CITY OF MADISON POSITION DESCRIPTION

1.   Name of Employee (or "vacant"):

John Klingelhoets

Work Phone: (608) 261-4188

2.   Class Title (i.e. payroll title):

MT Technical Services Specialist II

3.   Working Title (if any):

4.   Name & Class of First-Line Supervisor:

John Schwoerer

Work Phone: (608) 261-4119

5.   Department, Division & Section:

Monona Terrace, Audio Visual Department

6.   Work Address:

1 John Nolen Drive, Madison, WI 53703

7.   Hours/Week: 40

Start time: varies   End time: varies

8.   Date of hire in this position:

9/1/13

9.   From approximately what date has employee performed the work currently assigned:

1-3 years

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10.   Position Summary:

This is skilled technical and highly responsible lead work coordinating and managing Client's Audio/Visual needs and scheduling of part time employees to setup, operate and tear down Audio/Visual equipment. This position is also the lead technical support point for Monona Terraces Event Booking Software (USI). USI responsibilities include: opening/updating/problem solving/closing support tickets, making custom SQL queries, improving workflows within USI and integrating USI with other building systems. This position also writes and maintains custom applications allowing staff to manage building systems via a web based portal.

25%   A. Monona Terrace IT Activities
            1. Co-manage/maintain MT's Network Switches, Firewalls, Mitel Phone System and VMWare infrastructure host servers and vcenter alongside MT's IT Specialist 2 (Department Manager).

2. Write and maintain custom applications that deliver services to MT Customers (ie: customer wireless login/wireless user management portal, network port change application)
3. Work on projects assigned by IT Specialist 2 (Department Manager) relating to Facilities Network Infrastructure, Servers.
4. Troubleshoot problems with external service providers (Telephone/Internet)

50% B. Ungerboeck Software Support (Monona Terrace's Event ERP System)
1. Operational technical support of facilities Ungerboeck Software, including troubleshooting software and database issues.
2. Work with City IT to perform Ungerboeck upgrades, including patches and hotfixes and assist with server issues
3. Use Crystal Reports/SQL Server Management Studio to author and maintain MT's Ungerboeck reports
4. Any other related technical tasks relating to Ungerboeck software as needed

25% C. Management and Oversight of AV Operational Activities
1. Manage/oversee complex schedule of full time employees and regular stagehands ("AV hourly staff") based on events needs and AV Revenue projections.
2. Primary point of contact for AV hourly staff
3. Coordinate staff schedules with MT Assistant Operations Manager to maximize best use of staff time for both collective departments' setup and teardown tasks.
4. High degree of independent judgment used in decision making for staffing, delegation and approving staff shift changes
5. Ensure staff are empowered through training and reinforcement to make decisions based on department goals, standards and policies.

12. Primary knowledge, skills and abilities required:

Through knowledge of Ungerboeck Event Management Software, Crystal Reports, SQL Database, knowledge of programing languages, personal computer system technology. Knowledge of a wide range of software and hardware applications. Ability to learn new technologies that emerge and impact Monona Terrace and its clients and resolve any problem involved in integrating them within our systems. Knowledge of any or all of the following: storage; network backup; virtualization of servers; IP telephony; Microsoft Office Suite; category unshielded twisted pair (UTP) wiring concepts; wireless networking concepts; network switch, power over Ethernet, router, firewall concepts; IP camera systems; streaming ACN network lighting control concepts. Ability to troubleshoot and resolve routine hardware, software, and network malfunctions. Ability to problem solve and apply and perform process identification and systems thinking. Ability to provide advice consultation and training to staff and diverse Monona Terrace client base. Ability to resolve problems in a timely and effective manner, and to maintain an awareness of project deadlines and communicate project status to Staff and Clients. Ability to multi-task and prioritize responsibilities.

13. Special tools and equipment required:

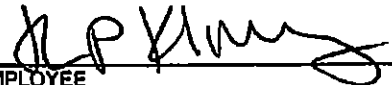14. Required licenses and/or registration:

15. Physical requirements:

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16. Supervision received (level and type):

17. Leadership Responsibilities:

This position: ☐ is responsible for supervisory activities (Supervisory Analysis Form attached).
               ☐ has no leadership responsibility.
               ☐ provides general leadership (please provide detail under Function Statement).
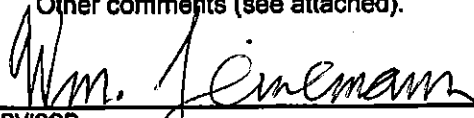
18. Employee Acknowledgment:

☒ I prepared this form and believe that it accurately describes my position.
☐ I have been provided with this description of my assignment by my supervisor.
☐ Other comments (see attached).

_____   1/8/2018
EMPLOYEE   DATE

19. Supervisor Statement:

☐ I have prepared this form and believe that it accurately describes this position.
☒ I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
☐ I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
☐ I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
☐ Other comments (see attached).

_____   1-16-18
SUPERVISOR   DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.

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