



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: October 23, 2025

JOB VACANCY MEMORANDUM NO. 25-42

TITLE: Computer Services Analyst I, Microsoft 365 Administrator

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

PAY RANGE: 55

STARTING MONTHLY SALARY: \$5,077

VACANCY STATUS: Vacant

EXPIRATION DATE: November 6, 2025

REQUIREMENTS:

A technically skilled Microsoft 365 Administrator is responsible for the day-to-day administration, maintenance and support of the department's Microsoft 365 environment. This position focuses on operational excellence and user support across the Microsoft Cloud ecosystem, working closely with both end users and technical staff.

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

1. Administer and maintain core Microsoft 365 services including: Exchange Online, SharePoint, Teams, OneDrive and Microsoft Entra ID (formerly Azure AD).
2. Provide Tier 1 and 2 support and act as a subject matter expert for Microsoft 365-related requests and incidents.
3. Assist in the setup, configuration and maintenance of user accounts, groups, mailboxes, Teams, and SharePoint sites.

4. Monitor and respond to alerts, service degradation and outages within the M365 environment.
5. Support endpoint configuration and mobile device management using Microsoft Intune.
6. Maintain user access control and implement best practices in identity and permissions management.
7. Assist with onboarding and offboarding of personnel and associated account permissions.
8. Work with internal IT teams and vendors to troubleshoot and escalate issues as necessary.
9. Maintain documentation related to M365 procedures, user guides and configuration settings.
10. Participate in projects related to the deployment or enhancement of Microsoft 365 features.
11. Maintain reliable and predictable attendance. May be required to work flexible hours and/or mandatory overtime for special projects
12. Continue to advance skills through continuous proficiency development.
13. Perform related duties as required.
14. 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 disability as defined by the American 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.)

- Associate's Degree in Information Technology, Computer Science or comparable field; equivalent combination of education and related work experience will be considered.
- Familiarity with Microsoft 365 administration tools and services.
- Basic experience with Exchange Online, SharePoint, Teams, OneDrive and Entra ID.
- Experience with ticketing systems and incident/request resolution.
- Knowledge of Microsoft Intune or similar mobile device management platforms.
- PowerShell or scripting experience for basic automation tasks is desirable.
- Strong analytical and troubleshooting skills with a proactive approach to problem solving.
- Excellent customer service skills and the ability to communicate effectively with non-technical users.
- Must be detail-oriented, organized and capable of managing multiple tasks.

Incumbent will be required to complete a post offer, pre-employment testing per Department Policy.

Physical Requirements: Position is primarily sedentary and involves working at a computer the majority of the day. May be required to occasionally lift and move IT equipment up to 50 lbs. Availability for after-hours support or maintenance windows may be require.

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.)

- Desktop/Laptop
- Telephone/Mobile phone
- Copier

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 **Manager Greg Turley, IT Support Unit** by no later than **NOVEMBER 6, 2025**.

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 **NOVEMBER 6, 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>

Captain Justin Pinkerton

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Commander, Employment Unit