



Rebecca Grill
City Administrator
City Administration Office
414.302.8294
rgrill@westalliswi.gov

MEMORANDUM

TO: Administration & Finance Committee

FROM: Rebecca Grill, City Administrator *rg*

RE: Department Request to Fill Vacant Position

DATE: May 11, 2016

Attached is Jim Jandovitz's request to fill the vacant position of PC/Network Technician in the Information Technology Department.

According to our continuing procedure, these requests are formally referred to the Administration & Finance Committee for consideration through its normal Council/Committee referral process.

If you have any questions concerning this request, please contact me.

RG:jfw

cc: Mayor
HR Dept.
Jim Jandovitz

ADM\Vacpos\VACPOSREQ IT PCNtwk Tech 051716



RECEIVED

MAY 11 2016

CITY OF WEST ALLIS
CAO

Jim Jandovitz
Director
Center for Excellence
414.302.8331
jjandovitz@westalliswi.gov

Date: May 9, 2016

To: Rebecca Grill, City Administrator

RE: Request to fill Kevin Koenig PC/Network Position

I am requesting to fill Kevin Koenig's PC/Network Technician vacant position. Kevin had resigned his position on May 3, 2016. This is a very critical position for within the city. This position is needed to maintain the city computer networks, routers and switches and provide level 2 technical support throughout the city. This position is also vital to the Fire Department's operations in that it provides highly specialized technical support, develops custom reports for them, and maintains their wireless network and mobile computers.

If you have any questions, please feel free to contact me.

Jim Jandovitz
Director of Information Technology
City of West Allis



Request to Fill Position

Submit this form, a memorandum and current position description to the City Administrator for review and submittal to the Administration and Finance Committee. To ensure adequate time for review, submit the Friday prior to the Council Agenda Deadline day.



Department/Division: ITC Position Title: PC Network Technican

Reason for Request: New Position OR Replacement to Staff - Date of Vacancy: May /3 /20 16

Person Replaced: Kevin Koenig

Position Status: Full-time Part-time AND Regular Temporary Provisional Special Other

If other than Full-time or Regular, indicate work schedule (hours per week, days to be worked, etc.) and anticipated duration of employment: _____

Funding Source: Operating Grant Other: _____

Anticipated Date for Filling Position: May /3 /20 16



Is the position required for fiduciary, legal or compliance requirements? No Yes, describe: _____

Why is it necessary that this position be filled? What operational needs does this position fulfill? _____
This position maintains vital components of the city network, along with providing level 2 technical support. This position also works closely with the Fire Department with implementation of their Records Management System, computers in thier rigs and provides

What will be the impacts on service functions to the public if the position is not filled? _____
The City will not have anyone to service the Fire Department technical needs and their will be no backup to the person who monitors all critical network systems within the city.

What will be the impacts on service to city staff if the position is not filled? _____
Long delays in responding to network outages. Long delays in technical support for all users within the city. No one to help the Fire Department to install, configure and maintain thier computers in rigs, records management system, patent records systems, etc

What reorganization possibilities have been considered, such as elimination of the position or combining duties with other existing positions? (If none, provide rationale.) _____
Current staffing levels does not provide any flexibility in reassigning this work load to others within the department.

How has this vacancy/need been covered so far? _____
Temporary promoted and training current intern to fill in.

How many other similar positions exist in this department? 1



Requestor Information

Please Print: Jim Jandovitz Director of IT ITC
Name Title Department

Signature/Date: _____ / / _____

Attached: Memorandum Current Position Description

PC NETWORK TECHNICIAN I

JOB SUMMARY: This is an intermediate position provides extensive technical support and repair to personal computers including hardware and software and maintenance on the network. This position may require working outside of regular office hours, including but not limited to, nights, weekends, holidays, etc.

NATURE OF THE WORK: An employee in this classification has primary responsibility for front-line support of PC hardware and software and all network functions. The nature of the work is such that the employee receives daily direction from the Information Technology Manager on specific duties to be performed but will be expected to make independent decisions in the course of the day.

DUTIES: Typical duties include: sets up new PC's; installs software with desired preferences and configurations, provides assistance troubleshooting hardware and software problems by telephone and at user sites; installs hardware including main board, processor, hard drive, floppy drives, memory, controller cards, PCI card and PCX card; sets up local and network printers; follows documented installation procedures; moves hardware to different locations; supports a Windows City network consisting of over 500 nodes, sixteen (16) servers, e-mail and client server applications; acts as "Help Desk" to answer user questions on various software packages; performs other duties as assigned.

This position also supports a PC ethernet network and servers and is responsible for network backup, procedures, router configuration, help desk software, internet access, and e-mail.

A PC Network Technician may be required, based on the needs of the IT Division, to drive his/her automobile on City business, at which time an automobile allowance will then be provided.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES:

Very good understanding of Windows XP, XP PRO, VISTA networks and systems; good understanding of the Internet, e-mail, and various PC networks; good troubleshooting skills; ability and willingness to learn new software packages; knowledge of modern methods and techniques of information systems and equipment; ability to communicate with users on technical issues; team skills to assume and share responsibilities with others; ability to establish and maintain effective working relationships with supervisors, employees, City officials, and users; ability to keep records and make reports; ability to understand and effectively carry out oral and written instructions; ability to adapt to a rapidly changing technological environment; some knowledge of municipal operations.

MINIMUM REQUIREMENTS:

- High school graduate/equivalent, four (4) years of recent paid work experience, and possession of a PC Technical Certificate **OR** an equivalent combination of recent training and work experience to perform the duties enumerated above;
- Possess a valid Wisconsin Driver's License and good driving record per City policy;
- Ability to be accessible by phone and/or to report to the worksite outside of regular office hours, including but not limited to, nights, weekends, holidays, etc.;
- Proficient in the use of office computers/software including, but not limited to, Microsoft Office Suite (Windows, Word, Outlook, Excel, and Calendaring), etc.;
- Possess the physical capacity to perform the duties of the position including, but not limited to, the following: occasional to frequent light lifting; occasional medium lifting; continuous standing, walking, bending, kneeling, sitting, climbing, twisting, stooping, crawling, squatting, reaching, working overhead, pushing, pulling, etc.; and ability to operate and work from ladders. Ability to work from mobile scaffolds (ladder jacks), scissor lifts, and aerial lifts is desirable.

PHYSICAL DEMAND LEVEL

Light Lifting	20 lbs occasionally; up to 10 lbs frequently
Medium Lifting	50 lbs. occasionally; 20 lbs. frequently
Heavy Lifting	100 lbs. occasionally; 50 lbs. frequently
Very Heavy Lifting	100 lbs. occasionally

ACTIVITY TOLERANCES/FREQUENCIES

Continuous	67 – 100% of workday
Frequent	34 – 66% of workday
Occasionally	1 - 33% of workday
Never	0