Classification: Computer Information Technology Specialist (CITS) II
Network Support Unit
Title Code: V08005
Pay Range: 33

POSITION SUMMARY:

This is advanced professional, technical, and consultative work in the support and coordination of computer information technology services and activities. An employee in this class provides advanced technical expertise in network administration and support. 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. Duties may also include implementation of recommendations, project management and/or provision of technical consultative services. Work is performed under general supervision; however, the employee is expected to exercise independence in the performance of assigned responsibilities.

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.)

Administration of highly complex network support and deployments, to include long term and short term project and network architecture planning, installation, maintenance, and administration of switches, routers, hubs, wireless, and Voice Over Internet Protocol (VOIP) platforms and peripherals.

Oversees the design, implementation, and maintenance of network infrastructures within MSHP and the Missouri criminal justice community.

Provides technical expertise to successfully meet network project objectives and deadlines.

Coordinates network teams and/or projects, to include analyzing, implementing, documenting, testing, and maintaining networks.

Implements the installation and maintenance of network equipment and services, to include cabling, switches, routers, hubs, voice and data circuits, video, wireless, and/or radio technology.

Serves as team leader in providing technical and customer support related to network administration and support.

Mentor other staff members within the network support unit, to include direction and acumen relating to the installation, relocation, repair, and maintenance of network hardware.

Researches, reviews, recommends, and prepares requests for proposals and/or bid specifications for hardware and/or software purchases.

Conducts in-depth (forensic) investigations regarding network issues, to include overseeing and/or analyzing, designing, testing, and implementing networks.

Documents, reviews and updates network support policies and procedures for MSHP by reviewing, interpreting and applying industry standards.

Leads network support related projects and assigns tasks to team members.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Considerable knowledge of the principles of computer programming and systems analysis, design, testing and documentation.

Considerable knowledge of the general operating principles and capabilities of computer hardware and software.

Considerable knowledge of networking fundamentals, routing protocols, and switch configuration.

Considerable knowledge of or ability to learn the Criminal Justice Information Services (CJIS) Security Policy.

Considerable knowledge of or ability to learn the MULES system as it relates to the technical connectivity and CJIS Security requirements.

Considerable knowledge of software reference libraries and related utility programs.

Considerable knowledge of computer security systems and procedures.

Considerable knowledge of computer networking and telecommunications.

Considerable knowledge of computer operating systems.

Working knowledge of or ability to learn the agency's automated information systems.

Working knowledge of or ability to learn the agency's functions and their interrelationships.

Working knowledge of the principles of cost benefit analysis.

Working knowledge of the principles of project management.

Working knowledge of the principles of disaster recovery.

Working knowledge of the procurement process.

Working knowledge of continuing trends and developments in computer hardware and software.

Working knowledge of various computer platforms.

Working knowledge of the information strategic planning process.

Working knowledge of the systems management process.

Possess good organizational skills.

Possess research and analysis skills.

Ability to utilize project management tools.

Ability to prepare and interpret computer program documentation.

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

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

Ability to train and assist less experienced personnel.

Ability to create and present materials for training programs.

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 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.

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).

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NECESSARY SPECIAL REQUIREMENTS:

Must be a United States Citizen

Must successfully attain or possess a CCNA or CompTia Network+ certificate within twelve months of appointment.

Must successfully attain or possess a Cisco Certified Network Professional certification within twelve months of appointment.

FLSA STATUS: 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.