



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: July 15, 2024

JOB VACANCY MEMORANDUM NO. 24-21

TITLE: Computer Services Supervisor, Technology Support Section

ELEMENT OF ASSIGNMENT: Information Services Division/IT Support Unit

PAY RANGE: 22

STARTING MONTHLY SALARY: \$6,661

VACANCY STATUS: Vacant

EXPIRATION DATE: July 29, 2024

REQUIREMENTS:

The Computer Services Supervisor oversees and directs the activities of the Technology Support Section, ensuring the delivery of high-quality service management practices within the KCPD network environment. This role provides technical leadership, administrative expertise, and coordinates with IT supervisors and departmental elements to achieve strategic goals and objectives.

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

1. Develop and implement long-term operational plans for the Technology Support Section, aligning with service management principles.
2. Provide guidance and mentoring to ensure team cohesion and effectiveness in delivering IT support services
3. Provide advanced administrative oversight and direction for technology services, ensuring efficient deployment and utilization of resources.
4. Coordinate activities of technicians across two staffed shifts and on-call rotating shift, ensuring seamless day-to-day operations through structured duty assignments.
5. Oversee daily operations of the service desk, ensuring adherence to service level agreements (SLAs), key performance indicators (KPIs), and operational policies to meet organizational IT service goals.

6. Maintain a customer-centric approach in all interactions, emphasizing empathy, responsiveness, and effective communication to ensure high levels of customer satisfaction and loyalty.
7. Ensure adherence to departmental protocols and security standards in the installation and maintenance of hardware and software.
8. Oversee the procurement and deployment of new computers and peripherals, collaborating with vendors and documenting all transactions.
9. Implement IT Service Management (ITSM) frameworks to standardize service delivery processes including incident management, problem management, and change management.
10. Coordinate with IT supervisors for network-wide computer installations and relocations.
11. Supervise software application installations, ensuring compliance with installation guidelines and alignment with operational requirements.
12. Utilize ManageEngine ServiceDesk Plus to manage and streamline ticketing systems, automate workflows, and facilitate efficient resolution of support tickets and service requests.
13. Implement efficient software deployment tools and provide state-of-the-art diagnostic software and tools to technicians for effective troubleshooting.
14. Conduct post-installation evaluations to assess user satisfaction and overall functionality of departmental computer devices.
15. Drive Continual Service Improvement (CSI) initiatives to enhance service quality, efficiency, and customer satisfaction through proactive analysis of service metrics and feedback.
16. Participate in testing and evaluating new software applications, assessing their feasibility and suitability for integration into the KCPD network.
17. Collaborate with IT operations, infrastructure teams, and stakeholders to align IT service delivery with business objectives, driving strategic IT initiatives and fostering a culture of collaboration.
18. Develop and facilitate ongoing training and development opportunities for staff to enhance technical skills and service delivery capabilities.
19. Conduct annual evaluations of section members according to departmental protocols, documenting performance and providing feedback.
20. Manage recruitment processes, including interviewing and selection, in compliance with department regulations.
21. Monitor team performance, service desk metrics, and trends, generating regular reports and insights to identify opportunities for improvement and make data-driven decisions.
22. Maintain 24/7 accessibility for operational needs and provide support to commanders and team members as required.
23. Demonstrate leadership in IT governance by ensuring compliance with IT policies, procedures, and regulatory requirements, contributing to overall IT strategy and governance frameworks.

24. Continuously advance personal skills through research, educational conferences, and relevant courses.
25. Perform related duties as required.
26. 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 network technology support is preferred. Position requires extensive knowledge of advanced level application services and support. CompTIA A+ certification is required. Thorough understanding of IT Service Management methodologies and frameworks are recommended.

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 *JULY 29, 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 ***JULY 29, 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, CVSA, MMPI, post-offer physical examination and drug screen.

Captain Justin Pinkerton
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Commander, Employment Unit