

Opening Date: October 3, 2014

Closing Date: October 17, 2014



INFORMATION & COMMUNICATIONS TECHNOLOGY DIVISION Missouri State Highway Patrol

JOB OPPORTUNITY BULLETIN

TITLE: COMPUTER INFORMATION TECHNOLOGIST TRAINEE, I, II, OR III
Call Center/Technical Support Section (Multiple Positions)

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DESCRIPTION: These Computer Information Technologist positions exist within the Missouri State Highway Patrol's Information and Communications Technology Division. These positions are assigned to the Call Center/Technical Support Section. These employees are required to perform shift work (e.g., evenings, midnights, weekends, and holidays). ***One position will be assigned to first shift approximately - 8:00 a.m. to 4:30 p.m. The other positions will be assigned to mid shift approximately - 10:30 a.m. to 7:00 p.m.*** The official domicile for these positions is Jefferson City, Missouri. These positions are classified as non-exempt under the Fair Labor Standards Act.

POSITION SUMMARY: This is professional level work in computer systems analysis, design, programming and/or administration in a midrange, or microcomputer environment. An employee in this class receives formal and/or on-the-job training in analysis, design, programming, administration and configuration of computer hardware and/or software in a midrange, and/or microcomputer environment. Work may be in areas of applications, internet, technical, database, mapping, IT training/procurement and network support.

For a more detailed job description go to:

<http://www.mshp.dps.missouri.gov/MSHPWeb/PatrolDivisions/HRD/Civilian/CivilianJobDescriptions/salarySchedule.html>.

QUALIFICATIONS: Graduation from an accredited four-year college or university **OR** Successful completion of an Associate of Arts program (or at least sixty (60) semester hours) with at least fifteen (15) semester hours in computer science, computer information systems, or closely related data processing coursework at an accredited college or university. (Experience in computer systems analysis and design, programming, mapping, and/or configuration of computer hardware and/or software in a midrange, and/or microcomputer environment may be substituted on a year-for-year basis for deficiencies in the required education.) **OR** Three years of experience in the operation of midrange and/or mainframe computer and computer peripheral equipment.

It is highly desirable that applicants for these positions possess knowledge of and/or experience in the following:

Computer trouble shooting; network outage notification; other computer information technology specialties in a midrange and/or microcomputer environment; provides first level technical support in a call center environment, configures hardware and software, works with computer peripherals and telecommunication issues; implementing hardware/software; project management and/or provides technical consultation services.

SALARY RANGE (Semi-monthly): The minimum starting salary is \$1,236.50; however salary may be commensurate with applicable experience and education.

APPLICATION PROCEDURE: Individuals interested in these positions **must complete and submit** the Patrol's on-line application prior to the application deadline of October 17, 2014. Resumes will not be accepted in lieu of the application. Applicants with the necessary educational qualifications must also submit a copy of their college transcripts, which can be uploaded and attached to the application. Please visit our website at www.mshp.dps.mo.gov to complete an on-line [Application for Civilian Employment \(ACE\)](#). Individuals who have previously completed an application must access their profile in the ACE System to reapply.

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Current employees who meet the minimum qualifications set forth in the attached job description may apply through the Human Resources Division by submitting an intradepartmental letter of application (SHP-15) and resume through channels prior to the application deadline.

Interview boards are tentatively scheduled for the week of October 20, 2014. The tentative start date for these positions is within 30 days of the interview.

Some Patrol duties relate to criminal activity. Therefore, employees may be exposed to written material, photographs, and/or verbal language of a sexual nature. The requirements of this position are not intended to create a hostile work environment; however, it is work of an extremely sensitive nature. A copy of the Missouri State Highway Patrol policy on sexual harassment is available upon request.

NOTE: Final selection may be based upon several factors, e.g., results of an oral interview, written examination or exercise, review of past work performance, performance evaluations, and/or candidate's possession of the knowledge, skills, and abilities deemed necessary for successful performance in the job.

Once a job offer has been made, employment with the Missouri State Highway Patrol is contingent upon the successful results of a Patrol administered drug test and favorable background investigation.

EEO STATEMENT: The Missouri State Highway Patrol is an equal opportunity employer. All qualified applicants will be considered for employment without regard to race, color, religion, sex, age, national origin, veteran status, ancestry, sexual orientation, or disability.

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