



NON-SWORN MEMBER VACANCY

The Kansas City Missouri Police Department employment practices are designed to hire, promote, and assign members without discrimination on the basis of race, color, national origin, limited English proficiency, sex, sexual orientation, gender identity, age, religion, disability, or low-income level.

DATE: July 22, 2021

JOB VACANCY MEMORANDUM NO. 21-31

TITLE: Computer Services Supervisor, Application Support Section

ELEMENT OF ASSIGNMENT: Application Support Section/IT Support Unit/Information Svcs. Division

PAY RANGE: 22

STARTING MONTHLY SALARY: \$5,920

VACANCY STATUS: Vacant

EXPIRATION DATE: August 5, 2021

REQUIREMENTS:

Oversee the personnel assigned to the Application Support Section. Provide technical and administrative expertise related to the supervision and leadership of the section. Assure high level provision of support for disparate applications on the KCPD network. Coordinate with other supervisors, and department elements, to accomplish set goals regarding the network.

Essential Job Functions: (Functions essential to attaining job objectives.)

1. Possess extensive level of knowledge and expertise related to administrative planning, direction, and support of application services. Capable of developing long range duty and operational plan for the Application Support Section.
2. Thorough understanding of department protocol, methods, and security, related to the installation and maintenance of all application software.
3. Coordinate and direct activity of 4 members of the section. Oversee and assure efficient functionality through designation and assignment of duties. Ability to efficiently adapt duties and activities based on needs.
4. Provide technical support for various network applications used by the members of the KCPD. Including; Memex, Niche, Service Desk, and AlertNet.
5. Coordinate with IT Managers and Supervisors to complete technology projects in support of the goals and objectives set forth by the department.

6. Assure application programs are updated and current. Interact with associated vendors. Initiate supporting documents and memorandums for installations, maintenance contract renewals, and purchase requests.
7. Perform analysis related to tracking overall quality and functionality of applications gather feedback in order to assess accessibility, performance, and reliability of applications.
8. Assure successful implementation of new applications on the KCPD network. Oversee the process of application installation and initiation. Provide after-action analysis of implementation, end user satisfaction, and application performance.
9. Possess thorough understanding of department protocol, methods, and security, related to the installation and maintenance of all software applications. Ability to clearly document support provision.
10. Participate in testing and evaluation of new software applications considered for implementation. Assess feasibility, applicability, and potential of product.
11. Assure efficient and timely handling of application problems. Oversee proper diagnostic testing and troubleshooting of issue.
12. Annually evaluate members of the section in accordance to department protocol. Conduct and document personnel actions when necessary. Emphasis on ability to effectively communicate verbally and in written documentation.
13. Assure compliance, and coordinate participation of staff for all required department training. Oversee staff development through available training resources and options.
14. Conduct selection and interview process for new section members per regulations set forth by the department. Interview and select applicants. Provide Human Resources with required documents for employment process.
15. Maintain reliable and predictable attendance. May be required to work a flexible work schedule, overtime, and/or weekends when necessary. Must be accessible 24/7 for contact by phone by commanders and team members.
16. The incumbent is expected to continue advancing their skills through research, attendance to educational conferences and relevant courses or workshops.
17. Perform related duties as required.
18. This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA) as amended by the Amendments Act of 2008 (ADAAA); and the Missouri Human Rights Act (MHRA).

Job Standards: (Minimum qualifications needed to perform essential functions.)

To successfully perform the essential functions of this position, the incumbent must possess either a four-year degree from an accredited college or university in Information Technology, or a related discipline, or comparable work experience in the field of Information Technology. Ten years of work experience in the provision of application support on a network is preferred. Five years of supervisory experience also preferred. Position requires extensive knowledge of advanced level application services and support.

Must possess a valid Missouri driver's license.

Physical Requirements: The incumbent must be able to lift up to 50 pounds, bend, crawl, carry equipment, kneel, climb, and work on the floor under counters and desks. Incumbent will also be required to sit for prolonged periods of time.

Job Location: (Place where work is performed.)

Position operates in a standard office environment 100% of the time.

Equipment: (Machines, devices, tools, etc., used in job performance.)

- Personal computer
- Tablet/Laptop
- Servers and communication protocols
- Vehicle

All members interested in being interviewed for the above position must submit a Request for Transfer, Form 4 P.D., through their chain of command to be forwarded to the Human Resources Division (HRD). In addition, a completed Selection Process Candidate Review Form, Form 417 P.D. (with chain of command endorsements) must be submitted directly to **David Mann, Manager Information Technology Unit** by **AUGUST 5, 2021**.

Outside applicants interested in being considered for the position must submit a cover letter outlining how they are qualified for this position and a resume to Mindy.Davis@kcpd.org, to be received no later than **AUGUST 5, 2021**.

Members who meet all of the qualifications will be contacted individually to schedule an interview. Selected applicants must submit to a Clerical test (75% accuracy), CVSA, post-offer physical examination and drug screen.

Captain Marisa Barnes

Captain Marisa Barnes
Commander
Employment Unit