



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:

JOB VACANCY MEMORANDUM NO.

TITLE: Computer Services Specialist I, Tech I

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

PAY RANGE: 52

STARTING MONTHLY SALARY: \$4,011

VACANCY STATUS: Vacant

EXPIRATION DATE:

REQUIREMENTS:

To provide tier one technical support through direct user interaction, remote assistance and device lifecycle management across all department facilities. This position serves as the frontline responder to helpdesk inquiries, responsible for documenting support tickets, deploying and maintaining endpoint devices, and troubleshooting hardware, software and operating system issues. The incumbent supports mobile and stationary technology assets across a dynamic environment, ensuring reliable service, accurate inventory control and a consistent user experience that reflects the department's commitment to operational excellence.

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

1. Serve as first-line technical support by answering helpdesk calls, creating accurate tickets and resolving tier one hardware/software issues through phone, remote assistance and on-site visits.
2. Deploy and maintain end-user devices including desktops, laptops, mobile devices, printers and peripherals. Perform system imaging, software installation and configuration in alignment with departmental standards.
3. Respond to incidents at police facilities to troubleshoot and resolve device malfunctions. Ensure timely resolution and clear communication with impacted personnel.

4. Manage helpdesk workflow by tracking tickets, tasks and time logs from initiation to resolution. Maintain detailed documentation of diagnostics, resolutions and escalation steps.
5. Adhere to security protocols and technical procedures for installing, updating and maintaining hardware, software and operating systems. Support compliance with departmental cybersecurity standards.
6. Maintain an accurate inventory of supported devices, peripherals and software assets. Assist in forecasting equipment needs and conducting audits across all facilities.
7. Handle asset decommissioning through proper documentation and disposal procedures in accordance with department policy.
8. Participate in an on-call rotation alongside standard work hours. Maintain reliable and predictable attendance to support operational continuity.
9. Pursue continuous skill improvement through technical research, attending relevant training or conferences and developing skills that enhance end-user experience.
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. Prior experience in the IT field is preferred and will be beneficial in this role but is not required. CompTIA A+ certification is required within the 6-month probationary period.

This position also requires a minimum of one year of experience in personal computer installation and support. The incumbent must demonstrate practical skills in personal computer setup, wired and wireless connectivity troubleshooting and basic access control for supported devices. Additionally, the incumbent must have the ability to establish and maintain positive working relationships with team members, department personnel, 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 **Supervisor Andrew Dykes, Technology Support Section.**

Outside applicants interested in being considered for the position must submit a cover letter and a resume to Mindy.Davis@kcpd.org.

All members must obtain a residence within 30 statute (air) miles of the nearest Kansas City, Missouri city limit within the state of Missouri 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 Justin Pinkerton

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Commander, Employment Unit