



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

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## MEMORANDUM

TO: Administration & Finance Committee  
FROM: Rebecca Grill, City Administrator *rg*  
RE: Department Request to Fill New Position  
DATE: November 30, 2017

Attached is Tony Warkoczewski's request to fill a new position of PC Technician in the IT 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.  
Tony Warkoczewski

ADM\Vacpos\VACPOSREQ IT PC Tech.120517



**Tony Warkoczewski**  
Director  
Information Technology  
414.302.8326  
twarkoczewski@westalliswi.gov

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To: Rebecca Grill, City Administrator  
From: Tony Warkoczewski, Director of Information Technology  
RE: Request to fill new PC Technician Position for Public Works  
Date: November 29, 2017

The IT Department respectfully requests permission to fill a new PC Technician position. Funding for this position is part of the increased budget for IT in 2018.

- The position will help with the IT demand coming from the Public Works Department. An onsite resource will help Public Works grow their technical competencies. The incumbent will also work to administer the new Work Order/Asset Management solution that is scheduled to be rolled out in early 2018.

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

Sincerely,

A handwritten signature in black ink that reads "Tony Warkoczewski".

Tony Warkoczewski  
Director of Information Technology



# 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 Technician

Reason for Request:  New Position OR  Replacement to Staff - Date of Vacancy: \_\_\_/\_\_\_/20\_\_\_

Person Replaced: \_\_\_\_\_

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: 02 / 01 / 2018

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? \_\_\_\_\_  
*As our Public Works Department transforms it's operation by using technology to streamline their processes, an IT person will be needed to help drive and assist in this transformation. This person will also become the IT Administrator for the new asset/work order system.*

What will be the impacts on service functions to the public if the position is not filled? \_\_\_\_\_  
*It will continue to be a challenge for the residents to engage with the Public Works Department in an electronic/consistent way.*

What will be the impacts on service to city staff if the position is not filled? \_\_\_\_\_  
*The workforce at DPW will continue to move slowly in improving their technical competencies.*

What reorganization possibilities have been considered, such as elimination of the position or combining duties with other existing positions? (If none, provide rationale.) \_\_\_\_\_  
*This position is the result of re-purposing an unused vacancy FTE from within DPW.*

How has this vacancy/need been covered so far? \_\_\_\_\_  
*Two of our more senior level IT resources (Pat Walker and Pete Fantle) have been helping with this need by working at DPW one day a week.*

How many other similar positions exist in this department? Zero

### Requestor Information

Please Print: Tony Warkoczewski Director - IT ITC

Name Title Department

Signature/Date: Tony Warkoczewski 11 / 29 / 2017

Attached:  Memorandum  Current Position Description

**CLASS TITLE:** PC Technician

**DEPARTMENT:** Information Technology

**CLASSIFICATION and SALARY GRADE:** Non-exempt – Grade E

**DEFINITION:** The PC Technician is tasked with providing end user IT support for the City of West Allis. Working in a team environment, the PC Technician is assigned tickets by a supervisor and completes the necessary tasks to resolve the ticket to the satisfaction of the end user. Building positive relationships with the IT staff and the end users is an important aspect of this position.

**EXAMPLES OF DUTIES:**

Provides help desk services by phone and/or email to all City staff. This includes software, hardware, network access and user configuration. Provides these services across a multitude of locations, including the Library, Health Center, Senior Center, City Hall, Police Department, Fire Administration and three fire houses. Checks for Windows updates to ensure all networked workstations are up to date with software patches. Helps maintain the city inventory of hardware and software, including software license documentation. Assist in creating and maintaining help documents for both IT staff and City users. Assist the PC Network Specialist and Digital Services Supervisor to help maintain the City's network and solve network issues. Acts as the role of administrator for various systems like the Keri Door Lock system. Work with vendors to handle operational issues as it pertains to managed services agreements (i.e. Impact Solutions). Helps maintain the city-wide camera network. Provide new user training. Help set up new mobile devices like iPhones and iPads. PC Technicians are available for after-hours support as needed.

**REQUIREMENTS:**

This position requires the ability to travel to various work sites/locations and work a flexible schedule, including hours outside of the normal work schedule, in a variety of settings.

The PC Technician must possess the emotional intelligence, work ethic, accountability, and initiative to effectively perform the duties of this position.

**Education, Training and Experience:**

High school diploma or GED equivalent. Graduation from an accredited college or university with an Associate's degree in information systems, computer science, business or a closely related field.

**Substitution:**

Additional experience in computer programming, system maintenance and operation may be substituted for the college education on a year-for-year basis.

Minimum two years of providing end-user phone support for current PC desktop and application software OR one year experience installing, upgrading, troubleshooting and repairing personal computers in a networked environment.

Advanced technical knowledge of Windows 7 or Windows 10 operating systems. Microsoft Office software and how they integrate to other applications, and the installation and maintenance of desktop applications.

Must have a technical aptitude and experience working in an end-user or customer support role and have the ability to resolve support requests with minimal direction and the ability to resolve problems desk side or remotely as required for a large enterprise.

Excellent support skills for portable devices (i.e. iPhone, iPad, Android).

Experience with installation, support and troubleshooting of PC hardware and peripheral devices (scanners, printers, etc.).

Experience with the following preferred: Spiceworks, or a similar help desk ticketing system. Deepfreeze Enterprise, MCFLS, Sierra, Granicus Legistar, MarketDrive, SVRS, H.T.E, GCS Property and Tax Collection, VNC, Printers/Print server, Remote Desktop, Microsoft Administration Tools and Audio/Visual equipment.

Licenses and Certifications

Possession of valid WI Driver’s license and acceptable driving record per City Policy.

Completion of National Incident Management System (NIMS) training, ICS-100 and Independent Study-700, within 6 months of appointment.

Knowledge, Skills and Abilities:

Familiarity with providing support for an organization which operates outside of regular business hours; skill in listening, critical thinking, problem analysis and problem-solving; written/verbal communication skills; ability to tailor the message, context and mode of communication to the audience; ability to multi-task in a fast-paced environment and self-identify organizational, departmental, and individual priorities; ability to quickly adapt and learn specialized software systems and databases; ability to work autonomously, in team/collaborative environments and cross-functionally with other departments/divisions; ability to establish and maintain effective working relationships with a diverse population of people with varied academic, cultural, and socio-economic backgrounds using tact, diplomacy and courtesy, including, but not limited to, supervisors, coworkers and the public; skill in monitoring one’s own work to ensure quality, accuracy and thoroughness; sound judgment in recognizing scope of authority; ability to think strategically, commit to innovation and continuous process improvement, and work collaboratively within the organization to advance the City’s vision and strategic plan; demonstrated ability to promote innovation, operational excellence and continuous improvement; ability to foster an environment that embraces trust and respect.

Physical Job Demands:

Possess the physical capacity to perform the duties of the position including, but not limited to frequent sitting, and occasional standing, and walking; frequent stretching/reaching of arms; frequent arching of neck; ability to continuously focus for long periods of time on projects or while working on a computer; rarely lifting/carrying up to 40 lbs., pushing or pulling of objects or materials up to 40 lbs., and bending, squatting, kneeling, crouching, twisting, stooping, etc.

Reference Chart:

ACTIVITY FREQUENCIES	
Continuous	67 – 100% of workday
Frequent	34 – 66% of workday
Occasionally	1 - 33% of workday

Depending upon the location of work, a person in this position may be subject to variable environmental conditions, including but not limited to, temperature variations and extremes, odors, noise, vibrations, vehicular traffic and/or dust.

This position description has been prepared to assist in defining job responsibilities, physical demands, and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. The City retains and reserves any or all rights to change, modify, amend, add to or delete from, any section of this document as it deems, in its judgment, to be proper.

I understand this position description may be changed, modified, and/or amended at any time throughout

the duration of my employment.

CITY OF WEST ALLIS

October 2017

Approved \_\_\_\_\_  
Department Head Date

Approved \_\_\_\_\_  
Employee Date