



Classification: CJIS Specialist II (Access Integrity/MULES)

Title Code: V00677

Pay Range: 22

POSITION SUMMARY: This position is responsible for reviewing the accuracy and completeness of Missouri Uniform Law Enforcement System (MULES)/National Crime Information Center (NCIC) records in accordance with state and federal policy. This position also provides operational assistance to criminal justice information system (CJIS) users with entry, modification, and validation of MULES and NCIC records. A person in this position will also assist the Missouri State Highway Patrol (MSHP) Information Security Unit with various tasks related to system user provisioning. A person in this position is expected to work closely with CJIS management on statewide projects. While these duties are performed under general supervision, the employee is expected to exercise initiative and independence within the area of responsibility.

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.):

Performs quality control reviews of entries in the MULES pertaining to vehicles and persons to ensure accuracy and completeness; contacts responsible law enforcement and criminal justice agencies for corrections.

Provides assistance to users of the MULES system with basic operations involving the inquiry, entry, modification, and validation of records.

Provides technical and administrative assistance to federal, state, county, and local law enforcement agencies, courts, prosecuting attorneys, correctional centers, probation/parole offices, and communication centers requesting access to Missouri CJIS systems and maintains up to date records of agencies who currently have access.

Makes updates as necessary to Missouri agency information in the DC45 database and forwards same information to NCIC and National Law Enforcement Telecommunications System (NLETS) Originating Agency Identifier (ORI) databases.

Monitors the functionality of DC45 ensuring that it remains viable for the needs of the CJIS Division as the primary database for Missouri agency information, referring programming needs or problems to the Program Manager and Information Technology (IT) development and support teams, as necessary.

Performs general office duties, including but not limited to, drafting correspondence, updating forms, answering phones, compiling reports, sorting mail, creating spreadsheets, organizing files, proofreading text, developing publications, copying materials, scanning documentation, managing agency contact information, and maintaining computerized databases.

Maintains current documentation of the number of records available for review, number of records reviewed, number of messages sent, and any other contacts or activities that may require the attention of CJIS management.

Assists in the management of all files related to management control, user agreements, and memorandums of understanding related to CJIS system access for the CJIS Systems Officer.

Assists CJIS Program Managers in compiling unit activity reports and totals as requested and maintaining supporting documentation.

Performs annual operator validation and biennial ORI validation; ensures that Missouri agency information held in NCIC and NLETS is current and accurate; performs limited MULES system testing.

Reviews and addresses trouble tickets submitted to the CJIS Call Center as able, forwarding issues as necessary to the training and auditing sections and CJIS Management.

Assists the Program Manager and Assistant Director in compiling statistical reports of unit activity for annual Divisional reports or as requested.

Reviews monthly progress of required record validations performed by Missouri agencies and makes notifications to agencies who have not completed those validations by the deadline set forth in CJIS policy; refers agency progress to training and auditing staff as necessary to assist in getting all agencies compliant.

Provides assistance and guidance to less experienced members of the Access Integrity Unit

Provides administrative support for annual CJIS Conference

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Comprehensive knowledge of the functions of the MULES system pertaining to the inquiry and entry of records.

Comprehensive knowledge of the operation of the National Crime Information Center (NCIC) system, the International Justice and Public Safety Network, NLETS, and their operational relationship to MULES.

Knowledge of federal and state statutes, regulations, policies and procedures pertaining to the collection, storage, and dissemination of criminal justice information.

Knowledge of the functions and relationships of criminal justice and law enforcement agencies.

Knowledge of Microsoft Office software including Word, Access, Excel, and PowerPoint.

Basic knowledge of information security policies pertaining to criminal justice agencies.

Ability to develop a higher understanding of CJIS security policies and standards; and MULES, NCIC, NLETS, and Missouri Department of Revenue systems.

Ability to review and analyze information for quality, completeness, and adherence to appropriate standards.

Ability to operate a personal computer to record statistical data and related reports, build spreadsheets, etc.

Ability to maintain accurate records, files, and documentation.

Ability to perform multiple tasks with varying deadlines while maintaining high quality work.

Ability to exercise judgment and discretion.

Ability to learn to perform entries, proofread, edit, and update data within various computerized databases.

Ability to transport boxes and/or trays of documents, criminal history records, fingerprint cards, etc. up to 50 pounds.

Ability to work independently with general supervision.

Ability to provide leadership and guidance to less experienced co-workers

Ability to occasionally travel for the completion of assigned duties.

Ability to operate basic office equipment as detailed in the description of duties.

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 positive working relationships 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 the criminal justice/law enforcement field and four years of comparable work experience in the criminal justice/law enforcement field working directly with criminal record systems (comparable work may be substituted on a year-for-year basis for the required education).

OR

Possess at least two years as a CJIS Specialist I with the Missouri State Highway Patrol.

NECESSARY SPECIAL REQUIREMENTS: Must be able to obtain and maintain MULES certification within six months of appointment.

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.