



RADIO PERSONNEL JOB FAMILY

CAREER PATH

Section Chief

This is a responsible administrative managerial position accountable for providing assistance to the Director of Radio in one of the three assigned units below:

Infrastructure Support Unit

An employee in this position is accountable for overseeing the proper installation, repair, functioning and maintenance of the Patrol or Missouri Statewide Interoperability Network (MOSWIN) 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. The employee is accountable for knowing and performing all functions associated with communications work of those they supervise. An employee may be involved with a combination of other communication related tasks, such as, but not limited to general administrative tasks, training new personnel, technical projects, and /or special or committee assignments. General direction, to include additional duties assigned, is received from the designated supervisor, but the employee is given wide latitude for using independent judgment and initiative in providing functional supervision of the program.

Operations and Training Unit

An employee in this position is accountable for overseeing the policies and procedures impacting dispatch operations and training at the local troops. An employee in this position also serves as liaison between field personnel and the Department of Public Safety's Office of Interoperable Communications relating to MOSWIN and is responsible for all operations and activities related to the section's involvement with the MULES/NCIC/NLETS systems, as well as the Patrol's radio and telephone network. The employee is accountable for knowing and performing all functions associated with communications work of those they supervise. An employee may be involved with a combination of other communication related tasks, such as, but not limited to general administrative tasks, training new personnel, technical projects, and /or special or committee assignments. General direction, to include additional duties assigned, is received from the designated supervisor, but the employee is given wide latitude for using independent judgment and initiative in providing functional supervision of the program.

User Support Unit

An employee in this position is accountable for overseeing the proper installation, removal and testing of mobile communications equipment throughout the Patrol. An individual in this position is responsible for the proper acquisition, installation, maintenance and operation of the Patrol's



RADIO PERSONNEL JOB FAMILY

CAREER PATH

radio communications and other electronic equipment. The employee is accountable for knowing and performing all functions associated with communications work of those they supervise. An employee may be involved with a combination of other communication related tasks, such as, but not limited to general administrative tasks, training new personnel, technical projects, and /or special or committee assignments. General direction, to include additional duties assigned, is received from the designated supervisor, but the employee is given wide latitude for using independent judgment and initiative in providing functional supervision of the program.

Knowledge, Skills, and Abilities

Extensive knowledge of and the ability to demonstrate understanding and successful interpretation, explanation, and application of all assigned areas of communications, as well as the laws, principles, and practices as they are related to implementation within the agency.

Extensive knowledge of and the ability to demonstrate understanding of the agency's policies, procedures, rules, and regulations in the performance of duties.

Extensive knowledge of and the ability to demonstrate successful use and operation of communications computer equipment, and associated software/databases in the performance of duties, as well as successful operation and use of designated communications and radio maintenance equipment, parts, tools, supplies, and associated software systems in the performance of duties.

Extensive knowledge of and the ability to demonstrate understanding and successful use of the principles and practices of project management techniques in the performance of duties.

Extensive knowledge of and the ability to demonstrate understanding and successful interpretation, explanation, and application of principles and practices of supervisory and management techniques in the performance of duties.

Possess and demonstrate successful communication skills in English via all modes of communication.

Ability to work under the stress associated with answering emergency and nonemergency calls in the performance of duties.



RADIO PERSONNEL JOB FAMILY

CAREER PATH

Possess and demonstrate successful management and prioritization of work within predetermined deadlines and stressful/adverse situations.

Possess and demonstrate the ability to successfully work as a team member and positively interact with a variety of people.

Ability to work hours as assigned, to include all shifts of a 24-hour per day period and be available for emergency call-in overtime.

Ability to demonstrate successful performance in the engagement, training, mentoring, and supervision of assigned personnel and support staff.

Ability to read and comprehend written materials, as well as effectively and accurately document information received.

Ability to demonstrate successful performance in researching, gathering, correlating, and analyzing facts to develop reports, charts, recommendations, and/or solutions in the performance of duties.

Ability to demonstrate successful performance in comprehensive analysis and problem solving, as well as in following established protocol for providing court testimony.

Ability to demonstrate successful performance and adherence to the rules of conduct for Patrol employees in accordance with General Order 26-02, as well as all other applicable agency policy and procedures.

Ability to demonstrate successful performance and adherence to policy and procedure in the care and maintenance of restricted and confidential information in the performance of duties.

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.)



RADIO PERSONNEL JOB FAMILY

CAREER PATH

Minimum Requirements

Operations and Training Unit

Must have served a minimum of one year as a Chief Operator with the Missouri State Highway Patrol.

Infrastructure Support Unit & User Support Unit

Possess eight years experience as a Communications Technician, under Chapter 43, successfully complete skill assessment evaluations for a Chief Technician in the assigned unit and must have performed satisfactorily in-grade as a Chief Technician for one year.

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

Necessary Special Requirements

- ❖ Must have successfully completed a job-related examination specified by the Director of Radio.
- ❖ Must be a resident of Missouri and maintain that resident status.
- ❖ 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.
- ❖ Shall not have any conviction, indictment or pending litigation for any offense involving moral turpitude.
- ❖ Must possess and maintain MULES and NCIC certification.
- ❖ Documented successful completion of at least 40 hours of professional development and leadership training each fiscal year, in accordance with 1CSR 20-6.010.



RADIO PERSONNEL JOB FAMILY

CAREER PATH

Pay grade: 5

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.

Effective: 02/01/2025

Reviewed: 02/01/2025

Revised: --