



TECHNICAL SUPPORT JOB FAMILY

CAREER PATH

Positions in this family provide support to technology users through set up and troubleshooting of desktops, PCs, laptops, tablets, scanners, and other peripheral equipment. In addition, this family is accountable for customer service management.

Typical functions

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

- ❖ Provide information, advice, and direction regarding information technology issues.
- ❖ Identify, diagnose, and resolve information technology hardware and software issues.
- ❖ Respond to information technology support requests in a timely manner.
- ❖ Utilize and update an active work ticket system.
- ❖ Ensure adherence to security standards.

The work assigned to positions in this series ranges from providing technical assistance to managing teams providing support to clients.

Client Support Technician

Pay grade: 18, 22, 25

A position at this level provides support for technical issues. This position answers questions and provides information, advice, and instruction to clients on issues varying from simple to moderate complexity. The primary focus is on understanding the issues to be resolved and solving disruptions/problems within the defined scope of standards and protocols. This position may be responsible for user provisioning functions and allocates issues to a higher level of support as warranted and within given time guidelines. This position is assigned to a 24/7/365 call center.

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.

Senior Client Support Technician

Pay grade: 28, 30

A position at this level serves as a technical expert and/or lead worker assisting the team supervisor providing a full range of on-site and remote technical support and providing technical assistance to staff. This position provides technical support to clients by identifying, analyzing, and resolving client issues allocated from other staff, which is received telephonically, submitted through the helpdesk system, and/or in a field environment. Complexity of issues may vary;



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however, the more complicated issues are handled at this level. This position assists with mentoring and training of staff and analyzes trends of issue and proactively provides input addressing these problems. Employees may lead project teams and have temporary supervisory responsibilities. This position is assigned to a 24/7/365 call center.

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 and two years of information technology support experience.

Client Support Professional

Pay grade: 30, 33

(May be utilized in a Non-Supervisory or Supervisory Role)

This is a supervisory position accountable for overseeing a team providing IT client service management support services on-site or remotely. This position is responsible for supervising the day-to-day operations of technical support for a portfolio of software and hardware products and ensuring the quality and efficiency of technical support provided. This position oversees staff development, provides mentoring, plans and assigns work, assesses performance, and initiates/participates in discipline issues. These positions typically exist in an environment where a small team of IT client support staff is required due to the number of users supported. This position is assigned to a 24/7/365 call center.

Non-supervisory positions at this level perform mostly complex assignments. This position is responsible for comprehensive and innovative planning to resolve client's issues and coordinates with other information technology areas to identify and resolve problem issue trends. This position diagnoses, analyzes, and resolves issues of the highest complexity, assists the supervisor with administrative functions, and may coordinate multiple project teams. This position is assigned to a 24/7/365 call center.

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 two years of experience in an information technology support environment.



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Client Support Manager

Pay grade: 34

This is a managerial position accountable for overseeing a 24/7/365 call center and multiple team supervisors who provide information technology (IT) client support services. This position is responsible for providing the oversight of IT support for a portfolio of software and hardware products. This position provides input into the analysis and evaluation of new products, is responsible for assigned projects, and ensures the quality and efficiency of the technical support provided. This position is also responsible for assisting the Chief Information Officer (CIO) 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 five years of experience in an information technology support environment.

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.



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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.

Effective: 02/01/2025

Reviewed: 02/01/2025

Revised: --