



NETWORK OPERATIONS JOB FAMILY

CAREER PATH

Positions in this family are accountable for the monitoring of systems and completion of production requirements.

Typical functions

The functions within this job family will vary by level, but may include the following:

- ❖ Monitor, schedule, and troubleshoot production runs using high volume print equipment.
- ❖ Provide afterhours client support.
- ❖ Monitor information technology systems to identify errors and take corrective actions.

The work assigned to positions in this series ranges from printing of secure items and monitoring information technology systems to managing multiple shifts of employees performing network operations and/or printing functions.

Associate Network Operations Technician

Pay grade: 16

Network operations roles at this level are accountable for operating high volume print equipment and engraving equipment. Employees participate in training to gain knowledge of procedure, processes, and computer equipment/peripherals. Employees communicate with customers by phone and e-mail while tracking and monitoring systems to ensure continuous operation of information technology systems and services.

Minimum Requirements *(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.):*

High School Diploma or equivalent.

Network Operations Technician

Pay grade: 18, 22, 25, 28

Network operations roles at this level are accountable for assisting senior staff and/or working with a team to monitor computer equipment/systems, respond to service requests, incidents and problems, and categorize/escalate issues as needed. Reviews configuration information in databases and technical diagrams. Communicates with customers and assists customers by phone and e-mail issues, outages and remediation status. Assists with after-hours client support performing basic troubleshooting, such as unlocking and resetting user accounts. Duties also include documenting incidents, maintaining computer records and production reports.



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Minimum Requirements *(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.):*

Associate's degree from an accredited institution.

Network Operations Supervisor

Pay grade: 30, 33

Supervisory positions at this level are accountable for overseeing the printing and engraving of items, monitoring and maintaining information technology systems, and providing after-hours client support. Ensures responses are provided to all service requests, incidents/issues, and outages. Analyzes abends and takes correction action. Typically, serves as a shift supervisor directing a small staff. Participates in the development and maintenance of operating procedures and processes. Provides training and mentoring of staff, responsible for performance evaluations, approves leave, and participates in disciplinary decisions and actions.

Minimum Requirements *(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.):*

Bachelor's degree from an accredited institution and five years of relevant IT experience.

Network Operations Manager

Pay grade: 34

This is a managerial position planning, directing, and managing multiple teams and shifts for a 24/7 Network Operations Center. Provides guidance and leadership to staff performing network operation functions. Monitors the performance of network operations making sure incidents and problems are addressed timely and efficiently. Ensures proper computer and network security procedures are in place and enforced. Interacts and maintains relations with stakeholders and vendors. Responsible for assisting designated managers with strategic planning and direction.

Minimum Requirements *(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.):*

Bachelor's degree from an accredited institution and seven years of relevant IT experience.



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ADDITIONAL INFORMATION

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.

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

Employees must be a United States Citizen, or a legal resident of a country participating in the Visa Waiver Program (VWP).

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.

Click [HERE](#) to view our employee benefits.

To be eligible for employment with the Patrol, applicants must meet all dress and appearance requirements. Click [HERE](#) for more details about dress and appearance requirements.

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Revised: --