



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 11, 2024

JOB VACANCY MEMORANDUM NO. 24-27

TITLE: Technology Support Shift Supervisor II

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

PAY RANGE: 19

STARTING MONTHLY SALARY: \$5,262

VACANCY STATUS: Vacant

EXPIRATION DATE: September 25, 2024

REQUIREMENTS:

Directly supervise the members on Watch II. Oversee the performance of duties to assure proper functionality and duty completion. Serve as liaison to shift supervisors on off hour shifts. Organize, prepare and oversee large projects. Monitor scheduling of technicians providing end user services. Serve as Acting Supervisor of the section in the absence of the Supervisor. Provide high level of technical expertise and service provision.

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

1. Serve as Shift Supervisor of Watch II. Evaluate members of assigned shift on annual basis. Emphasize ability to effectively communicate verbally and in written documentation. Forward evaluations to Section Supervisor.
2. Serve as Acting Supervisor of the Help Desk Section in the absence of the supervisor of the Section. Authorized to attend meetings, and make decisions related to daily functionality of the section during those times.
3. Possess thorough knowledge of all duties performed by Computer Services Specialist I and Computer Services Specialist II (Network Technician I). Must have a thorough understanding of department protocol, methods, and security, related to the installation and maintenance of all hardware and software.
4. Write procedural instructions related to duties and procedures performed in the section. Maintain manuals and notes used by all section members. Assure processes are current and properly documented.

5. Primary trainer for new employees assigned to the Section. Maintain training material to reflect changes in support processes and procedures, or changes in Department protocol.
6. Primary timekeeper for assigned shift. Initiate written documentation for work schedule exceptions and forward to Section Supervisor.
7. Possess extensive level of knowledge in troubleshooting, installations and an understanding of KCPD's network and attached devices and provide support for Computer Services Specialist I, Computer Services Specialist II, and Technology Support Shift Supervisor I.
8. Provide assistance concerning the use of computer hardware and software, including printers, software installation, network connectivity, Microsoft Office Suite and operating systems.
9. Oversee timely working of service tickets on assigned shift. Review time-logs within the service desk software. Ensure SLA's are met. Monitor the quality of requests using the ServiceDesk+ software.
10. Manage and maintain automation of software installation. Write scripts used to automate processes using applications such as Powershell and Microsoft Deployment Toolkit. Train Computer Services Specialist I, Computer Services Specialist II, Technology Support Shift Supervisor, and automated installation techniques for department software.
11. Provide and demonstrate superior customer service for all users department side. Instill in Technician I and Technician II and Shift Supervisor I, the importance of great service and teamwork.
12. Assist in providing troubleshooting for all LAN/WAN attached devices. Provide training as needed.
13. Research availability of hardware/software as required for diagnosing and correcting problems.
14. Assist in product evaluation and testing of hardware/software for future improvements, feasibility, and applicability to products in use by the department including evaluation, testing and recommendations regarding product potential.
15. Help maintain mobile devices including but not limited to in car computers and laptops.
16. Assist in preparation of documentation and schematics of network or application systems relating to configuration, procedures, and other pertinent information.
17. Maintain reliable and predictable attendance. Must have the ability to work flexible hours, on-call, weekends and/or holidays.
18. The incumbent is expected to continue advancing their skills through research, attending educational conferences and relevant courses or workshops.
19. Perform related duties as required.
20. 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. CompTia Network + and CompTia Project + are preferred but not required. 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.

Must have a valid Missouri driver license and good driving record.

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.)

This position operates in a standard office environment approximately 40% of the time; remaining 60% is spent in travel and at other remote sites within the Kansas City area.

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

- Personal computers, software, printers, laptops and peripherals
- Small hand tools
- Network cabling and cable testers
- Department vehicle
- Department cell phone

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 Andrew Dykes, Technology Support Section** by no later than **SEPTEMBER 25, 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 25, 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 keystroke test, CVSA, post-offer physical examination and routine drug

screen.

Captain Justin Pinkerton

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Commander, Employment Unit