recall to address critical problems.

### **MINIMUM REQUIREMENTS**

1. Regular status as a City of Milwaukee employee, having successfully completed a probationary period for a civil service position.
2. Bachelor's Degree in information technology, computer science, mathematics, or closely related field from an accredited college or university.
3. Two years of experience providing technical support services at both the file server and end user levels in a local area network environment.
  - *NOTE: Equivalent combinations of education and experience may also be considered.*
4. Valid Wisconsin driver's license at time of appointment and throughout employment.

***IMPORTANT NOTE:*** *To receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Your transcript must be legible (readable) and include the following information: the university or college name, your name, the degree completed (if applicable) and the date the degree was completed.*

### **DESIRABLE QUALIFICATIONS**

- Experience with Red Hat Linux, Windows scripting, VPN, IIS and Apache administrations.

### **KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS**

- Knowledge of network operating systems (e.g., Microsoft Windows Server 2003, 2008 and 2012, Unix, and Linux). Knowledge of PC operating systems (e.g., Microsoft Windows XP, Windows Vista, and Windows 7).
- Knowledge of standard office applications, including spreadsheet, database management, and presentation programs.
- Knowledge of networking concepts, technologies, and practices, such as ghosting, antivirus strategies, corporate backup procedures, and network protocols such as TCP/IP, DNS, DHCP and SNMP.
- Knowledge of Symantec Backup Exec software.
- Knowledge of VMware vSphere software.
- Ability to research and resolve technical problems using the Internet.
- Ability to write clear instructions and documentation.

- Oral communication skills.
- Interpersonal and customer service skills; ability to work cooperatively with management staff, support personnel, outside vendors and consultants.
- Analytical and problem-solving skills.
- Planning, organizational, and time management skills.
- Ability to exercise sound judgment.
- Honesty and integrity.
- Ability to use professional judgment and act immediately when aware of an emergency situation.
- Ability to lift and move computer hardware and accessories weighing up to 35 lbs.
- Ability to work independently.

### **CURRENT SALARY**

The current starting salary (PG 2EX) for City of Milwaukee residents is \$45,306 annually, and the non-resident starting salary is \$44,195.

### **SELECTION PROCESS**

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 Milwaukee Fire 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.

- *NOTE: Transfer/Promotional Opportunities and Promotional Examinations are not open to Milwaukee Public Schools employees or to the public. Only current non-probationary City of Milwaukee employees and civilian personnel in MFD and MPD hired through a City Service Commission process will be considered. Individuals with exempt, provisional, temporary or emergency appointments are not eligible for transfer/promotional opportunities.*
- *NOTE: The City's residency requirement set forth in City Charter 5-02 is under litigation. Even though the City is legally able to enforce the current residency requirements based on a recent Wisconsin Court of Appeals decision, the City has agreed to continue to suspend enforcement of the residency ordinance until the Wisconsin Supreme Court issues a final decision. If the Wisconsin Supreme Court affirms the Court of Appeals decision, the City intends to fully enforce the residency requirement for all employees. Consequently, employees who disregard the requirements of the ordinance do so at their own risk. Applicants for City of Milwaukee positions should understand the City's commitment to its residency requirement. During this period of uncertainty it is important to take that into account when submitting an application and more importantly when deciding to accept an employment offer. Please contact (414) 286-3751 if you have questions regarding your individual circumstances as part of the application and/or selection process.*