

# DATA COMMUNICATIONS SPECIALIST

## 'APPLICATION SUPPORT ANALYST'

Recruitment #1705-4750-001

<b>List Type</b>	Exempt
<b>Requesting Department</b>	Milwaukee Police Department
<b>Open Date</b>	7/28/2017 8:00:00 AM
<b>Filing Deadline</b>	8/18/2017 11:59:00 PM

## INTRODUCTION

*Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities, and great restaurants.*

## PURPOSE

***This position is exempt from Civil Service; appointment and continued employment is at the pleasure of the Chief of Police.***

Under the direction of the Information Systems Manager and Applications Manager, the Application Support Analyst delivers support to end users in the Milwaukee Police Department (MPD) for a range of in-house software applications. Duties include troubleshooting software issues, writing documentation, designing and delivering training, and assisting in the acquisition, implementation, testing, maintenance, and improvement of software applications.

## ESSENTIAL FUNCTIONS

### **Strategy and Planning**

- Create and deploy feedback mechanisms for end users. Analyze results, make recommendations for support process improvement, and implement changes.
- Evaluate documented resolutions and analyze trends for ways to prevent repeated future problems.

### **Acquisition and Deployment**

- Conduct research into software application products and services in support of development and purchasing efforts.
- Provide support for the testing of new and existing software applications under development or consideration for purchase.

### **Operational Management**

- Field incoming problem tickets from end users to resolve or assist in resolving application and software issues within servers, databases, and other mission-critical systems.
- Document pertinent end user identification information and the nature of problem or issue.
- Prioritize, schedule, and administer all instances where enhancements and defect resolution are required.
- Perform hands-on fixes, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Record, track, and document the problem-solving process, including decisions made and actions taken, through to final resolution.
- Communicate application problems and issues to key stakeholders, including management, development teams, end users, and unit leaders.
- Test fixes and perform post-resolution follow-ups to ensure problems have been adequately resolved.
- Maintain and enhance performance of new and existing software and applications across the organization.
- Identify and learn appropriate software applications used and supported by the organization.
- Participate in the design, development, and delivery of software applications training.
- Post software updates, drivers, knowledge bases, and frequently asked questions resources on company intranet to assist in problem resolution.
- Perform preventive maintenance, such as the installation of service packs, patches, hot fixes, and antivirus software.
- Apply diagnostic utilities to aid in troubleshooting.
- Provide guidance and training to subordinate team members.

*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 Application Support Analyst is expected to do the following:

- Be available for prescheduled, after-hours on-call duty on a rotational basis to handle emergency support situations as well as work occasional weekends and/or holidays as required by departmental needs.
- Sit for extended periods of time, occasionally lift and move computers and peripherals weighing up to ten lbs., operate computer equipment, and use power tools.
- Occasionally travel between training locations.

## **MINIMUM REQUIREMENTS**

1. Bachelor's degree in computer science, information systems, or a closely related field from an accredited college or university.
2. Three years of professional systems analysis experience involving enterprise application support or development.
3. Valid Wisconsin Driver's License at the time of appointment and throughout employment.

***Equivalent combinations of education and experience may also be considered.***

**IMPORTANT NOTE:** *College transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Student/unofficial copies are acceptable; however, your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.*

## **DESIRABLE QUALIFICATIONS**

- Proficiency using front end development applications, such as Apache Velocity, JavaScript, and JavaServer Pages (JSP).

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

### **Technical Knowledge:**

- Knowledge of client-server concepts. Knowledge of enterprise applications such as Records Management System (RMS) and Computer Aided Dispatch (CAD) and desktop applications such as the Microsoft suite.
- Knowledge of programming languages and techniques, including Visual Basic and C/C++.
- Knowledge of relational databases and database applications such as SQL, and ability to work with large data sets. Ability to use SQL Server to run database queries.
- Knowledge of HTML and Cascading Style Sheets (CSS).
- Knowledge of Java application servers like IBM WebSphere and Apache Tomcat.

### **Critical Thinking Skills:**

- Knowledge of troubleshooting principles, methodologies, and issue resolution techniques.
- Ability to gather, analyze, and evaluate information to resolve complex computer issues.
- Decision-making skills and sound judgment to aid in choosing appropriate courses of action.
- Research skills to be able to study information technology (IT) issues and products and make recommendations.

**Communication Skills:**

- Ability to read and interpret a wide range of documents, from policies to technical documents.
- Written communication and documentation skills, including the ability to write correspondence, reports, and technical documentation such as end-user training manuals and job aids.
- Oral communication, presentation, and training skills to effectively share information with non-technical audiences.

**Interpersonal and Customer Service Skills:**

- Interpersonal skills to be able to build and maintain rapport with sworn and non-sworn staff, City managers, elected officials, vendors, and consultants.
- Knowledge of customer service principles and the ability to provide first-rate customer service.
- Self-directed and able to succeed in a collaborative IT environment.

**Organizational, Planning, and Time Management Skills:**

- Organizational skills to be able to plan and accomplish work, manage multiple assignments, and meet deadlines in a busy computing environment.
- Flexibility and responsiveness to complete assignments given on short notice.

**Personal Characteristics:**

- Follow-through to ensure that trouble tickets are created and maintained throughout the problem resolution process.
- Commitment to carrying out the department's goals and objectives.
- Commitment to professional development and staying informed of software application trends; ability to grasp new software programs quickly.
- Honesty, integrity, and the ability to safeguard City resources.

**CURRENT SALARY**

The current salary range (Pay Range 2HX) for City of Milwaukee residents is \$54,865-\$76,806 annually, and the non-resident salary range is \$53,519-\$74,922. *Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.*

## **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 Police 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.

**INITIAL FILING DATE** - The examination will be held as soon as practical after **Friday, August 18, 2017**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met.

*NOTE: Candidates must pass a Milwaukee Police Department background investigation before hire.*