



Classification: Computer Information Technologist I
Network Support Unit - Voice Over Internet Protocol (VOIP)
Title Code: V08001
Pay Range: 22

POSITION SUMMARY:

This is an entry-level position providing technical and professional consultative work in the support and coordination of computer information technology services and activities. An employee in this position performs network administration and support, with a focus on Voice Over Internet Protocol (VOIP) unified communications administration. Work generally focuses on assisting with the design, implementation, and maintenance of a state wide criminal justice network for the Missouri State Highway Patrol (MSHP), and the broader Missouri criminal justice community. Work is performed under close supervision.

DESCRIPTION OF DUTIES PERFORMED:

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Assists with the administration of highly complex network support and deployments, to include long term and short term project and network architecture planning, installation, maintenance, and administration of switches, routers, hubs, wireless, and VOIP platforms and peripherals.

Assists with the design, implementation, and maintenance of network infrastructures within MSHP and the Missouri criminal justice community.

Assists in providing technical support to successfully meet network project objectives and deadlines.

Assists in coordinating network teams and/or projects, to include analyzing, implementing, documenting, testing, and maintaining networks.

Assists in implementing the installation and maintenance of network equipment and services, to include cabling, switches, routers, hubs, voice and data circuits, video, wireless, and/or radio technology.

Assists in providing technical and customer support related to network administration and support.

May assist with the responsibilities of the Network Support Unit, as needed.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Working knowledge of the principles of computer programming and systems analysis, design, testing and documentation.

Working knowledge of the general operating principles and capabilities of computer hardware and software.

Knowledge of networking fundamentals, routing protocols, and switch configuration.

Knowledge of or ability to learn the Criminal Justice Information Services (CJIS) Security Policy.

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Knowledge of or ability to learn the MULES system as it relates to the technical connectivity and CJIS Security requirements.

Knowledge of software reference libraries and related utility programs.

Knowledge of computer security systems and procedures.

Knowledge of computer networking and telecommunications.

Knowledge of computer operating systems.

Knowledge of or ability to learn the agency's automated information systems.

Knowledge of or ability to learn the agency's functions and their interrelationships.

Knowledge of the principles of cost benefit analysis.

Knowledge of the principles of project management.

Knowledge of the principles of disaster recovery.

Knowledge of the procurement process.

Knowledge of continuing trends and developments in computer hardware and software.

Knowledge of various computer platforms.

Knowledge of the information strategic planning process.

Knowledge of the systems management process.

Possess good organizational skills.

Possess research and analysis skills.

Ability to learn to utilize project management tools.

Ability to learn to prepare and interpret computer program documentation.

Ability to learn to prepare and maintain standards, policies, procedures, guidelines and technical manuals.

Ability to troubleshoot and resolve hardware and/or software problems.

Ability to learn to create and present materials for training programs.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

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Ability to communicate in English clearly and concisely, both orally and in writing.
Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE AND EDUCATION REQUIRED:

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Graduation from an accredited four-year college or university with at least fifteen (15) semester hours in Computer Science, Computer Information Systems, Information Technology, or related field.

OR

Four or more years of experience in the areas of unified communication administration, such as VOIP/Call Manager system implementation, maintenance and support, experience in routing, switching, network architecture and troubleshooting as well as other concepts vital to maintaining the 24x7 operation of a critical infrastructure data center.

OR

One or more years of experience as a Computer Information Technologist Trainee in the Cyber Security and Technology Section.

Preference may be given to those possessing a current certification(s) in Cisco Certified Network Associate (CCNA), Network+, and/or work experience in network administration or information technology.

NECESSARY SPECIAL REQUIREMENTS:

Must be a United States Citizen

FLSA STATUS: Non-exempt

WORK SCHEDULE: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.