Posting Date: October 19, 2026

Closing Date: Until Filled

CYBERSECURITY AND TECHNOLOGY DIVISION

CAREER OPPORTUNITY BULLETIN

JOB ID: 3102

TECHNICAL SUPPORT JOB FAMILY

POSITION AVAILABLE: Client Support Technician - Senior Client Support Technician (Technical Support)
(2nd Shift - 3:30pm - 11pm)

SALARY RANGE (semi-monthly): The minimum starting salary for a Client Support Technician is $1,757.00, and for a Senior Client Support Technician is $2,647.00; however, salary may be commensurate with experience.

OFFICIAL DOMICILE: Jefferson City, Missouri

POSITION DESCRIPTION: Client Support Technician: This position supports numerous functions and users within the Patrol and from local criminal justice agencies. A position at this level provides support for technical issues. This position answers questions and provides information, advice, and instruction to clients on issues varying from simple to moderate complexity. The primary focus is on understanding the issues to be resolved and solving disruptions/problems within the defined scope of standards and protocols. This position may be responsible for user provisioning functions and allocates issues to a higher level of support as warranted and within given time guidelines. This position is assigned to a 24/7/365 call center. This position is classified as non-exempt under the Fair Labor Standards Act.

Senior Client Support Technician: A position at this level serves as a technical expert and/or lead worker assisting the team supervisor providing a full range of on-site and remote technical support and providing technical assistance to staff. This position provides technical support to clients by identifying, analyzing, and resolving client issues allocated from other staff, which is received telephonically, submitted through the helpdesk system, and/or in a field environment. Complexity of issues may vary; however, the more complicated issues are handled at this level. This position assists with mentoring and training of staff and analyzes trends of issue and proactively provides input addressing these problems. Employees may lead project teams and have temporary supervisory responsibilities. This position is assigned to a 24/7/365 call center. This position is classified as non-exempt under the Fair Labor Standards Act.

Click HERE for a more detailed job description.

APPLICATION PROCEDURE: Individuals, including current Patrol employees, interested in this position must visit our website at https://statepatrol.dps.mo.gov/ to complete and submit an application prior to the application deadline. Positions requiring educational qualifications require all interested applicants to upload a copy of their college transcripts to the online application system. Resumes will not be accepted in lieu of the application. Individuals who have previously completed an application must access their profile in the system to re-apply.

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ADDITIONAL INFORMATION: Final selection may be based upon several factors, e.g., results of an oral interview, written examination or exercise, review of past work performance, performance evaluations, and/or candidate's possession of the knowledge, skills, and abilities deemed necessary for successful performance in the job.

Once a job offer has been made, employment with the Missouri State Highway Patrol is contingent upon the successful results of a background investigation and Patrol administered drug test. The Missouri State Highway Patrol is a Drug Free Workplace.

Some Patrol duties relate to criminal activity. Therefore, employees may be exposed to written material, photographs, and/or verbal language of a sexual nature. The requirements of this position are not intended to create a hostile work environment; however, it is work of an extremely sensitive nature. A copy of the Missouri State Highway Patrol policy on sexual harassment is available upon request.

To be eligible for employment with the Patrol, applicants must meet all dress and appearance requirements. Click HERE for more details about dress and appearance requirements.

EEO STATEMENT: The Missouri State Highway Patrol is an equal opportunity employer. All qualified applicants will be considered for employment without regard to race, color, religion, sex, age, national origin, veteran status, ancestry, sexual orientation, or disability

FACILITATOR: Kalena Branson (573) 526-6340 kalena.branson@mshp.dps.mo.gov