

POSTING DATE: January 3, 2018

EXTENDED CLOSING DATE: January 31, 2018



**CRIMINAL JUSTICE INFORMATION
SERVICES DIVISION
MISSOURI STATE HIGHWAY PATROL**

CAREER OPPORTUNITY BULLETIN

JOB ID: 663

TITLE: **TECHNICAL SUPPORT MANAGER
(Infrastructure Unit)**

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DESCRIPTION: A Technical Support Manager position now exists within the Missouri State Highway Patrol's Criminal Justice Information Services Division's Infrastructure 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 highly advanced, technical, and supervisory work in leading, coaching and managing a team of information technology (IT) professionals to successfully meet IT goals and initiatives of the Missouri State Highway Patrol (MSHP). This position directs those who support an enterprise critical infrastructure network, data center, and cloud infrastructure in support of law enforcement agencies across the state. The employee is additionally responsible for project plan development and oversight. Supervision is exercised directly over a staff of technical personnel in the Network, Server, and Unified Communications Support Units of the Cyber Security and Technology (CST) Section. General direction is provided by a designated administrative superior; however, the employee is given wide latitude for using independent judgment and initiative in attaining overall objectives.

For a more detailed job description go to:

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

QUALIFICATIONS: Graduation from an accredited four-year college or university with a degree in Information Technology (IT), Business Administration, Management, or a related field; and seven or more years of experience in the areas of project management, server administration, network administration, cloud computing architecture and other concepts vital to maintaining the 24x7 operation of a critical infrastructure data center, enterprise network and unified communications system; or two years of experience as a Computer Information Technology Specialist II, IT Supervisor, or related position.

Preference may be given to those possessing fifteen (15) credit hours in IT, and/or to those possessing current certifications and/or experience in Microsoft, Linux, Cisco, Cloud Computing, Virtual Server administration, or Software Defined Networking.

SALARY RANGE (Semi-monthly): Salary is commensurate with experience.

APPLICATION PROCEDURE: Individuals, including current Patrol employees, interested in this position must visit our website at 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.

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Interview boards are tentatively scheduled for the week of February 12, 2018. 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*****

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