



**Classification:** CJIS Trainer/Auditor III (MULES)

**Title Code:** V00670

**Pay Range:** 26

**POSITION SUMMARY:** This professional level position is responsible for providing on-going training and technical assistance to both internal divisions and external agencies on the Missouri Uniform Law Enforcement System (MULES), National Crime Information Center (NCIC), and related computer systems in the region assigned to the position posted. This is professional, technical, and consultative work in the support of providing training and assistance associated with the collection, use, storage, and dissemination of criminal history record information derived from the systems of the Missouri State Highway Patrol (MSHP) and United States Department of Justice (USDOJ). This position ensures that Missouri criminal justice agencies are in compliance with all state and federal laws, and applicable policies, to include, but not limited to their computer information technology services and activities. An employee in this class provides technical expertise in computer systems analysis and design, database administration and systems programming. Training includes initial MULES certification, bi-annual recertification, and annual Terminal Agency Coordinator meetings. This position requires the ability to work independently in a responsible and professional manner utilizing good judgment and initiative, however; general supervision is provided by an immediate supervisor to ensure conformance to established laws, policies, and procedures. Extensive travel is required for this position.

**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.):

Responds to questions from customers needing assistance; identifies problem source (software or other issues) and resolves problems; refers and discusses problems with supervisor or other designated contacts as appropriate.

Conducts initial and recertification training sessions on proper procedures for use of the MULES, NCIC, and associated systems for all MULES computer terminal operators and other personnel in assigned areas of support.

Serves as the primary point of contact for criminal justice agencies in providing assistance with issues associated with criminal history reporting processes, to include the laws, regulations, and guidelines pertaining to the collection, storage, use, and dissemination of criminal history record information.

Serves as a primary point of contact and knowledgeable authority for criminal justice in regard to laws, regulations, and guidelines pertaining to entry, retrieval, and use of the information obtained through MULES, NCIC, and other related systems.

Develops and maintains lesson plans, visual aids, handouts, test, and other materials used for training of MULES, Criminal History Reporting, and Rap Sheet reading.

Develops and maintains policy and procedure manuals related to MULES system usage.

Develops and maintains the CJIS Newsletter.

Prepares for MULES classes, to include creating all classes in the NexTEST system, sending out teletype messages, preparing training materials, preparing classroom and setting up computers/equipment and testing connections and posting class completion work once class is completed.

Performs extensive statewide travel to local agencies as well as attending and/or instructing at annual training conferences.

Documents and tests complex computer programs and clearly defines segments of highly complex programs; assists with installing, maintaining, defining, organizing, controlling, and protecting software products.

Accompanies Criminal Justice Information Services (CJIS) Trainer/Auditors when completing quality assurance audits of criminal justice agencies according to established protocols; provides direction and assistance to resolve discrepancies or deficiencies.

Reviews audit reports containing observations, findings, evaluations, and recommendations for necessary corrective action and works with affected agencies to resolve issues.

Performs other related work as assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:** Thorough knowledge of MULES, NCIC, International Justice and Public Safety Network (NLETS), Department of Revenue (DOR) policies and standards as well as CJIS rules and regulations.

Thorough knowledge of state and federal laws, rules, and regulations governing the collection, storage, and dissemination of criminal information.

Thorough knowledge of the functions and interrelationships of law enforcement agencies.

Thorough knowledge of the MSHP CJIS Division Units, Manuals, and General Orders.

Intermediate knowledge of the Missouri Automated Criminal History System (MACHS).

Intermediate knowledge of computer security systems and procedures.

Intermediate knowledge of the principles of computer systems analysis, design, testing, and documentation.

Intermediate knowledge of the general operating principles and capabilities of computer software.

Thorough knowledge of word processing, spreadsheet, and presentation software (Lotus Notes, Microsoft Office, Excel, PowerPoint, etc.)

Thorough knowledge of the methods of instruction, design of training materials, and principles of personnel development.

Knowledge of the Policy Compliance Review audit program, procedures, and methodology pursuant to Generally Accepted Government Auditing Standards (GAGAS).

Must be skilled in time management techniques and prioritization and the ability to work under pressure while maintaining a high quality of work.

Possess skills in data analysis and problem solving and the ability to summarize information in concise reports to ensure understanding and for utilization in presentations.

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

Ability to write detailed reports in an efficient manner.

Ability to effectively plan, develop, and organize materials for use in training programs.

Ability to troubleshoot hardware and/or software problems.

Ability to translate operational needs into technical terms that can be forwarded to system programmers.

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

Ability to work in a diverse and stressful or adverse work environment.

Ability to plan daily activities and work independent of direct supervision.

Ability to interpret policies and laws in written and oral form.

Ability to train various law enforcement personnel in proper procedures of records management.

Ability to conduct training and/or auditing sessions and presentations independently to various law enforcement agencies and personnel.

Possess the ability to test new software applications, troubleshoot hardware and/or software problems related to MULES, and respond to agency contacts and software vendors' questions related to MULES.

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.

Possess excellent interpersonal skills to deal effectively with various personalities and to establish and maintain effective team oriented working relationships (coworkers, supervisors, law enforcement entities, etc.).

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 perform job-related travel and work flexible hours.

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 college or university and two years qualifying experience as a MULES Full Certified Operator or related area.

Preference may be given to those with experience in public speaking, administration, training, curriculum development, and policy and procedures.

**NECESSARY SPECIAL REQUIREMENTS:** Must possess and maintain a valid driver license.

Must be able to obtain and maintain MULES certification within six (6) months of appointment.

Must attend and successfully pass Police Instructor School within twelve (12) months of appointment.

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**FLSA STATUS:** Partial-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.