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

Title Code: V08000

Pay Range: 18

POSITION SUMMARY: This is a trainee-level position providing technical and professional work in the support and coordination of computer information technology (CIT) services and activities. An employee in this position receives formal and/or on-the-job training in providing 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 serves as Tier 1 support for TSU, and work is performed under detailed direction and 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.):

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

Learns to develop, update, and maintain the technical support call center procedures and processes, to include ticket management and resolution, and customer service.

Learns to accurately and thoroughly collect and document information regarding CIT issues into a ticket management database, while ensuring routing as well as any necessary progression to advanced tiers of CIT support.

Receives direction in providing support and building PC's, tablets, and other end-user focused devices and associated peripherals (e.g. in-car video, body worn cameras, etc.)

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

Learns to monitor various critical infrastructure technology components essential to maintaining department operations.

Learns to 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.

Learns to maintain 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.

Receives direction in providing 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.

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

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

Knowledge of general office practices and procedures.

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

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

Knowledge of or ability to learn software reference libraries and related utility programs.

Knowledge of or ability to learn computer security systems and procedures.

Knowledge of or ability to learn file back-up, restore and archival processes, and principles of disaster recovery.

Knowledge of or ability to learn computer operating systems and various computer platforms.

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

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

Knowledge of or the ability to learn the information strategic planning process.

Knowledge of or the ability to learn 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.

OR

Successful completion of an Associate Arts program (or at least sixty {60} credit hours) with at least fifteen (15) credit hours in Computer Science, Computer Information Systems, Information Technology, or related field.

OR

Possess a high school diploma or equivalent and four (4) years of experience in the duties associated with this position.

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.