

POSTING DATE: July 14, 2017

CLOSING DATE: July 27, 2017



## CRIMINAL JUSTICE INFORMATION SERVICES DIVISION

MISSOURI STATE HIGHWAY PATROL

### CAREER OPPORTUNITY BULLETIN

JOB ID: 578

**TITLE:** **COMPUTER INFORMATION TECHNOLOGY SPECIALIST I OR II  
(Network Support Unit - VOIP)**

**FACILITATOR:** Madison Crisp  
(573) 526-6334  
[madison.crisp@mshp.dps.mo.gov](mailto:madison.crisp@mshp.dps.mo.gov)

**DESCRIPTION:** A Computer Information Technology Specialist I or II position now exists within the Missouri State Highway Patrol's Criminal Justice Information Services Division's Network Support Unit. The official domicile for this position is Jefferson City, Missouri. This position is classified as exempt under the Fair Labor Standards Act.

**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, with a focus on Voice Over Internet Protocol (VOIP) unified communications administration. 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.

For a more detailed job description go to:

<http://www.mshp.dps.missouri.gov/MSHPWeb/PatrolDivisions/HRD/Civilian/CivilianJobDescriptions/salarySchedule.html>.

**QUALIFICATIONS:** **CITS I:** 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' 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. **CITS II:** 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' 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 years of experience as a Computer Information Technology Specialist I or Computer Information Technology Supervisor I under the Missouri Uniform Classification and Pay System.

**POSTING DATE:** July 14, 2017

**CLOSING DATE:** July 27, 2017

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).

**SALARY RANGE (Semi-monthly):** The minimum starting salary is \$2,035.50; however salary may be commensurate with experience.

**APPLICATION PROCEDURE:** Individuals, including current Patrol employees, interested in this position must visit our website at [www.mshp.dps.mo.gov](http://www.mshp.dps.mo.gov) to complete and submit an [application](#) prior to the application deadline. 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.

Interview boards are tentatively scheduled for the week of August 7, 2017. The tentative start date for this position is within 30 days of the interview.

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.

**NOTE:** 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 Patrol administered drug test and favorable background investigation.

**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.

**\*\*\*MISSOURI STATE HIGHWAY PATROL\*\*\***

General Headquarters  
1510 East Elm, P.O. Box 568  
Jefferson City, MO 65102-0568  
Phone/TDD (573) 751-3313  
Fax (573) 751-9924