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## NON-SWORN MEMBER VACANCY

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*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:** March 19, 2025

**JOB VACANCY MEMORANDUM NO.** 25-11

**TITLE:** Computer Services Analyst II - Tech II

**ELEMENT OF ASSIGNMENT:** Information Services Division/Information Technology Support Unit

**PAY RANGE:** 17

**STARTING MONTHLY SALARY:** \$3,842

**VACANCY STATUS:** Vacant

**EXPIRATION DATE:** April 2, 2025

**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 customer-centric technical support to users of the KCPD/REJIS criminal justice network. A Technician II will possess an in-depth knowledge of all job functions of a Technician I, in addition to being able to provide a higher level of technical support and troubleshooting to computer system users. Provide assistance concerning the use of computer hardware and software, including printing, installation, network connectivity, electronic mail, and operating systems.

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

1. Possess a higher level of knowledge in troubleshooting, installations and an understanding of KCPD's network and attached devices and provide support for the Computer Services Specialist I.
2. Provide user support demonstrating superior customer service for all users department wide. Instill in Computer Services Specialist I Technicians the importance of this aspect of service.

3. Maintain work tickets, requests, and time-logs within the service desk software. Ability to effectively communicate problem information and analysis verbally and in written documentation.
4. Have a thorough understanding of department protocol, methods, and security, related to the installation and maintenance of all hardware and software.
5. Serve as alternate timekeeper of assigned shift.
6. Provide to Computer Services Specialist I an outstanding example of teamwork.
7. Assist in providing troubleshooting for all end user devices. Provide training as needed.
8. Research availability of hardware/software, as required for diagnosing and correcting problems.
9. Set up equipment for employee use, performing and ensuring proper installation of cables, operating systems, or appropriate software.
10. Assist in product evaluation and testing of hardware/software for future improvements, feasibility, and applicability to products in use by department including evaluation, testing, and recommendations regarding product potential.
11. Assist in creating and maintenance of SOP's.
12. Install and perform repairs to hardware, software, or peripheral equipment, following design or installation specifications.
13. Maintain reliable and predictable attendance.
14. The incumbent is expected to continue advancing their skills through research, attendance to educational conferences and relevant courses or workshops.
15. Perform related duties as required.
16. 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 is required, and Network + is preferred. Comparable work experience and technical and vocational computer training will also be considered. 5 years' experience in performing advanced end user support as related to the duties listed in this document and if promoted internally, an advanced knowledge of the Kansas City Missouri Police Department devices and network.

The incumbent must have the ability to establish and maintain effective working relationships as well as contribute to a positive team atmosphere within their Section/Unit/Division.

A valid Missouri driver's 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 40% of the time; remaining 60% is spent in travel and at other remote sites within the Kansas City area.

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

- Personal computers, software, printers, laptops and peripherals
- Small hand tools
- Vehicle

All department members interested in being interviewed for the above position must submit a copy of their Request for Transfer, Form 4 P.D. to the Human Resources Division (HRD). The original Request for Transfer form must be submitted through the member's chain of command for endorsement and upon completion, forwarded to the HRD. In addition, another copy of the Request for Transfer, resume and a completed Selection Process Candidate Review Form, Form 417 P.D. (with chain of command endorsements) must be submitted directly to **Supervisor Andrew Dykes** by no later than **APRIL 2, 2025**.

Outside applicants interested in being considered for the position must submit a cover letter and a resume to [Mindy.Davis@kcpd.org](mailto:Mindy.Davis@kcpd.org), to be received no later than **APRIL 2, 2025**.

All members must obtain a residence within 30 statute (air) miles of the nearest Kansas City, Missouri city limit during their full term of employment with the Department.

<https://kcpd.maps.arcgis.com/apps/instant/lookup/index.html?appid=2e0311b882d84e6cb8ed17fc15539761>

Selected applicants who meet all of the qualifications will be contacted individually to schedule an interview. Selected applicants must submit to a Keystroke test (80% accuracy), CVSA, post-offer physical examination and drug screen.

*Captain Justin Pinkerton*

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Commander, Employment Unit