NON-SWORN MEMBER VACANCY

DATE:

JOB VACANCY MEMORANDUM NO.

TITLE: Computer Services Specialist I, Tech I

ELEMENT OF ASSIGNMENT: Technology Support Unit/Information Services Division

PAY RANGE: 16

STARTING MONTHLY SALARY: $3,551

VACANCY STATUS: Vacant

EXPIRATION DATE:

REQUIREMENTS:

To coordinate, configure, install, test, and troubleshoot all personal computer hardware/software, printers and other peripheral devices connected to the Department's network. This position requires the incumbent to work as part of an established team to develop and deliver to our users a culture of service excellence and the highest quality customer service. Provide Tier 1 and Tier 2 support to users of the KCPD/REJIS criminal justice network.

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

1. Provide technical assistance, excellent customer service, and problem solving to users for all devices connected to the network.

2. Technician will maintain work tickets, requests, tasks, and time-logs within the helpdesk software. Must have ability to effectively communicate problem information and analysis verbally and in written documentation.

3. Provide desktop support for hardware, software, adds, moves and changes for all network supported devices. Follow technical procedures to conduct diagnostics.

4. Adhere to department protocol, methods, and security, related to the installation and maintenance of all hardware and software.

5. Provide cost estimates, technical advice, needs and compatibility risk analysis, assist in developing and implementing department procedures and standards for all personal computer systems.

6.	Maintain Technology Support Section's inventory of personal computers, printers, peripheral equipment and software along with providing documentation of the fixed assets of KCPD networked equipment.

7.	Maintain and process disposal of decommissioned equipment.

8.	Maintain reliable and predictable attendance. Work an on-call rotation schedule in conjunction with a regular work schedule.

9.	The incumbent is expected to continue advancing their skills through research, attendance to educational conferences and relevant courses or workshops.

10.	Perform related duties as required.

11.	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. Experience in the IT field and CompTIA A+ certification is preferred.

Position requires a minimum of one year of experience in personal computer installation and support. Additionally, incumbent must have knowledge with local area network installation and administration. This individual must have the ability to establish and maintain effective working relationships with their team, department members, vendors, and the public.

Physical Requirements: The incumbent must be able to lift up to 50 pounds, bend, crawl, carry equipment, kneel, climb, work on the floor under counters and desks, multiple times a day.

A valid driver's license and a good driving record are required.

Job Location: (Place where work is performed.)

Position operates in a standard office environment 50% of the time; remaining 50% is spent in a vehicle and at other department facilities.

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

- Personal computers/laptops/tablets, copiers/printers, mobile devices cameras and peripherals
- Small hand tools
- Network cabling, cable testers, POE device for cameras
- 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 a completed Selection Process Candidate Review Form, Form 417 P.D. (with chain of command endorsements) must be submitted directly to **Sherry Abernathy, Supervisor, Technology Support Section.**

Outside applicants – Go to https://careers.kcpd.org and complete an on-line application. Questions; please contact Mindy.Davis@kcpd.org.

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

Selected applicants who meet all of the qualifications will be contacted individually to schedule an interview. Selected applicants must submit to a TABE test, CVSA, post-offer physical examination and routine drug screen.

Captain Edward Lamport

Captain Edward Lamport
Commander, Employment Unit