

CITY OF MINNEAPOLIS

Introduction to the Information Technology Department

EMERGE / Minnesota Computers for Schools
September 2015



David Roth, *Director - Business Services*
Elise Ebhardt, *Interagency Coordinator*

City Goals

Living well

Minneapolis is safe and livable and has an active and connected way of life

One Minneapolis

Disparities are eliminated so all Minneapolis residents can participate and prosper

A hub of economic activity & innovation

Businesses – big and small – start, move, stay and grow here

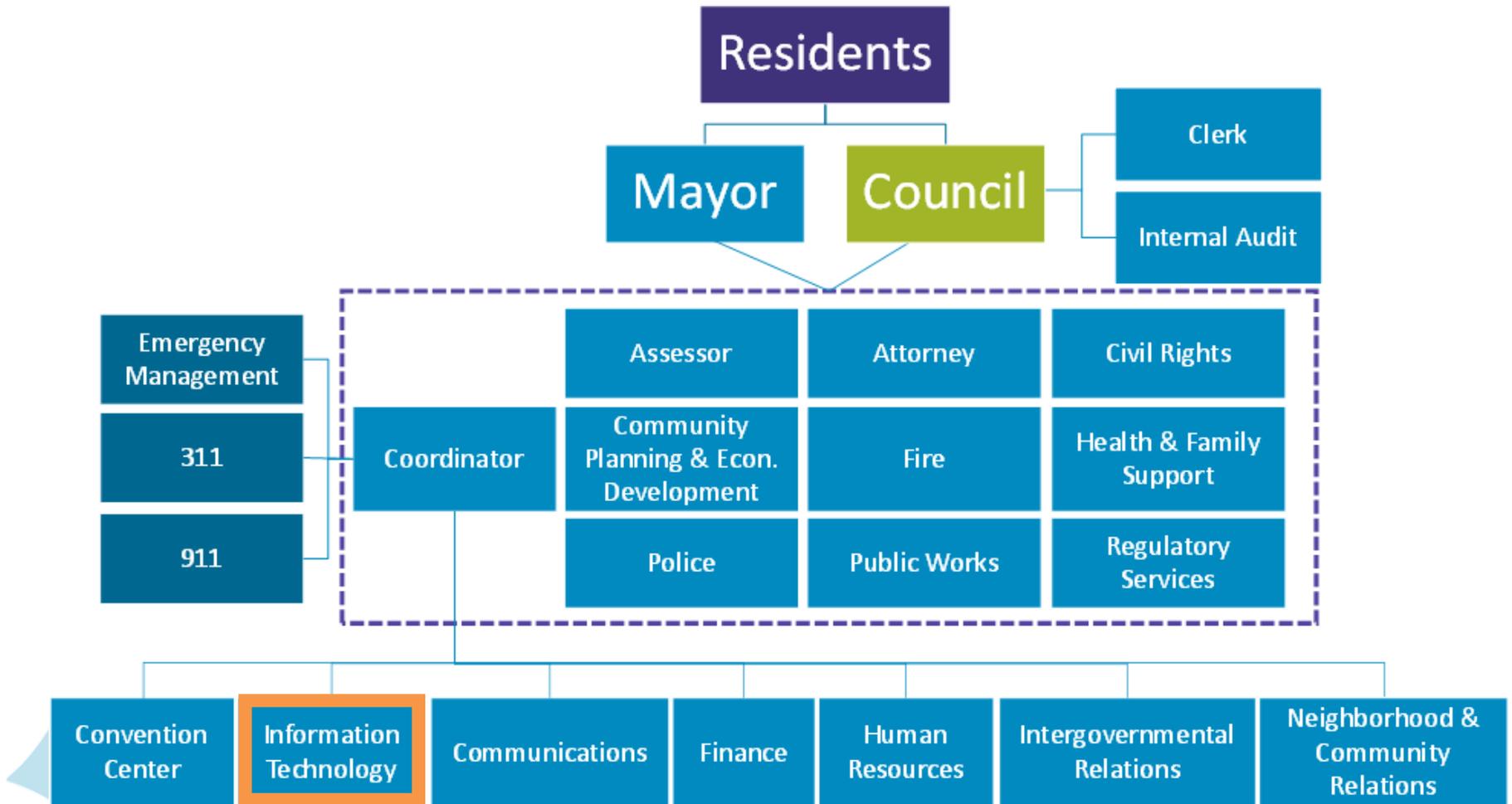
Great places

Natural and built spaces work together and our environment is protected

A City that works

City government runs well and connects to the community it serves

City of Minneapolis



Department Vision

Transform Minneapolis through technology

Whether working internally as an IT service provider to City government departments, or outward facing to provide services to residents and businesses, or on programs to address the equity divides, the IT department will help transform Minneapolis through technology.

What we do

System Architecture

Infrastructure,
Network,
Telecommunications

Data Center, Storage

End User Support,
Service Desk

Information Security

Manage Software.
Business Applications

Solution Engineering,
Business Analysis

Project Management,
Community
Technology Projects

Data Management,
Business Intelligence

Geographic
Information System

Collaboration
Systems: Website,
Enterprise Content,
SharePoint

Contracts, Software
Licensing

City of Minneapolis IT Jobs

Service Desk Agent I

- Do you enjoy solving problems and helping others? Are you a good listener?
- Serve as the IT Department central point of contact in a help desk environment to provide triage and level 1 technical support, analysis, troubleshooting and escalations related to computer systems, hardware, or software.
- \$18.35 - \$25.89 Hourly + Benefits package
- **Career advancement:** Positions for more experienced IT professionals open periodically

Sign up for job notifications online

TeamMinneapolis

www.minneapolismn.gov/jobs

Human Resources

Public Service Center
250 South 4th Street, Room 100
Minneapolis, MN 55415

E-mail:
human_resources@minneapolismn.gov
Phone: (612) 673-2282

City of Minneapolis

[Position Profiles](#)

Job Opportunities

[How to Apply](#)

[Frequently Asked Questions](#)

[Current Job Opportunities](#)

[Internal Job Opportunities](#)

[Urban Scholars](#)

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[Police Officer Information](#)

[Applicant Login & Applicant Status](#)

Employment Resources

[Job Descriptions](#)

[Notify Me of Future Jobs](#)

[Hiring Process](#)

[Benefits](#)

[Veterans' Preference](#)

[Data Practices Advisory](#)

[Labor Agreements](#)

[Civil Service Commission](#)

[Resume Templates](#)

[Public Computers Listing](#)

Internship Opportunities

[Internship Benefits](#)

[Internship Resources](#)

Select Category		Select All Categories	Clear All Categories
<input type="checkbox"/> 911 Telecommunications	<input type="checkbox"/> Accounting and Finance	<input type="checkbox"/> Administration	
<input type="checkbox"/> Administrative Assistant	<input type="checkbox"/> Animal Control	<input type="checkbox"/> Architecture	
<input type="checkbox"/> Arts	<input type="checkbox"/> Attorney	<input type="checkbox"/> Audit	
<input type="checkbox"/> Automotive	<input type="checkbox"/> Building & Safety	<input type="checkbox"/> Building Maintenance	
<input type="checkbox"/> Clerical & Data Entry	<input type="checkbox"/> Code Enforcement	<input type="checkbox"/> Communications	
<input type="checkbox"/> Community Development	<input type="checkbox"/> Community Services	<input type="checkbox"/> Construction Maintenance	
<input type="checkbox"/> Construction Trades	<input type="checkbox"/> Convention	<input type="checkbox"/> Criminology	
<input type="checkbox"/> Custodial	<input type="checkbox"/> Customer Service	<input type="checkbox"/> Database Administration	
<input type="checkbox"/> Dispatch	<input type="checkbox"/> Diversity Management/EEO	<input type="checkbox"/> Drivers	
<input type="checkbox"/> Economic Development	<input type="checkbox"/> Elections	<input type="checkbox"/> Electronics	
<input type="checkbox"/> Emergency Management	<input type="checkbox"/> Engineering	<input type="checkbox"/> Environmental Services	
<input type="checkbox"/> Facility Management	<input type="checkbox"/> Fire & EMS	<input type="checkbox"/> Fleet Services	
<input type="checkbox"/> Forensics	<input type="checkbox"/> Grants Administration	<input type="checkbox"/> Graphic Arts	
<input type="checkbox"/> Green-Collar/Environmental	<input type="checkbox"/> Grounds & Landscaping	<input type="checkbox"/> Historic Preservation	
<input type="checkbox"/> Housing	<input type="checkbox"/> Human Resources	<input type="checkbox"/> Investigative	
<input type="checkbox"/> IT and Computers	<input type="checkbox"/> Laboratory	<input type="checkbox"/> Law Enforcement	
<input type="checkbox"/> Legal	<input type="checkbox"/> Maintenance	<input type="checkbox"/> Management	
<input type="checkbox"/> Mental Health	<input type="checkbox"/> Miscellaneous	<input type="checkbox"/> Nursing	
<input type="checkbox"/> Office and Administrative Support	<input type="checkbox"/> Organizational Development	<input type="checkbox"/> Paraprofessional	
<input type="checkbox"/> Payroll/Benefits Administration	<input type="checkbox"/> Planning and Development	<input type="checkbox"/> Professional	
<input type="checkbox"/> Program Management	<input type="checkbox"/> Project Management	<input type="checkbox"/> Public Health	
<input type="checkbox"/> Public Relations	<input type="checkbox"/> Public Safety	<input type="checkbox"/> Public Works	
<input type="checkbox"/> Purchasing	<input type="checkbox"/> Real Estate	<input type="checkbox"/> Records Management	
<input type="checkbox"/> Risk Management	<input type="checkbox"/> Safety	<input type="checkbox"/> Sanitation	
<input type="checkbox"/> Security	<input type="checkbox"/> Software	<input type="checkbox"/> Statistics/Mathematics	
<input type="checkbox"/> Telecommunications	<input type="checkbox"/> Trades	<input type="checkbox"/> Training	
<input type="checkbox"/> Transportation	<input type="checkbox"/> Utilities	<input type="checkbox"/> Vehicle Maintenance	
<input type="checkbox"/> Visitor and Convention Bureau	<input type="checkbox"/> Warehouse	<input type="checkbox"/> Waste Management	
<input type="checkbox"/> Water Agency	<input type="checkbox"/> Water Treatment	<input type="checkbox"/> Web Design	

Recommendations

Find your
passion

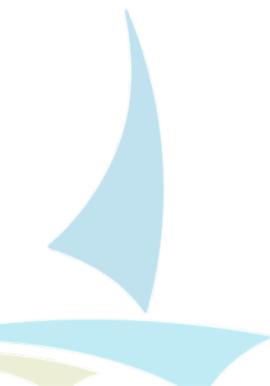
Be a problem
solver

Excellent
customer
service

Teamwork,
share
knowledge

Professionalism
+
Technical Skills

Eager to learn,
take initiative



Fix-It Tech Events

- Community education
- IT workforce development
- Raise awareness of technology programs – from basics to high tech

Since November 2014:

7 public events, 333 residents,
193 volunteers

= 526 people dedicated to learn, share and build tech skills in Minneapolis!



Fix-It Tech

A Community Technology Education Event
Providing Free Computer Hardware Repair,
Education & Tech Support



Have a Computer Question or Issue?

If your computer or laptop is slow, not working, or seems to have a virus, bring it in for **free tech support!**

Our volunteers will teach valuable repair skills, answer questions, and give technical advice about your device.

Details & What to Bring:

First come, first served. Labor will be FREE.

Parts available to purchase.

Bring your laptop, and/or desktop tower and power cord.

Volunteers will help with smartphones and tablets based on capacity.

Free Workshops and Resources

Short sessions will cover basic computer maintenance and Internet safety. Pick up resources, learn about technology education programs and careers.

www.minneapolismn.gov/it/inclusion

Friday, June 26
11:00 a.m. – 3:00 p.m.
EMERGE Career Technology Center
1834 Emerson Ave. N.
Minneapolis, 55411

Friday, August 21
10:00 a.m.—2:00 p.m.
RESOURCE
MN Resource Center
2438 27th Avenue S
Minneapolis, 55406

Tuesday, September 29
3:00—7:00 p.m.
Hennepin County
North Regional Library
1315 Lowry Ave. N
Minneapolis, 55411

Service provided in partnership with



Business & Community
Economic Development
Office for Equity and Diversity
UNIVERSITY OF MINNESOTA
Driven to Discover™



For more information, reasonable accommodations or alternative formats please contact the City of Minneapolis at 612-673-3326. People who are deaf or hard of hearing may call 73-2157 or 612-673-2626. Email: ahantahay@cityofminneapolis.org or 612-673-3500



Find Community Tech Centers



Find Curriculum



Events



Low-Cost Computers & Internet



Digital Inclusion Materials



Techy Trainings



Meet-Ups in MN



IT Education



Digital Literacy Curriculum

Connect and Collaborate: *The mission of the TLC is to promote digital inclusion*

Local Tech Groups & Resources

Code Savvy

(codesavvy.org)

A not-for-profit organization inspiring youth to understand the kind of creative thinking that goes into coding, and to try out programming computers and devices. Code Savvy is determined to bring more diversity to computer science.

Programs

- Twin Cities CoderDojo
- Technovation Challenge
 - Code Clubs
- Get With the Program!
- Code Camps for Kids

Minnesota High Tech Association

(mhata.org)

An innovation and technology association comprised of member companies, organizations, educational institutions, and government agencies who bring awareness to technology issues and help grow the tech industry in MN.

Programs/Events

- Tech Forums & Professional Development
- MHTA Spring Conference
 - Women Leading in Technology
 - STEM Scholarships
 - IT Action Alliance

Advance IT Minnesota

(advanceitmn.org)

Engages employers, educators, and learners to develop a more robust IT Workforce in Minnesota.

Programs/Events

- I.T. Talent & Employer Meet Up
- From Zero to BIG DATA in 75 minutes
 - New Directions in IT Education Faculty & Industry Conference
 - FREE IT Exploration instructor training for MN teachers

Minnesota Web Design / Technologies Meetup Group

(meetup.com/mn-web-design)

Brings together self-driven, motivated technology professionals who are prepared to go an extra mile to keep themselves current and relevant on latest trends and developments in the field of web & mobile technologies, and digital marketing. This meet up offers "Presenting to the Group" where Knowledge Shared is Knowledge Gained

TECHdotMN

(tech.mn)

Meet Up Groups

(These are examples of many!)

- TECH Masters Twin Cities
 - Open Twin Cities
- Wordpress Wednesdays
 - Mac OSX SIG
 - Ruby Users of MN
- Google Developers Group Twin Cities
 - Mobile Hack

Want to find more tech groups meeting throughout the state?
Go to tech.mn/events

IT Certification & Training Highlights

IT Ready –Creating IT Futures

p: 630-678-8300

creatingitfutures.org/it-ready-students
A+ Certification Prep and Exam

TAKODA Institute - AIOIC

p: 612-341-3358 ext. 171

takoda.aioic.edu
A+ and N+ Certification Prep and Exams

Emerge Community Development, MN Computers for Schools

p: 612-787-3806 emerge-mn.org

CISCO IT Credential, A+ Certification Prep

RESOURCE – MN Resource Center

p: 612-752-8100

resource-mn.org/career-education
A+ Certification Prep and Exam

Technology Empowerment Center

U of M UROC p: (612) 624-3704

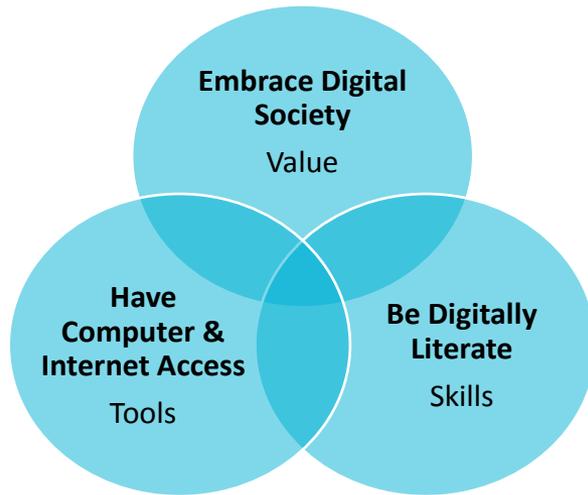
diversity.umn.edu/bced/a-plus
A+ Certification Prep and Exam

Computer Science & Information Technology Programs

Academy College	Concordia University	Macalester College	Prime Digital Academy
Advance IT Minnesota	Dakota County Technical College	Maverick Software Consulting	Resource – MN Resource Center
American Indian OIC Inc. (Takoda Institute)	Dunwoody College of Technology	Metropolitan State University	Saint Mary University of Minnesota
Anoka- Ramsey Community College	East Metro Opportunities Industrialization Center	Minneapolis Community and Technical College	Saint Paul College – A Community and Technical College
Augsburg College	Genesis 10 Associates Program	Minnesota School of Business	Science Museum of Minnesota Computer Education Center
Bethel University	Genesis10 Veterans Program	National American University – Roseville	Summit Academy Opportunities
Brown College	Globe College	Normandale Community College	Industrialization Center University of Minnesota
Capella University	Hennepin Technical College	North Hennepin Community College	University of St Thomas
Century Community and Technical College	Inver Hills Community College	North Star STEM Alliance	
College of St. Catherine	KRS Computer and Business School	Northwestern College	

Digital Inclusion / Digital Equity

—Elise Ebhardt

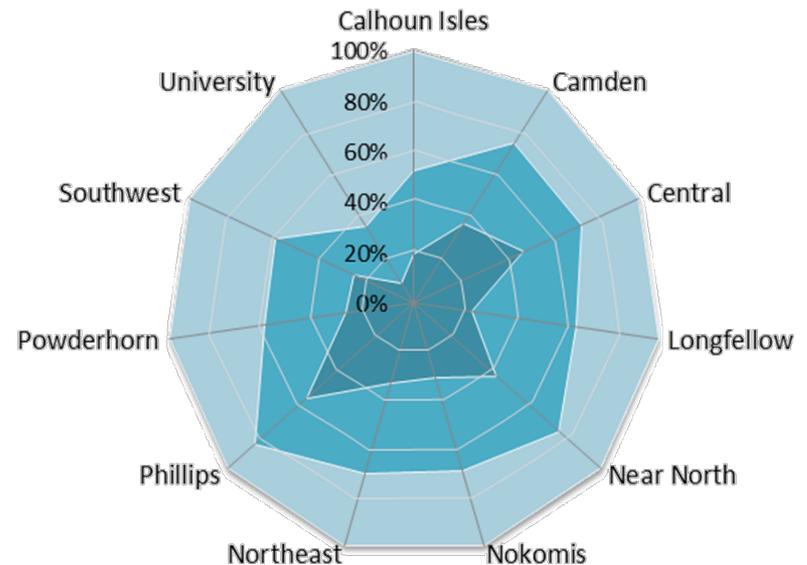


Minneapolis Community Technology Survey

- 24,750 households (15%) without computers and Internet at home
- Greatest divide in...
 - Camden, Near North and Phillips
 - Households with people > 55
 - American Indian and African American communities
 - Households with income < \$25K
- Digital Literacy opportunities warranted

Focus areas:

- Identify and Promote Resources – Continuum of skills from basics into IT careers
- Collaborate with City staff, Public Service, Community, Education Partners, Volunteers
- Direct Service - Pilot programs to fill gaps
- Events & Special Projects: Fix-It Tech, Creative CityMaking



■ High-level users

■ Mid-level users

■ Non-users

Thank you!

Questions, comments?

