NETWORK COORDINATOR–SENIOR
Milwaukee Water Works

THE PURPOSE: Working under the direction of the Water Network Manager, the Network Coordinator-Senior manages the daily operations of the department's 32-server computer network, which supports critical systems such as billing, customer service, geographic information, and standard software. In addition, the Network Coordinator-Senior provides system support and documentation and manages the workload and priorities of Network Coordinator-Associates.

ESSENTIAL FUNCTIONS:
- Provide hardware and software implementation and systems support for the Milwaukee Water Works computer network, supporting over 400 users: apply patches, perform system recovery, and upgrade servers, workstations, printers, and other network and communications equipment.
- Maintain detailed records of network maintenance, hardware and software inventories, copies of images, and licenses.
- Manage the help desk operation for the Milwaukee Water Works. Troubleshoot and resolve network problems to maintain the system and minimize user downtime.
- Provide technical and end-user training, including writing instructions, presenting training classes, and tutoring.
- Perform user administration tasks: work with templates, active directories, City e-mail, the Financial Management Information System (FMIS), and the Human Resources Management System (HRMS). Document and maintain standards and exceptions.
- Research new products, such as servers, hardware, and software. Advise managers regarding needed replacements and additions that will impact the budget.
- In concert with the Water Network Manager, guide the activities of the Network Coordinator-Associates, including managing their workload, setting priorities, and providing training.
- Perform other job-related duties as assigned.

CONDITIONS OF EMPLOYMENT:
The Network Coordinator-Senior must be willing and able to do the following:
- Respond to emergency situations after hours.
- Work a non-standard schedule on occasion to install new equipment or provide training.
- Travel to field sites to supervise Network Coordinator-Associates, transport equipment, or perform work.

MINIMUM REQUIREMENTS:
1. Associate's Degree in Information Technology, Computer Science, Business, Engineering, or a related field from an accredited college or university.
2. Five years of experience in computer network operations in a large, multi-server environment performing duties closely related to this position.
3. Microsoft Certified Systems Engineer (MCSE) certification or MCITP (Microsoft Certified IT Professional).
4. Valid Wisconsin driver's license at time of appointment and throughout employment
    NOTE: Equivalent combinations of training and experience may also be considered.
5. Residency in the City of Milwaukee within six months of appointment and throughout employment.

DESIRABLE QUALIFICATIONS:
- Bachelor's Degree with one of the above majors or in a related field from an accredited college or university.
- Considerable experience with Microsoft operating systems and the UNIX operating system.
- Experience supporting Geographic Information Systems (GIS), preferably MicroStation (Bentley) and ESRI GIS.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:
- Knowledge of computer operating systems (e.g., Microsoft and UNIX) as well as geographic information systems, enterprise applications such as Oracle's PeopleSoft, and standard office applications, including spreadsheet and database management programs.
- Knowledge of networking concepts, technologies, and practices, such as ghosting, antivirus strategies, corporate backup procedures, TCP/IP protocol, and file transfer.
- Ability to research and resolve technical problems using the Internet.
- Analytical and problem-solving skills.
- Ability to communicate well through oral communication.
- Ability to write clear instructions and documentation.
- Good planning, organizational, and time management skills.
- Ability to establish respectful, effective working relationships with people at all staff levels.
- Ability to provide effective supervision.
- Ability to work cooperatively with managers to plan and execute projects, yet exercise sound independent judgment when necessary.
- Ability to lift and move computer hardware and accessories weighing up to 35 lbs.

THE CURRENT SALARY RANGE IS (SG06): $50,206 - $70,295 annually with excellent benefits. Recruitment is normally at the beginning of the pay range.