



Classification: Information Analyst I - Motor Vehicle Unit - DDCC
Title Code: V00571
Pay Range: 12

POSITION SUMMARY:

This is a responsible technical position assigned to the Division of Drug and Crime Control. Work involves providing information in response to urgent inquiries from law enforcement officials concerning the validity of drivers' license records, title applications, and VINs for suspected fraud, stolen vehicles, or criminal activity. An employee in this position is responsible for making determinations of record matches and maintaining the accurate and efficient flow of information from the Missouri Department of Revenue (DOR) to authorized law enforcement agencies. The employee acts as a liaison between the DOR, Federal Bureau of Investigation (FBI), Drug Enforcement Administration (DEA), Bureau of Alcohol, Tobacco, Firearms, and Explosives (ATF), Internal Revenue Service (IRS), Missouri Information Analysis Center (MIAC) and other local and statewide law enforcement agencies. The employee works under close supervision until fully trained and then works under general supervision within established rules, policies, and procedures.

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.)

Researches all applicable files and database systems in order to respond to urgent inquiries from all state and federal law enforcement agencies (state patrol agencies, FBI, DEA, ATF, IRS, etc.) and prosecuting attorneys concerning the validity of drivers' license records, title applications, and VINs for suspected fraud, stolen vehicles, or criminal activity; prepares documents and/or certified copies and disseminates to requestor.

Verifies Vehicle Identification Numbers (VINs) on salvaged vehicle registration applications to determine if the vehicles and parts are being used as authorized or are stolen; forwards to supervisor all VINs listed as stolen and all motorcycle applications; forwards VIN's not listed as stolen to the Missouri Department of Revenue (DOR) for processing.

Serves as a liaison between the Patrol and other state agencies, specifically with DOR and law enforcement personnel, to answer questions regarding policies and procedures related to motor vehicle titling, driver license records, etc.

Examines towed vehicle entries received by the troops and checks databases for stolen or latest owner information.

Examines surrendered titles for possible tampering and fraud; forwards questionable titles to supervisor and prepares the rest for destruction.

Notifies DOR when documentation gives suspicion that one person is committing identity theft by utilizing different social security numbers, names, etc.

Reviews drivers' license photos to determine similarities with a suspect; compares signatures and other similar characteristics, and forwards information to requesting agency or officer.

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Creates photo line ups for investigating officers to assist with identification of individuals suspected of wrongful acts by searching Department of Revenue database for driver's license photos of arrested individuals with similar demographic makeup; forwards photos to investigating officer for review.

Accumulates certified copies, title histories, drivers' license records, etc., for DOR to process and forward to requesting agency or officer; notifies agency or officer, via teletype or email, that request is being processed.

Receives and transmits motor vehicle and drivers' license information, administrative messages, etc., from and to other law enforcement agencies, license bureaus, reciprocity, etc., via teletype, email, telephone, facsimile, etc.

Maintains, sorts, and distributes logs and records of all information researched and disseminated on a monthly basis; maintains temporary and permanent files on all documentation and microfiche.

Participates in training provided by the Patrol and DOR regarding changes in computer databases, policies, and procedures.

Operates a variety of office equipment (photocopier, computer terminal, telephone, facsimile, microfilm and microfiche machines, etc.) in the completion of duties.

Works on-call and carries a pager on a rotating basis after hours and on weekends as assigned.

Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to learn the DOR's Motor Vehicle and Drivers' License Bureaus policies and procedures regarding the dissemination of their records.

Ability to learn the Missouri Sunshine Law and Privacy Act.

Ability to learn MULES, NCIC, and DOR computer and hard copy files.

Knowledge in the collection, analyzing and dissemination of criminal intelligence information.

Knowledge of modern office databases, (Microsoft Excel, Lotus 1,2, & 3, Lotus Notes).

Ability to properly handle, store, secure, destroy, and mark classified and other sensitive documents.

Ability to work in a secure operating environment with access to classified and sensitive information.

Ability to research a voluminous amount of databases in order to find information on individuals utilizing very little previous information on the subject (e.g., telephone number only, last name, alias, etc.).

Ability to perform tedious intelligence searches while maintaining high quality control and proof reading skills in the performance of job tasks.

Ability to work under extreme pressure and time limits.

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Ability to multitask and determine high priority tasks in accomplishment of daily duties.

Ability to analyze intelligence information, submitted documents and statistical data present findings of fact in written and graphic form.

Ability to prepare and provide both oral and written presentations to large groups of both civilian and law enforcement professional.

Ability to organize, prioritize and plan work effectively.

Ability to gather, assemble, correlate and analyze facts and devise solutions to problems.

Ability to display a professional appearance and demeanor consistent with the expectations of the Missouri State Highway Patrol.

Ability to represent the Highway Patrol on panels, committees, task forces etc., working on Missouri's drug issues and other criminal activities.

Ability to work with highly sensitive information in a confidential and professional manner and maintain the information as such.

Ability to prepare highly technical and detailed threat assessments and surveys regarding crime in the state of Missouri.

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.)

Graduation from a standard high school or possess a GED.

AND

Possess two years of responsible customer relations or comparable experience equivalent to a senior office support classification.

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NECESSARY SPECIAL REQUIREMENTS:

Must successfully complete MULES training within the first six months of employment or as soon as scheduling permits.

Must be a resident of Missouri at the time of appointment.

Must successfully complete an Auto Theft training or VIN School as soon as scheduling permits.

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.