

NETWORK COORDINATOR ASSOCIATE

Recruitment #1511-4338-001

List Type Transfer/Promotional

Requesting Department DPW-WATER-BUSINESS

Open Date 11/25/2015

Filing Deadline 12/18/2015 11:59:00 PM

HR Analyst Jeff Harvey

INTRODUCTION

ONLY CURRENT CITY OF MILWAUKEE EMPLOYEES WILL BE CONSIDERED

Purpose

Under the direction of the Information Technology Manager, the Network Coordinator Associate assists in the maintenance, upgrading and support of the Milwaukee Water Works' local area networks, office automation, and server-based application systems, including related equipment.

ESSENTIAL FUNCTIONS

55%

- Assists in the management, administration, configuration, operation, and support of network operating systems, infrastructure, servers, and network clients to ensure availability and security of local area network (LAN)/wide area network (WAN)/Internet/Intranet services to authorized users.
- Identifies, troubleshoots, and resolves problems with network systems and infrastructure, office automation systems, and related hardware. Serves as the primary contact to receive, log, track, and forward problem reports and enhancement requests.

15%

- Assists with the documentation of Water Works networks, procedures, standards, and systems configuration.

15%

- Maintains inventory and warranty records for network and computer equipment, software, and peripherals. Schedules warranty repairs of network and computer equipment and peripherals as needed.

15%

- Develops and tests new systems and applications for client server applications.

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

- The Network Coordinator Associate must be willing to respond to technical emergencies during non-standard hours or may at times work an altered work schedule.

MINIMUM REQUIREMENTS

1. Current status as a regularly appointed employee of the City of Milwaukee, having passed the probationary period for the current position held at time of appointment.
2. Bachelor's Degree in information technology, computer science, mathematics or closely related field from an accredited college or university.

Network Coordinator Associate (DPW-Water-Business)

3. Two years of experience providing technical support services at both the file server and end-user levels in a local area network environment or performing other duties related to this position.
 4. Valid 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.*
 - *NOTE: Equivalent combinations of training and experience may also be considered. For example, a related Associate's Degree plus two years of experience as described above may be substituted for the Bachelor's Degree.*

DESIRABLE QUALIFICATIONS

- Experience developing and supporting applications in Microsoft Office Suite.
- Microsoft Certified Systems Engineer (MCSE), Microsoft Certified IT Professional (MCITP), or a related certification.
- Experience in Microsoft Active Directory Support and GPO administration.
- Experience with Microsoft Deployment Tools.
- Experience with SAN/Storage Administration.
- Experience GIS support Bentley/ESRI.
- Experience Tablet and Smart Phone support.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of network operating systems (e.g., Microsoft Windows Server 2008, Windows Server 2012, AIX, Unix and Linux).
- Knowledge of PC operating systems (e.g. Microsoft Windows 7, Windows and Windows 10).
- 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 TCP/IP protocol.
- 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 WW 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 \$44,194. Appointment above the minimum is possible.

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 Water Works 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.*