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

MEMORANDUM

TO: Administration & Finance Committee

FROM: Rebecca Grill, City Administrator

RE: Department Request to Fill Vacant Position

DATE: March 1, 2017

Attached is Jim Jandovitz's request to fill a vacant position of Network Specialist in the IT Department/CFE.

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 NtwkSpec.032117

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

TO: Rebecca Grill, City Administrator

FROM: Jim Jandovitz, Director of CFE

SUBJECT: Request to fill vacant Network Specialist Position

DATE: March 16, 2017

This letter is to request consideration and approval to fill our vacant Network Specialist position. This position was vacated last year by Kevin Koenig and has been temporary filled by Joe Durica who was interning at the time Kevin left. Since Joe was never a full time employee of the city, we will need to proceed with a full recruitment for this position.

This position is an important position as it is the sole backup for Jon Kuzma who oversees all network and security configurations for the city.

Sincerely,

Jim Jandovitz
Director of Information Technology and Communications
City of West Allis

Request to Fill Position

CITY AT THE CENTER
WEST ALLIS

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: Information Technology Position Title: Network Specialist (PC Network Specialist)

Reason for Request: ☐ New Position OR ☒ Replacement to Staff - Date of Vacancy: April 1, 2016

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: April 1 2017

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? Diagnose computer and network issues. Solve employee computer problems.

What will be the impacts on service functions to the public if the position is not filled? Position is responsible for the ensure the Fire Department Rigs computers are working

What will be the impacts on service to city staff if the position is not filled? Long time to wait for the IT service requests to be filled. Longer to implement projects.

What reorganization possibilities have been considered, such as elimination of the position or combining duties with other existing positions? (If none, provide rationale.) IT is already understaff

How has this vacancy/need been covered so far? Temporary assignment to an existing intern

How many other similar positions exist in this department? 2

Requestor Information

Please Print: James Jandovitz   Director of Information Technology   iIT
                         Name   Title   Department

Signature/Date: _James Jandovitz_____ 3 / 16 / 2017

Attached: ☐ Memorandum ☐ Current Position Description

PC NETWORK TECHNICIAN

<u>JOB SUMMARY:</u> This is an intermediate position provides extensive technical support and repair to personal computers and mobile devices including hardware and software; and maintenance on the network infrastructure.

<u>NATURE OF THE WORK:</u> An employee in this classification has primary responsibility for advanced technical support of PC hardware, software and all network functions. The nature of the work is such that the employee receives daily direction from the Digital Services Supervisor on specific duties to be performed but will be expected to make independent decisions during the course of the day.

<u>DUTIES:</u> Typical duties include: set up new PC's; maintenance of the West Allis Fire Departments vehicle computers; operation of the Fire Departments ProPhoenix software, troubleshoots advance level service requests, repairs hardware failures, installs new hardware and applications, assists with training and support; installs and configures wireless access points, switches, routers and firewalls.

This position also supports a 1700 node network consisting of two hyper converged server clusters, 500 PC, 100 laptops, 150 cameras, 400 IP Phones and various access points of 40 servers and is responsible for network backup, procedures, router configuration, help desk software, internet access, and e-mail.

<u>DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES:</u>
Very good understanding of Windows operating system. Good understanding of networks, routers, and switches.

Experience with Internet and e-mail; good understanding of various PC networks; iPads, iPhones and good troubleshooting skills; ability and willingness to learn new software packages; ability to communicate with users on technical issues; team skills to assume and share responsibilities with others.

Experience with Palo Alto firewalls, NetMotion Mobility, enterprise level antivirus, mobile computers, network security a plus.

<u>MINIMUM REQUIREMENTS:</u> High school graduate/equivalent, 4 years of relevant work experience and PC Technical Certificate or an equivalent combination of training and experience to perform the duties enumerated above.