



Classification: Section Chief (User Support Unit)

Title Code: V07439

Pay Range: E07

POSITION SUMMARY: This highly responsible supervisory position oversees the installation, removal and testing of mobile communications equipment throughout the Patrol. An individual in this position is responsible for the proper acquisition, installation, maintenance and operation of the Patrol's radio communications and other electronic equipment. Work is performed independently, and the individual in this position is expected to exercise a considerable degree of judgment and discretion in performance of duties.

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.)

Supervises, directs the activities, and provides technical counsel to the USU communications technicians and other personnel involved in electronic equipment installation, maintenance, and repair.

Assists the troop communications personnel in the routine maintenance and repair of electronic equipment.

Plans and suggests methods for the improvement or upgrading of radio communications and improvement or utilization of equipment.

Maintains inventory records showing the location of all of the Patrol's fixed radio/electronic equipment.

Identifies necessary procedures and maintains files containing technical data as required by the Federal Communications Commission and assures that all Patrol's licensing agreements/contracts are in compliance with rules and regulations.

May be required to prepare technical specifications necessary for bids to evaluate/purchase equipment for system improvement.

Assures acquisition of necessary and adequate parts for maintenance of equipment and maintains a current inventory of stock needed.

May serve as Assistant Director of Communications, if so designated.

Performs job-related travel, as needed.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Knowledge of Federal Communications Commission and Federal Aviation Administration rules and regulations, which pertain to the Patrol and procedures, required to achieve and maintain compliance.

Working knowledge of the resolution of communications interference issues in the current federal regulatory environment.

Working knowledge of electronic theory as well as various telecommunications systems utilized by the Patrol and our wired and wireless communications infrastructure.

Working knowledge of the policies and procedures of the Infrastructure Support Unit (ISU), Operations Unit (OPS) and the USU of the Communications Division and how they cooperatively support the general responsibilities of the division.

Working knowledge of the Patrol's purchasing procedures and guidelines.

Knowledge of the basic principles and techniques of supervision.

Working knowledge of the strategic planning process.

Possess successful time management techniques and organizational skills.

Ability to respond quickly and effectively in critical situations.

Ability to train and assist others in complex technical functions.

Ability to comprehend complex electronic equipment maintenance manuals and schematics.

Ability to perform job-related travel, as requested.

Ability to lift radio equipment and tools necessary for repair.

Ability to gather, assemble, correlate, and analyze facts to be incorporated into reports.

Ability to work closely with others in a cooperative team effort and display leadership abilities, as necessary.

Ability to make decisions in accordance with laws, policies, procedures, regulations and apply these to work problems.

Ability to respond at any time and work long hours without taking a break, possibly in inclement and hazardous weather conditions.

Ability to work with highly sensitive information and in confidential and sensitive areas (e.g. troop evidence rooms, crime laboratories, explosive materials areas, etc.) in a confidential and professional manner.

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.)

Successful completion of eight total years as a Communications Technician (must have performed satisfactorily in-grade as a Chief Technician for one year).

May be required to successfully complete skill assessment evaluations for a Chief Technician in the ISU.

Must continue to meet the qualifications outlined in Section 43.060 RSMo.

Pursuant to General Order 32-04, reassignment applicants must meet all of the prerequisite qualifications of that position and rank, as described in the job description, and complete all in-house training within the six month training period.

NECESSARY SPECIAL REQUIREMENTS: Must be a resident of Missouri throughout employment.

Must possess or obtain and maintain a valid driver's license.

Must successfully complete a job related examination and/or technical interview, specified by the Director of the Communications Division.

Must be of good character and never been convicted of a felony or any crime involving moral turpitude.

Per General Order 26-07, uniformed civilian employees will not have tattoos or brands on the head, neck, wrists, or hands. Tattoos and/or brands on any other part of a member or uniformed civilian's body, which would be visible during movements in the performance of their duties while wearing any official uniform or civilian attire, will be completely covered and not visible while on duty.

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.