

NETWORK ANALYST-ASSOCIATE

Municipal Court

Network Analyst-Associate is the intermediate-level position of the Network Analyst promotional series. Promotion to the next level, Network Analyst-Senior (SG 591, salary range \$58,421.48 to \$70,986.50), is possible after gaining additional experience and meeting other position requirements.

THE PURPOSE: The Network Analyst-Associate is responsible for the day-to-day administration and ongoing management of the Municipal Court's Wide Area Network (WAN), installing, maintaining, and supporting network components and connections with other agencies. The person in this position also serves as a programmer for the Municipal Court's case management system, provides user support and training, performs website administration, and works on information systems projects and research and development.

The Municipal Court is a revenue-generating department that relies heavily on its network infrastructure and IT systems to accomplish its judicial mission. Though a small department, the Court maintains a very high level of productivity, in part by incorporating its operational policies and procedures into the case management system and by engaging in long-term technology projects to enhance its systems. The NW Analyst-Associate plays a key role in the department.

ESSENTIAL FUNCTIONS:

- **Network Management:** ★ Manage the daily operation of network hardware, software, and peripherals to ensure optimum performance, availability, and security of the Municipal Court's WAN. ★ Maintain connectivity between the Court's WAN and other agencies, both internal and external. ★ Install and configure network equipment, and apply fixes as necessary. ★ Manage network software and utilities, including performing data backups and updating antivirus software.
- **Application and User Support:** ★ Perform programming within the Municipal Court's proprietary case information system (CATS), and participate in the ongoing development of the CATS system. ★ Provide technical support and training to end users on a range of software applications and equipment.
- **Network Design and Implementation:** ★ Assist in the design, implementation, and further development of the Court's WAN.
- **Database Management and Reporting:** ★ Perform database management and maintenance tasks; use database reporting software to generate recurring and ad hoc reports; and analyze report output for Court management.
- **Website Administration:** ★ Serve as the Municipal Court's webmaster; assist in the implementation of technical enhancements to continuously improve the online functionality of the Court's websites.
- **Network Documentation:** ★ Perform system documentation, encompassing network equipment, maintenance, and activity; maintain current equipment inventory.
- **Research:** ★ Assist in the selection of new hardware and software, including conducting research and preparing specifications. ★ Maintain up-to-date expertise on installed hardware and software as well as emerging technologies and practices.
- **Telephone Coordination:** ★ Work with the Department of Public Works to coordinate maintenance of the Court's telephone equipment.
- **Other:** ★ Perform other job-related duties as assigned.

CONDITIONS OF EMPLOYMENT: The person in this position must: 1) be available during non-standard business hours to address emergencies and to perform technical work, 2) be able to lift and move computer hardware and accessories weighing up to 35 lbs., and 3) carry a cell phone during both business and non-standard hours.

MINIMUM REQUIREMENTS:

1. Three years of experience performing local and wide area network installation, maintenance, repair, and related technical and software functions, including experience with Microsoft networks, or other experience performing duties related to this position.
2. Associate's Degree in Information Management, Computer Science, Mathematics, Business Administration, or a closely related field from an accredited college or technical school.
 - **NOTE:** *Equivalent combinations of education and experience may also be considered.*
3. Microsoft Certified Systems Engineer (MCSE) certification and one other job-related certification.
4. Residency in the City of Milwaukee within six months of appointment and throughout employment.

DESIRABLE QUALIFICATIONS:

- Programming experience.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Knowledge of network operating systems (e.g., Microsoft, UNIX).
- Knowledge of PC operating systems (e.g., Microsoft Windows).
- Knowledge of local and wide area networking concepts, technologies, and practices, such as ghosting, antivirus strategies, backup procedures, and communications protocols.
- Ability to design, install, configure, maintain, and troubleshoot network hardware, software, and peripherals.
- Knowledge of computer languages, directory services, relational databases, and reporting software (e.g., SQL, Microsoft Active Directory, Oracle, and Crystal Reports).
- Ability to develop and maintain websites.
- Knowledge of standard office applications, including spreadsheet and word processing programs.
- Ability to create complex queries and reports.
- Knowledge of general business principles and practices.
- Skill in analyzing and solving complex problems.
- Quantitative reasoning skills.
- Oral communication skills: ability to explain complicated concepts to non-technical end-users on a daily basis and through training.
- Customer service skills.
- Ability to read and understand technical publications.
- Ability to write clear documentation, procedures, instructions, and correspondence.
- Ability to maintain effective working relationships with a wide range of people.
- Ability to work well both independently and as a member of a team.
- Ability to adapt to changing conditions and make appropriate decisions in stressful situations.
- Planning, organizational, and time management skills.
- Ability to maintain confidentiality and serve the public with a high degree of integrity.

THE CURRENT SALARY RANGE IS (SG 598): \$52,169.78 to \$63,366.16 annually with excellent benefits. Recruitment is normally at the beginning of the pay range.