



Classification: Technical Support Manager
Server Support Unit

Title Code: V00903

Pay Range: 34

POSITION SUMMARY: This is highly advanced, technical, and supervisory work in leading, coaching and managing a team of information technology (IT) professionals to successfully meet IT goals and initiatives of the Missouri State Highway Patrol (MSHP). This position directs those who support an enterprise critical infrastructure network, data center, and cloud infrastructure in support of law enforcement agencies across the state. The employee is additionally responsible for project plan development and oversight. Supervision is exercised directly over a staff of technical personnel in the Server Support Unit of the Cyber Security and Technology (CST) Section. General direction is provided by a designated administrative superior; however, the employee is given wide latitude for using independent judgment and initiative in attaining overall objectives.

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.):

Plans, assigns, supervises, and reviews the work of system administrators and other technical personnel engaged in the design, configuration, implementation, modification, operation and maintenance of complex hardware and software systems.

Prioritizes and assigns projects, to include: maintenance and/or enhancements relating to hardware and software infrastructure upgrades, technical support for internal/external systems, servers, cloud computing resources and associated peripherals.

Provides oversight and strategic guidance in determining business system requirements, as well as protecting and defending digital information/assets.

Plans, schedules, and coordinates the implementation of new and/or updated versions of software systems.

Plans, schedules and leads regularly scheduled project review meetings.

Evaluates system performance and efficiency relating to both current performance and future workload requirements.

Plans, develops, and maintains project plans with milestones supporting assigned projects.

Evaluates new software and hardware technology.

Researches information technology trends and operational best practices.

Monitors the progress and attainment of initiatives and goals, as well as the effectiveness of services

Serves as liaison with supported agency management and industry representatives, and recommends information technology solutions.

Provides supplemental technical support as needed based on resource availability.

Evaluates and provides mentorship to IT staff, to include fostering a collaborative culture among those directly supervised, as well as external components.

Conducts formal and informal training of personnel.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Comprehensive knowledge of the principles and capabilities of computer hardware and software.

Comprehensive knowledge in assigned information technology platform(s).

Comprehensive knowledge of emerging trends and developments in information technology.

Comprehensive knowledge of leadership principles and techniques.

Comprehensive knowledge of the principles of project management.

Comprehensive knowledge of the principles of cost benefit analysis.

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

Thorough knowledge of the principles of server administration, network administration, cloud computing, unified communications and associated systems analysis, design, testing, and documentation.

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

Thorough knowledge of or ability to learn the CJIS Security Policy.

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

Intermediate knowledge of the procurement and bid processes.

Considerable knowledge of the principles and practices of administration and effective supervision.

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.

Considerable knowledge of database management systems.

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

Working knowledge of the principles of disaster recovery.

Working knowledge of various computer platforms.

Working knowledge of the information strategic planning process.

Working knowledge of the systems management process.

Working knowledge of the principals of information system audits and security testing

Possess good organizational skills.

Possess research and analysis skills.

Ability to provide direction/guidance to projects involving multiple organizations and/or groups.

Ability to support, coach, and mentor assigned team members.

Ability to utilize project management tools.

Ability to prepare and interpret infrastructure-related documentation.

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

Ability to train and assist less experienced personnel.

Ability to create and present materials for training programs.

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 degree in Information Technology (IT), Business Administration, Management, or a related field; AND seven years of experience in the areas of project management, server administration, network administration, cloud computing architecture and other concepts vital to maintaining the 24x7 operation of a critical infrastructure data center, enterprise network and unified communications system.

Preference may be given to those possessing fifteen (15) credit hours in IT, and/or to those possessing current certifications and/or experience in Microsoft, Linux, Cisco, Cloud Computing, Virtual Server administration, or Software Defined Networking.

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

Successful completion of the Patrol's Supervision School and other leadership/management related courses within 12 months of appointment or as soon as scheduling will allow.

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.