



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: September 12, 2024

JOB VACANCY MEMORANDUM NO. 24-28

TITLE: Computer Services Analyst II, Application and SQL Database Administrator

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

PAY RANGE: 21

STARTING MONTHLY SALARY: \$5,262

VACANCY STATUS: Vacant

EXPIRATION DATE: September 26, 2024

REQUIREMENTS:

Provide software administrative support for disparate server-based software applications on the KCPD network. Responsibilities include maintaining, monitoring, and updating applications to ensure accessibility for end users. The role also involves overseeing quality control for efficient functionality and taking necessary support action steps. Additionally, the position is responsible for maintaining and administering database systems. Ensuring continuous system performance through regular updates and proactive monitoring is crucial. Collaborating with IT staff to trouble and resolve software issues promptly is also a key aspect of the role. Finally, documenting processes and updates to maintain a comprehensive system record is essential for seamless operations.

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

1. Provide application support for various software applications used by the members of the KCPD. Including: Motorola CAD, Niche, Service Desk, and AlertNet. Provide support for any existing department application that may be added to the oversight of the Application Support Section.
2. Perform analysis related to tracking overall quality and functionality of applications. Interact with end users on a consistent basis to gather feedback in order to assess accessibility, performance, and reliability of applications.
3. Provide accurate quality analysis of new software applications. Identify potential issues related to network compatibility, and functionality. Make recommendations related to feasibility of application deployment.

4. Ability to successfully implement new applications on the KCPD network. Oversee all aspects of application installation and initiation. Provide after-action analysis of implementation, end user satisfaction, and application performance.
5. Ability to thoroughly examine and research software application problems, perform diagnostics, and resolve issues in a timely and efficient manner. Effectively document action steps, results, and solutions.
6. Consider both back-end organization of data and front-end accessibility for end-users.
7. Control database access, permissions and privileges.
8. Develop, manage and back-up and recovery plans of databases.
9. Manage the security and disaster recovery aspects of database.
10. Proficiency with database languages such as T-SQL
11. Review project requests to identify database needs and estimate project time and work requirements.
12. Provide end user support for issues submitted via Service Desk Tickets. Provide end user training when necessary.
13. Continue advancing relevant skills and knowledge through research and attending educational conferences for continuous proficiency development.
14. The incumbent is required to have strong verbal, time management, writing, analytical and decision-making skills.
15. Incumbent is required to consistently exercise discretion, sound judgment, and must comply with all accreditation mandates to assure quality of results and analysis.
16. Regular and reliable attendance is required. Incumbent may be required to work flexible hours and/or mandatory overtime for special projects.
17. Perform related duties as required.
18. Possess thorough understanding of department protocol, methods, and security, related to the installation and maintenance of all software. Ability to clearly document support provision in Change Control documentation.
19. 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.)

- Bachelor's Degree in Computer Science or related field; or equivalent related work experience
- 5+ years of experience on Windows Server; 2003, 2008 & 2012 platforms preferred
- Experience installing and configuring Microsoft SQL Server required
- Five+ years of experience in performing advanced software application support as related to the duties listed

in this document is preferred and 3-5 years of experience with database administration.

- Experience with C#, TCP/IP networking, SQL Server Reporting Services, Visual Studio, .Net Programming, and Microsoft Server Support, also preferred.
- The incumbent must have the ability to work independently, as well as in a team atmosphere.

Proficiency within the following areas is preferred but not required:

- Database administration in VM environment/MS SQL (2014-2022)
- Oracle migration/conversion to SQL
- UNIX

Physical Requirements: Position is primarily sedentary and incumbent will work at a computer 70% of the time; may require telephone usage approximately 1 hour per day. Must have the ability to lift up to 50 pounds periodically, bend, crawl, carry equipment, kneel, climb, and work on the floor under counters and desks.

Job Location: (Place where work is performed.)

Position operates in a standard office environment 90% of the time. Operate in data center environment 10% of the time.

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

- Computer Workstation
- Telephone
- Copier/Scanner/Fax

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 Farhan Chowdhury, Application Support Section** by no later than **SEPTEMBER 26, 2024**.

Outside applicants interested in being considered for the position must submit a cover letter and a resume to Mindy.Davis@kcpd.org, to be received no later than **SEPTEMBER 26, 2024**.

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 CVSA, post-offer physical examination and routine drug screen.

Captain Justin Pinkerton

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Commander, Employment Unit