



Classification: Computer Information Technologist I
Mobile Device Unit (MDU)

Title Code: V08001

Pay Range: 22

POSITION SUMMARY: This is an entry-level position providing technical and professional work in the support and coordination of computer information technology (CIT) services and activities, with a specialized focus in Mobile Device Management (MDM). An employee in this position provides technical and end-user support, as well as serves as a central point of contact, for maintaining and supporting mobile devices, which includes, Cradlepoints, phones, MIFI, MCDs, iPads, and various inventory and accessories. This position is within a critical public safety data center infrastructure, and supports, implements, and maintains public safety computing equipment, which requires high availability to maintain agency operations and life safety. Work is performed under close supervision.

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.):

Assists in serving as the point-of-contact for the Patrol's MDM, which includes: creating, updating, and maintaining users and device owners; managing users; ensuring user data is accurate; assessing MDM capabilities and providing recommendations on optimization and usage; providing hardware and software support; managing the deployment process; etc.

Assists in performing testing, uploading, and maintenance of various iOS and Android applications, to include managing related deployment processes.

Learns to create, configure, and maintain related security policies.

Assists in providing technical support, which includes new end-user implementation, support, and training in all aspects of the Patrol's MDM.

Assists in creating user documentation and assists with piloting and testing new applications.

Assists in developing, updating, and maintaining advanced technical support call center procedures and processes, to include ticket management and resolution, and customer service.

Assists in collecting accurate and thorough documentation of information regarding advanced CIT issues into a ticket management database, while ensuring routing as well as any necessary progression to advanced tiers of CIT support.

Assists with providing support for advanced troubleshooting and problem resolution for CIT issues, to include monitoring various critical infrastructure technology components essential to maintaining department operations.

Assists with serving as a liaison to other agencies, vendors, contractors, and other units and divisions of state government and the Patrol to ensure issues involving critical systems are resolved quickly and completely.

Maintains accurate inventory and accounting of all equipment assigned to the MDU, to include equipment awaiting pick-up and/or brought in for repair/replacement.

Assists with maintaining awareness of Patrol operations, to include command changes and ongoing special operations, in order to provide customer service and support to the Patrol and Missouri law enforcement missions.

Assists in providing support to MDU project objectives and deadlines, to include deployment and project management, as needed.

Works shifts as assigned to provide 24/7/365 coverage.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Working knowledge of the general operating principles and capabilities of data processing hardware and software.

Working knowledge of mobile devices, PC and operating system administration, as well as system analysis, troubleshooting, testing, and documentation.

Working knowledge of general office practices and procedures.

Working knowledge of customer service fundamentals, to include problem resolution, empathy, critical thinking and proper documentation of issues.

Knowledge of technical call center industry best practices and continuing trends and developments in computer hardware and software.

Knowledge of software reference libraries and related utility programs.

Knowledge of computer security systems and procedures.

Knowledge of file back-up, restore and archival processes, and principles of disaster recovery.

Knowledge of computer operating systems and various computer platforms.

Knowledge of the agency's automated information systems.

Knowledge of the agency's functions and their interrelationships.

Knowledge of the information strategic planning process.

Knowledge of the systems management process.

Possess excellent customer service and communication skills.

Possess good organizational skills.

Possess research and analysis skills.

Ability to learn to prepare and interpret end-user and PC support related documentation.

Ability to learn to prepare and maintain standards, policies, procedures, guidelines and technical manuals.

Ability to learn to troubleshoot and resolve hardware and/or software problems.

Ability to learn 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 harmonious working relations 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 Bachelor's degree from an accredited four-year college or university with at least fifteen (15) credit hours in Computer Science, Computer Information Systems, Information Technology, or related field.

OR

One year of experience as a Computer Information Technologist Trainee in the Cyber Security and Technology Section.

NECESSARY SPECIAL REQUIREMENTS: Must be a United States Citizen, or a legal resident of a country participating in the Visa Waiver Program (VWP).

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. Work schedules may require shift work on day, evening or midnight shifts and/or include weekend and holiday shift rotation.