



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: April 4, 2024

JOB VACANCY MEMORANDUM NO. 24-05

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: \$6,661

VACANCY STATUS: Vacant

EXPIRATION DATE: April 18, 2024

REQUIREMENTS:

Oversee the personnel assigned to the Application Support Section with a focus on enhancing efficiencies, optimizing performance and emphasizing customer-centric support. 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 to prioritize and resolve issues efficiently. Coordinate with other supervisors, and department elements, to align support efforts with organizational goals, emphasizing continual service improvement.

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

1. Possess an extensive level of knowledge and expertise related to administrative planning, direction, and support of application services. Develop a long range duty and operational plan for the Application Support Section for improved service delivery.
2. Demonstrate a thorough understanding of department protocol, methods, and security, related to the installation, maintenance and management of all KCPD application software.
3. Coordinate and direct activity of professional staff members of the section, ensuring efficient functionality through the designation and assignment of duties. Adapt duties and activities efficiently based on needs and emphasizing Continuous Improvement principles.

4. Offer incident resolution and service support for a variety of network applications utilized by KCPD personnel.
5. Collaborate with IT Managers and Supervisors to complete technology projects supporting Unit, Division and Departmental goals.
6. Ensure application programs are updated and current. Engage with relevant vendors as necessary. Initiate the creation of supporting documentation for installations, maintenance, contract renewals and procurement requests.
7. Conduct audits and analysis to monitor the overall quality and functionality of applications, collecting feedback to evaluate accessibility, performance and reliability in alignment with Unit, Division and Department goals.
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. Demonstrate proficiency in communication, both verbal and written, to effectively collaborate with team members, stakeholders, and vendors ensuring seamless coordination and resolution of application support issues.
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 excel in this role, the ideal candidate should demonstrate a strong commitment to customer service and continuous improvement through IT Service Management methodologies and frameworks. This entails either holding a four-year degree from an accredited college or university in Information Technology or a related field, or possessing equivalent work experience in the Information Technology sector. Preferably, candidates should have a minimum of five years of experience in providing application support within a network environment. Additionally, three years of supervisory experience is highly desired. The position demands extensive knowledge of advanced-level application services and support, along with a proactive approach to enhancing efficiencies and driving continuous improvement initiatives.

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 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 completed Selection Process Candidate Review Form, Form 417 P.D. (with chain of command endorsements) must be submitted directly to **Manager Greg Turley, IT Support Unit by no later than *APRIL 18, 2024.***

Outside applicants interested in being considered for the position must submit a cover letter and resume outlining how they are qualified for this position and a resume to the Mindy.Davis@kcpd.org, to be received no later than ***APRIL 18, 2024.***

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

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

Members who meet all of the qualifications will be contacted individually to schedule an interview. Selected applicants must submit to a TABE test, Keystroke test (80% accuracy/10 minutes), CVSA, MMPI, post-offer physical examination and drug screen.

Captain Justin Pinkerton
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Commander, Employment Unit