



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, religion, sex/gender, age, national origin, genetics, or disability.

DATE:

JOB VACANCY MEMORANDUM NO.

TITLE: Computer Services Specialist I, Tech I

ELEMENT OF ASSIGNMENT: Information Technology Support Unit

PAY RANGE: 16

STARTING MONTHLY SALARY: \$3,155

VACANCY STATUS: Vacant

EXPIRATION DATE:

REQUIREMENTS:

To coordinate, configure, install, test, and troubleshoot all personal computer hardware/software, printers and other peripheral devices connected to the Department's network. This position requires the incumbent to work as part of an established team to develop and deliver to our users a culture of service excellence and the highest quality customer service. Provide Tier 1 and Tier 2 support to users of the KCPD/REJIS criminal justice network.

Essential Job Functions:

1. Provide technical assistance, excellent customer service, and problem solving to users for all devices connected to the network.
2. Technician will maintain work tickets, requests, tasks, and time-logs within the helpdesk software. Must have ability to effectively communicate problem information and analysis verbally and in written documentation.
3. Provide desktop support for hardware, software, adds, moves and changes for all network supported devices. Follow technical procedures to conduct diagnostics.
4. Adhere to department protocol, methods, and security, related to the installation and maintenance of all hardware and software.
5. Provide cost estimates, technical advice, needs and compatibility risk analysis, assist in developing and implementing department procedures and standards for all personal computer systems.

6. Maintain Technology Support Section's inventory of personal computers, printers, peripheral equipment and software along with providing documentation of the fixed assets of KCPD networked equipment.
7. Maintain and process disposal of decommissioned equipment.
8. Maintain reliable and predictable attendance. Work an on-call rotation schedule in conjunction with a regular work schedule.
9. The incumbent is expected to continue advancing their skills through research, attendance to educational conferences and relevant courses or workshops.
10. Perform related duties as required.
11. 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 a high school diploma or equivalent. Comptia A+ certification, OR comparable work experience. Technical and vocational computer training will also be considered.

Position requires a minimum of one year of experience in personal computer installation and support. Additionally, incumbent must have knowledge with local area network installation and administration. This individual must have the ability to establish and maintain effective working relationships with their team, department members, vendors, and the public.

A valid Missouri driver license and a good driving record are required.

Physical Requirements: The incumbent must be able to lift up to 50 pounds, bend, crawl, carry equipment, kneel, climb, work on the floor under counters and desks, multiple times a day.

Job Location: (Place where work is performed.)

Position operates in a standard office environment 50% of the time; remaining 50% is spent in a vehicle and at other department facilities.

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

- Personal computers/laptops/tablets, copiers/printers, mobile devices cameras and peripherals
- Small hand tools
- Network cabling, cable testers, POE device for cameras
- 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. In addition, provide a cover letter and resume and submit them directly to the Human Resources Division.

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 the Mindy.Davis@kcpd.org.

All permanent full-time members of the Kansas City Police Department must reside within the Kansas City, Missouri city limits unless an exception has been granted by the Chief of Police.

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

Captain Gregory Williams

Captain Gregory Williams
Commander
Employment Unit