

## Job Description

*Missouri State Highway Patrol*

Class Title: **Senior CJIS Manager**

Title Code: V00965

Effective Date: 09/01/2007

Date Reviewed: 08/27/2007 #11 and TS

Date Developed: 08/24/2007 MF

**Immediate Supervisor:** CJIS Director

**Position Supervised:** MULES Trainers

**FLSA Classification:** Exempt

**Working Hours:** An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

### **POSITION SUMMARY**

This is highly technical and professional work planning, developing, evaluating, and administering the training program for all department personnel, as well as all local law enforcement users statewide on MULES/NCIC/NLETS. This employee must identify training needs, establish priorities, and direct or coordinate training efforts with local, state, and federal law enforcement agencies. This employee is responsible for all federal and state mandated training, including the development and administration of instruction, certification, and recertification for all system users. This employee must create project plans for implementation and provide oversight for CJIS database applications. The employee is also responsible for compliance of all users, including the REJIS and ALERT system users, with MULES/NCIC rules and regulations. Work is performed under general supervision of the CJIS Director of CRID; however, the employee is expected to exercise considerable initiative, decision-making, and discretion in contacts with department personnel and personnel in local, state, and federal law enforcement agencies.

### **DESCRIPTION OF DUTIES PERFORMED**

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

Develops and implements a comprehensive statewide training program consistent with Criminal Justice Information Services (CJIS) policies and regulations for department personnel, and other state and local law enforcement personnel statewide. The employee is responsible for designing a Missouri Uniform Law Enforcement System (MULES) training program to enable MULES to interface and function in accordance with the Federal Bureau of Investigation (FBI), National Crime Information Center (NCIC), National Law Enforcement Telecommunications System (NLETS) standards.

Plans, organizes, and directs MULES/NCIC training program for all sworn enforcement personnel and other federal, state, and local law enforcement agencies connected to the CJIS

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network; establishes training policies, protocols, procedures, and guidelines; formulates recommendations for department in-service training initiatives; provides peer level training on system use, audits, sanctions and related liability for criminal justice administrators.

Establishes priorities, conducts needs assessments, and evaluates the effectiveness of the department's MULES/NCIC training program; addresses training deficiencies and implements necessary modifications in consultation with department personnel and officials from state agencies, and local and federal law enforcement personnel.

Develops a comprehensive computer based training program for MULES/NCIC personnel to measure technical proficiency of CJIS network users; administers various training applications such as NexTEST, CJIS Launchpad, and HP65 training; establishes protocols and coordinates operational techniques for data inputs, inquiry, retrieval, and dissemination of information stored in the state's computer system and NCIC's database.

Serves as the department's liaison and training authority for federal, state and local agencies and law enforcement personnel; works with other agency and divisions to affect smooth implementation of MULES/NCIC/NLETS standards, procedures and regulations.

Supervises assigned trainers and auditors; trains subordinate employees; coordinates the efforts of trainers in the field; and reviews reports submitted by trainers and makes adjustments as necessary.

Develops and revises relevant training and policy manuals; reviews edit procedures to identify deficiencies and make appropriate changes to various operating manuals, handbooks, policy and standards manuals, and other publications; disseminates updated information to all law enforcement users statewide.

Designs lesson plans and training materials; determines and implements appropriate training to be utilized by trainers for classroom instruction or one-on-one training; modifies plans as necessary to best achieve compliance with governing policies, standards, and regulations for mandated certification and recertification of system users; maintains accurate records of all instruction administered.

Participates with top management in the development of short and long-range criminal records planning; participates in policy development and program planning and coordination; evaluates the effect which policy changes, organizational changes and new programs will have on the department.

Assists the Assistant Director in organizing and planning the annual training conference; coordinates workshops and makes presentations on the latest developments and changes of MULES, NCIC and NLETS rules, regulations and applications.

Coordinates the preparation of the CJIS Newsletter and memoranda on items of change or interest to law enforcement personnel statewide.

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Works with the CJIS Application Program Manager in ISD to insure MULES/NCIC program initiatives and system inputs and outputs are addressed adequately to maintain the integrity of the system and facilitate inquiry, retrieval, and reporting of data.

Performs other related duties as assigned.

#### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of state and federal laws, rules, regulations, and security policy pertaining to criminal justice computer systems, and the collection, storage, retrieval, and dissemination of crime report information.

Knowledge of state and federal requirements for MULES certification and NCIC audit process.

Knowledge of MULES, NCIC, and DOR applications.

Knowledge of the principles, methods and techniques involved in the development, administration and coordination of a statewide training program.

Knowledge of instruction techniques, preparation of lesson plans, training aids, and other resources used in training personnel of varying skill levels.

Knowledge of evaluation methods and techniques used to determine the effectiveness of agency training and development programs.

Knowledge of Missouri State Highway Patrol policies, procedures, rules, and regulations.

Ability to develop, implement, and evaluate a statewide training program.

Ability to learn state and federal guidelines and regulations for state and federal MULES, NCIC, NLETS, and CJIS programs.

Ability to read, interpret, and convey both orally and in writing the meaning of spatial data (maps, charts, graphs, etc.).

Ability to work effectively and maintain effective team oriented working relationships with coworkers, supervisors, and department personnel, and various state, federal and local law enforcement personnel in order to effectively implement a statewide MULES training program.

Ability to determine personnel training needs, prescribe the training required, develop appropriate training materials, and plan and coordinate a department training schedule up to one year in advance.

Ability to present ideas effectively, conduct conferences and lead discussions in front of groups of varying sizes.

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Ability to plan, direct, coordinate, and evaluate the work of subordinate employees.

Ability to work with computer hardware and software (e.g., personal computer, laptop computer, Internet, Fax, projector, projector screen, overhead video, LEO/RACF, NexTEST, CJIS Launchpad, and HP65, Lotus Notes, Microsoft Office, Word, Excel, Access, and PowerPoint).

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to understand and follow complex oral and written instructions.

Ability to work independently.

Ability to handle restricted and confidential information in a professional manner.

Ability to work under pressure while maintaining high quality of work.

Ability to perform job-related travel and work flexible hours.

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

### **MINIMUM EXPERIENCE, EDUCATION, AND TRAINING 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.)

Seven years of experience as a MULES certified user or closely related experience, of which two years must have been in one of the special qualifying areas specified below; and graduation from an accredited four-year college or university with a Bachelor's Degree in computer information systems, business or public administration, criminal justice, or closely related field.

### **SPECIAL QUALIFYING AREAS**

1. Experience as the Terminal Agency Coordinator (TAC) with responsibility as the primary field contact and liaison between MULES users at the field agency and the Patrol's MULES/NCIC staff.

OR

2. Professional work experience in developing and evaluating training programs in activities related to the agency's system security, criminal records, certification and record integrity.

OR

3. Professional supervisory, administrative or consultative experience in activities directly related to CJIS based applications.

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**NECESSARY SPECIAL REQUIREMENTS**

1. Must possess a valid Missouri drivers' license.
2. United States citizenship.
3. MULES certification
4. Graduation from Police Instructor School or must successfully complete the MSHP Law Enforcement Instructor School within one year of appointment.