



**Classification:** Section Chief (Infrastructure Support Unit)

**Title Code:** V07439

**Pay Range:** E07

**POSITION SUMMARY:** This is a highly responsible supervisory position overseeing the proper installation, repair, functioning and maintenance of the Patrol or MOSWIN (Missouri Statewide Interoperability Network) base stations, master sites, dispatch consoles and mobile radio equipment throughout the Patrol. An employee in this position also serves as the technical liaison between field personnel and the Department of Public Safety's Office of Interoperable Communications relating to MOSWIN. Work is performed independently, and the individual in this position is expected to exercise a considerable degree of judgement and discretion in performance of duties.

**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.)

Supervises, directs the activities, and provides technical counsel to the ISU communications technicians and other personnel involved in installation, diagnosis, repair and maintenance.

Plans and suggests methods for improvement or upgrading of radio communications or utilization of equipment.

Maintains inventory records showing location of all of the Patrol's repaired radio/electronic equipment.

Identifies necessary procedures and maintains files containing technical data as required by the Federal Communications Commission and assures that all Patrol's licensing agreements/contracts are in compliance with rules and regulations.

May be required to prepare technical specifications necessary for bids to evaluate/purchase equipment for system improvement.

Assures acquisition of necessary and adequate parts for maintenance of equipment and maintains a current inventory of stock needed.

May serve as Assistant Director of Communications, if so designated.

Performs job-related travel throughout the state to assist in the repair and maintenance of radio equipment.

Performs other related work as assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:** Knowledge of Federal Communications Commission and Federal Aviation Administration rules and regulations, which pertain to the Patrol and procedures, required to achieve and maintain compliance.

Working knowledge of the resolution of communications interference issues in the current federal regulatory environment.

Working knowledge of the telecommunications systems utilized by the Patrol, including telephone and data wiring topology, and our wired and wireless communications infrastructure.

Working knowledge of the policies and procedures of the ISU, Operations Unit (OPS) and the User Support Unit (USU) of the Communications Division and how they cooperatively support the general responsibilities of the division.

Working knowledge of the Patrol's purchasing procedures and guidelines.

Knowledge of the basic principles and techniques of supervision.

Working knowledge of the strategic planning process.

Possess successful time management techniques and organizational skills.

Ability to respond quickly and effectively in critical situations.

Ability to train and assist others in complex technical functions.

Ability to comprehend complex electronic equipment maintenance manuals and schematics.

Ability to perform job-related travel, as requested.

Ability to lift radio equipment and tools necessary for repair.

Ability to gather, assemble, correlate and analyze facts to be incorporated into reports.

Ability to work closely with others in a cooperative team effort and display leadership abilities, as necessary.

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

Ability to respond at any time and work long hours without taking a break, possibly in inclement and hazardous weather conditions.

Ability to work with highly sensitive information and in confidential and sensitive areas (e.g. troop evidence rooms, crime laboratories, explosive materials areas, etc.) in a confidential and professional manner.

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.)

Successful completion of eight total years as a Communications Technician, and may be required to successfully complete skill assessment evaluations for a Chief Technician in the ISU (must have performed satisfactorily in-grade as a Chief Technician for one year).

Must continue to meet the qualifications outlined in Section 43.060 RSMo.

Pursuant to General Order 32-04, reassignment applicants must meet all of the prerequisite qualifications of that position and rank, as described in the job description, and complete all in-house training within the six month probationary period.

**NECESSARY SPECIAL REQUIREMENTS:** Must be a resident of Missouri throughout employment.

Must possess or obtain and maintain a valid driver's license.

Must successfully complete a job related examination specified by the Director of the Communications Division.

Must be of good character and never been convicted of a felony or any crime involving moral turpitude.

Per General Order 26-07, uniformed civilian employees will not have tattoos or brands on the head, neck, wrists, or hands. The sole exception is that one traditional band style ring tattoo may be displayed on a single finger. Any such ring tattoo will not extend beyond the proximal phalanx. Tattoos and/or brands on any other part of a member or uniformed civilian's body, which would be visible during movements in the performance of their duties while wearing any official uniform or civilian attire, will be completely covered and not visible while on duty.

**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.