Classification: Computer Information Technologist III
Network Support Unit - Voice Over Internet Protocol (VOIP)
Title Code: V08003
Pay Range: 28

POSITION SUMMARY:

This is an advanced 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 independently under general 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 expertise 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.

Provides technical and customer support related to network administration and support.

Assists in the research, review, recommendation, and preparation of requests for proposals and/or bid specifications for hardware and/or software purchases.

Documents, reviews and updates network support policies and procedures for MSHP by reviewing, interpreting and applying industry standards.

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

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

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

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

Considerable knowledge of networking fundamentals, routing protocols, and switch configuration.

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

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

Considerable knowledge of software reference libraries and related utility programs.

Considerable knowledge of computer security systems and procedures.

Considerable knowledge of computer networking and telecommunications.

Considerable knowledge of computer operating systems.

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

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

Working knowledge of the principles of cost benefit analysis.

Working knowledge of the principles of project management.

Working knowledge of the principles of disaster recovery.

Working knowledge of the procurement process.

Working knowledge of continuing trends and developments in computer hardware and software.

Working knowledge of various computer platforms.

Working knowledge of the information strategic planning process.

Working knowledge of the systems management process.

Possess good organizational skills.

Possess research and analysis skills.

Ability to utilize project management tools.

Ability to prepare and interpret computer program documentation.

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

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

Ability 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.

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.)

Possess a Bachelor's degree 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; AND two 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 year of experience as a Computer Information Technologist II 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, or a legal resident of a country participating in the Visa Waiver Program (VWP).

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.