



Classification: Computer Information Technologist III
Technical Support Unit (TSU)

Title Code: V08003

Pay Range: 28

POSITION SUMMARY: This is an advanced position providing technical and professional work in the support and coordination of computer information technology (CIT) services and activities. An employee in this position provides technical support in personal computer (PC) administration and end-user support focused in installation, maintenance, and administration of a critical public safety data center infrastructure requiring high availability to maintain agency operations and life safety. Work is focused on assisting with the implementation and maintenance of public safety computing equipment, to include operation of a 24/7/365 call center. This position may be assigned to either Tier 1 or Tier 2 support in TSU, and work is performed independently under general 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.):

Tier 1 will perform the following:

Provides support of the Patrol's 24/7/365 technical support call center to resolve end user CIT issues.

Develops, updates, and maintains the technical support call center procedures and processes, to include ticket management and resolution, and customer service.

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

Provides support and building PC's, tablets, and other end-user focused devices and associated peripherals.

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

Monitors various critical infrastructure technology components essential to maintaining department operations.

Serves 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 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.

Provides support to TSU project objectives and deadlines, as needed.

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

Performs other related work as assigned.

Tier 2 will perform the following:

Provides advanced support of the Patrol's 24/7/365 technical support call center to resolve end user CIT issues.

Develops, updates, and maintains advanced technical support call center procedures and processes, to include ticket management and resolution, and customer service.

Collects 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 TSU, 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 TSU project objectives and deadlines, to include PC deployment and TSU 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: Considerable knowledge of the general operating principles and capabilities of data processing hardware and software.

Considerable knowledge of PC and operating system administration, as well as system analysis, troubleshooting, testing, and documentation.

Considerable knowledge of general office practices and procedures.

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

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

Considerable knowledge of software reference libraries and related utility programs.

Considerable knowledge of computer security systems and procedures.

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

Considerable knowledge of computer operating systems and various computer platforms.

Working knowledge of the agency's automated information systems.

Working 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 prepare and interpret end-user and PC support related 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 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 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; AND two years of experience in the areas of information technology, such as database administration, operating system (OS) and application patching, active directory, email administration, back-up technologies and procedures, and other concepts vital to maintaining the 24x7 operation of a critical infrastructure data center.

OR

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

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Preference may be given to those possessing experience and/or certification(s) in Microsoft, Linux, Cloud Computing, Virtual Server administration, and related technologies.

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.