Classification: Computer Information Technology Specialist (CITS) I
Network Support Unit
Title Code: V08004
Pay Range: 30

POSITION SUMMARY:

This is professional, technical, and consultative work in the support and coordination of computer information technology services and activities. An employee in this class provides technical expertise in network administration and support. This position will serve as a lead on network support projects and often serve as a mentor to other staff members within the network support unit. 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 general supervision; however, the employee is expected to exercise independence in the performance of assigned responsibilities.

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 Voice Over Internet Protocol (VOIP) platforms and peripherals.

Assists with 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.

Provides guidance and training to other personnel.

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.

Leads network support related projects.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

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

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

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

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

Thorough 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 train and assist less experienced personnel.

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 four year degree in Computer Science, Computer Information Systems, Information Technology, or related field (comparable work experience in the field of Information Technology may be substituted on a year-for-year basis for the required education); AND three 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

Two or more years of experience as a Computer Information Technologist III 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. (Possession of a current certification in CCNA, Network+, or a higher-level network related certification may be substituted for two years of the required education).

NECESSARY SPECIAL REQUIREMENTS:

Must be a United States Citizen

Must successfully attain or possess a CCNA or CompTia Network+ certificate within twelve months of appointment.

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FLSA STATUS: 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.