



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: January 19, 2024

JOB VACANCY MEMORANDUM NO. 24-01

TITLE: Manager, Computer Services

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

PAY RANGE: 23

STARTING MONTHLY SALARY: \$7,206

VACANCY STATUS: Vacant

EXPIRATION DATE: February 2, 2024

REQUIREMENTS:

The IT Support Unit Manager is responsible for day-to-day operational and escalation management of support staff and support related functions. Incumbent is responsible for quality assurance of support operations and ensuring highest sustainable level of end user satisfaction. Key responsibilities include escalation management, asset management, process mapping, and change management. Incumbent is to assist in the strategic and operational direction for information technology initiatives, and provide guidance and leadership for the Application Support and Technology Support sections.

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

1. Conduct ongoing incident reviews with support staff to implement continuous process improvement.
2. Own, drive and track incident escalations, to include daily follow-ups to successful resolution. Provide technical expertise and guidance to the support team, by assisting in the resolution of complex issues and escalations.
3. Monitor and manage critical incidents, ensuring appropriate communication and escalation to minimize business impact.

4. Develop and implement appropriate service level agreements.
5. Ensure all support requests are managed, assigned and completed according to agreed upon expectations.
6. Make recommendations concerning the needs of the department to meet expected growth and long-term strategic plans.
7. Establish and maintain documentation for all applications used by the Department. Ensure applications support written directives, unit manuals, processes and procedures documentation are created, updated and maintained.
8. Continuously evaluate and enhance application support processes, identifying opportunities for efficiency and improved customer experience.
9. Serve as key point of contact for all matters related to Application Support, including implementation, strategy and initiatives in order to deliver consistent, high-quality service.
10. Ensure that asset inventory levels are monitored and replenished as needed.
11. Responsible for designing and implementing Technical Support and Application Support operating procedures and processes.
12. Manage personnel-related responsibilities to include hiring and training employees; planning, assigning, and directing work; evaluating performance; rewarding and disciplining employees; addressing complaints and resolving problems.
13. Provide leadership, mentoring, and supervision to members assigned to the unit. Pursue professional development training opportunities for staff.
14. Prepare budget recommendations for unit operations and ensure compliance with established budget parameters.
15. Build and maintain effective working relationships with Information Services Division staff and other KCPD elements, as well as, other governmental and private entities.
16. Maintain reliable and predictable attendance. Must have the ability to work flexible hours, weekends and/or holidays and be available for response in an emergency situation.
17. Perform other duties and projects as required, or as assigned by the Information Services Division Commander, Executive Services Bureau Commander or Chief of Police.
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 successfully perform the essential functions of this position, the incumbent must possess:

- A Bachelor's degree or have an equivalent combination of formal education and work experience;
- 3+ years of supervisory experience;
- The ability to lead, motivate, and direct a workgroup;
- Excellent leadership and customer service skills;
- Effective written and verbal communication skills; and
- Strong organization skills.
- The ability to work with minimum supervision.
- Access to the Criminal Justice Information System (CJIS) may be required, so the following standards apply: must not have been convicted of a felony; must not have been convicted of a serious misdemeanor; and must not have an arrest history the nature and severity of which warrant disqualification.

Physical Requirements: Incumbent will work at a computer 50 to 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.

Must possess a valid driver's license.

Job Location: (Place where work is performed.)

Position operates primarily in a standard office environment. May require site visits to various locations throughout the City.

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

- Personal computer
- Telephone
- Office productivity software (word processing, database, spreadsheet and communications applications)
- 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 **Sergeant Vanessa Ray, RMS Section** by no later than ***FEBRUARY 2, 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 ***FEBRUARY 2, 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>

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 Edward Lamport
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Commander, Employment Unit