



**Classification:** CJIS Program Manager (Access Integrity/MULES)

**Title Code:** V00681

**Pay Range:** 34

### **POSITION SUMMARY:**

This is advanced professional, technical, and consultative work that involves developing, organizing, implementing, and directing all activities associated with a specific criminal history system, including coordination of computer information technology services and activities. This position is responsible for the administration of the statewide Missouri Uniform Law Enforcement System (MULES)/National Crime Information Center (NCIC), Criminal History and training and the Access Integrity of MULES. This includes ensuring that mandated training is performed in all areas of CJIS and guidance is provided in the development and administration of instruction, certification, and recertification of MULES terminal operators. The individual assigned to this position must possess a great deal of initiative and independent judgment in carrying out daily work activities. General direction is received from a superior, but 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.)

Responsible for the administration of statewide CJIS Training; serving as the Project Manager for statewide projects with national/international scope, including the development, implementation, and execution of new or revised programs, departmental or legislated initiatives, policy development and technical review, and planning, scheduling, and leading of regular project review meetings.

Develop, analyze, and coordinate highly complex project specifications such as project plans, workflow diagrams, interface control documents, statements of work, data dictionaries, etc., as is relates to MULES, and Criminal History, to include providing cost benefit analysis of technology solutions to meet business needs.

Represents and/or serves as liaison for Criminal Justice Information Services between the Patrol and other divisions, commercial vendors, criminal justice agencies, the state repository, numerous federal agencies, state, county, and local law enforcement personnel, and the general public.

Instructs state, county, and local law enforcement personnel on state and federal regulations and procedures for MULES, Criminal History, which includes providing technical advice and/or assistance to said agencies as well as the general public.

Supervises designated supervisory personnel, including the monitoring of personnel issues and providing guidance to supervisors on motivation and training of employees, as well as assisting front line supervisors with personnel issues, as well as selecting, training, supervising, and evaluating personnel.

Designs, plans, schedules, coordinates, and administers complex software systems that may include systems administration, systems development, programming assistance/advisement and operations support.

Develops, coordinates, and communicates software requirements with contracted and prospective vendors, systems programmers, system administrators, and Patrol personnel, ensuring that contractual agreements are met, technical specifications are followed, and CJIS Security Policy is complied with.

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Provides technical support for both internal and external organizational computer systems and databases that span multiple platforms and contain numerous interfaces relating to MULES; serves as a liaison for the organization in the areas of technology and/or infrastructure development.

Provides consultative guidance in specific areas of expertise, i.e., MULES and Criminal History.

Provides technical expertise in computer systems analysis and design, database and/or network administration relating to relational databases developed and utilized as part of MULES and MoDEX/NDEX, systems programming, and/or other information technology specialties, including the development and evaluation of quality control procedures and hardware/software standards.

Assists in the development of technical and/or budget documentation as it relates to grant requests, decision items, preparation of fiscal notes, drafting of state rules and regulations, disaster planning, etc. as needed. This includes the drafting and submission of grant applications for federal funding for current and future MULES initiatives.

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

Assists the Assistant Director in organizing and planning annual training conferences and symposiums; coordinates workshops and makes presentations on the latest developments and changes to MULES, Criminal History, to criminal justice agencies, civil agencies, and/or the general public as needed.

Coordinates, communicates, and provides advisement to Staff as requested in the development of short and long range MULES planning, participate in policy development and implementation, and evaluate impact of policy changes on the MULES and MoDEX/NDEX environment.

Researches agency programs, policies, objectives, regulations, and operating procedures to determine the "Best Practices" for methods of MULES and Criminal History.

Provides training/information to law enforcement agencies throughout the state via information submitted for publication in the CJIS newsletter, MSHP CJIS Website, CJIS Launchpad, etc.

Coordinates and assists the writing/development of requests for proposals and/or bid specifications for hardware and/or software purchases as well as evaluate bid responses; assists in vendor conferences relating to specific areas of expertise during the bid process as needed.

Organizes, facilitates, and provides research and support for FBI audits, to include the modification of training curriculums addressing any identified deficiencies.

Reviews and finalizes all MULES and Criminal History training classes for statewide POST certification.

Administers the CJIS Launchpad and NexTEST application.

Performs job related travel as necessary.

Performs other related work as assigned.

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**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Thorough knowledge of the criminal justice system and law enforcement procedures as they relate to CJIS Security Policy, MULES Policy, and EBTS specifications.

Thorough knowledge of state and federal laws, rules and regulations pertaining to the collection, storage and dissemination of criminal records.

Thorough knowledge of criminal history systems.

Thorough knowledge of AFIS functionality, fingerprint classifications, and comparison techniques.

Thorough knowledge of Electronic Biometric Transmissions Standard (EBTS)

Considerable knowledge of basic principles and practices of supervisory and management techniques.

Considerable knowledge of the principles of project management.

Knowledge of decision-making techniques and fundamentals of oral and written communications.

Knowledge of Missouri State Highway Patrol policies, procedures, rules, and regulations.

Knowledge of the procurement process.

Knowledge of the strategic planning process.

Working knowledge of the agency's functions and their inter-relationships.

Must possess excellent communication skills, both oral and written.

Must be skilled in time management techniques and prioritization.

Must possess excellent interpersonal skills to deal effectively with various personalities.

Ability to analyze, direct and manage the implementation of special projects, assignments and programs.

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

Ability to provide training sessions, meetings, and briefings at the request of supported agency personnel, and law enforcement or civic entities in a professional manner.

Ability to make presentations before large groups of people in a professional manner.

Ability to monitor and evaluate the work of others.

Ability to perform job related travel.

Ability to multi-task.

Ability to demonstrate excellent management skills.

Ability to provide technical assistance and guidance in work methods and program procedures.

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Ability to compare two fingerprint images to determine if prints are a positive match.

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 Criminal Justice or related field and five years experience in the field of criminal justice, criminal record systems, latent prints, etc. (comparable work may be substituted on a year-for-year basis for the required education).

**NECESSARY SPECIAL REQUIREMENTS:**

Must possess (within the first six months of employment or as soon as scheduling will allow) and maintain MULES Certification.

Must possess (within the first six months of employment or as soon as scheduling will allow) and maintain Livescan Certification.

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

Must attend and successfully pass Police Instructor School 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.