



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: November 5, 2024

JOB VACANCY MEMORANDUM NO. 24-33

TITLE: Technology Support Shift Supervisor I

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

PAY RANGE: 18

STARTING MONTHLY SALARY: \$4,864

VACANCY STATUS: Vacant

EXPIRATION DATE: November 19, 2024

REQUIREMENTS:

Directly supervise the members on assigned shift. Oversee the performance of duties to assure proper functionality and duty completion. Possess thorough knowledge of all duties performed by Computer Services Specialist I and Computer Services Specialist II (Tech I and Tech II).

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

1. Possess extensive level of knowledge in troubleshooting, installations and an understanding of KCPD's network and attached devices and provide support for Tech I, and Tech II.
2. Conduct evaluations of the members assigned to the shift on an annual basis. Emphasize ability to effectively communicate verbally and in written documentation. Forward evaluations to Section Supervisor.
3. Primary timekeeper for assigned shift. Initiate written documentation for all work schedule exceptions and forward to Section Supervisor.
4. Provide assistance concerning the use of computer hardware and software, including printing, installation, network connectivity, electronic mail, and operating systems.
5. Oversee timely working of service tickets on assigned shift. Review time-logs within the service desk software.

6. Thorough understanding of department protocol, methods, and security, related to the installation and maintenance of all hardware and software.
7. Provide, and demonstrate superior customer service for all users department wide. Instill in Tech I and Tech II members, the importance of great service and teamwork.
8. Assist in providing troubleshooting for all end user devices. Provide training as needed.
9. Research availability of hardware/software as required for diagnosing and correcting problems.
10. Set up equipment for employee use, performing and ensuring proper installation of cables, operating systems, or appropriate software.
11. 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.
12. Help maintain mobile devices including but not limited to in car computers and portable pc's.
13. Assist in preparation of documentation and schematics of network or application systems relating to configuration, procedures, and other pertinent information.
14. Install and perform repairs to hardware, software, or peripheral equipment, following design or installation specifications.
15. Maintain reliable and predictable attendance. Must have the ability to work flexible hours, on-call, weekends and/or holidays.
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 successfully perform the essential functions of this position, the incumbent must possess a high school diploma or equivalent. CompTIA A+ certification is required, Network + is preferred. Comparable work experience and Technical and vocational computer training will also be considered. 5 years of experience in performing advanced end user support as related to the duties listed in this document. 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 license and a good driving record are required.

Physical Requirements: Must have the ability 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, software, etc., used in job performance.)

- Personal computers, software, printers, laptops and peripherals
- Small hand tools
- Network cabling and cable testers
- 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 **Supervisor Andrew Dykes, Technology Support Section by no later than *NOVEMBER 19, 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 ***NOVEMBER 19, 2024.***

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

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

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

Captain Justin Pinkerton
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Commander, Employment Unit