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: March 17, 2025

JOB VACANCY MEMORANDUM NO.   25-10

TITLE: Computer Services Analyst I - Application Support Analyst I

ELEMENT OF ASSIGNMENT: Information Services Division/Technology Support Unit

PAY RANGE: 19

STARTING MONTHLY SALARY: $4,496

VACANCY STATUS: Vacant

EXPIRATION DATE: March 31, 2025

REQUIREMENTS:

To provide software administrative support for disparate server-based software applications and web applications on the KCPD network. Maintain, monitor and update applications to assure accessibility for end users. Oversee quality control for efficient functionality, and take support action steps when necessary.

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

1.   Demonstrate extensive knowledge of all levels of application support including; maintenance, loads, updates, and troubleshooting. Demonstrate the ability to develop interfaces between various applications.

2.   Provide application support for various software applications used by the members of the KCPD including; Motorola CAD, Memex, Niche, Service Desk, and AlertNet. Provide support for any existing department application that may be added to the oversight of the Application Support Section.

3.   Maintain and update Service Desk Application which is used by Information Services members to monitor and track IT problems, projects, assets, and contracts.

4.   Perform analysis related to tracking overall quality and functionality of applications. Interact with end users on a consistent basis to gather feedback in order to assess accessibility, performance, and

reliability of applications.

5. Design, build and maintain websites using authoring or scripting languages, content creation tools, management tools, and digital media.

6. Develop and maintain web-based applications, utilizing standard programming languages, content creation tools, management tools, and digital media.

7. Develop secure web-based applications consisting of dynamic content presentation, controlled access, and database integration.

8. Create website layout/user interface by using standard HTML/CSS practices.

9. Integrate data from various back-ed services and databases.

10. Perform coding, debugging, and documentation of developed applications and assist with the deployment and maintenance of web services.

11. Provide end user support for issues submitted via Service Desk Tickets. Provide end user training when necessary.

12. Ability to thoroughly examine and research software application problems, perform diagnostics, and resolve issues in a timely and efficient manner. Effectively document action steps, results, and solutions.

13. Provide accurate quality analysis of new software applications. Identify potential issues related to network compatibility and functionality. Make recommendations related to feasibility of application deployment.

14. Ability to successfully implement new applications on the KCPD network. Oversee all aspects of application installation and initiation. Provide after-action analysis of implementation, end user satisfaction, and application performance.

15. Effectively work with members of Network Infrastructure and Network Services regarding adherence to all hardware specifications and requirements for existing and new software applications.

16. Possess thorough understanding of department protocol, methods and security, related to the installation and maintenance of all software. Ability to clearly document support provision in Change Control documentation.

17. Ability to effectively communicate and interact with various software vendors to maintain utmost functionality of applications, analyze issues, and ascertain action steps when necessary.

18. Maintain reliable and predictable attendance. Must have the ability to work an on-call rotation schedule in conjunction with a regular work schedule.

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

20. Perform related duties as required.

21. 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 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. Five (5) years' experience in performing advanced software application support as related to the duties listed in this document is preferred. Experience with C#, TCP/IP networking, Visual Studio, .Net Programming, and Microsoft Server Support, also preferred. Web programming experience must be demonstrated by the incumbent. Familiarity with at least one of the following programming languages: PHP, ASP.NET, JavaScript or Ruby on Rails. The incumbent must have the ability to work independently, as well as in a team atmosphere.

Incumbent must have a valid Missouri driver license and good driving record.

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, multiple times a day.

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
- Telephone

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 ***MARCH 31, 2025.***

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 (80% accuracy), CVSA, post-offer physical examination and drug screen.

Captain Justin Pinkerton
Captain Justin Pinkerton
Commander, Employment Unit