**Class Title:** Criminal Justice Technician I  
**Title Code:** PI0101  
**Grade:** 12  
**Salary Schedule:** N/A  

**Bargaining Unit:** General Government Unit  
**Bargaining Unit Code:** GG  

**Department:** Public Safety  
**Department Number:** 12  

**Division:** Statewide Services  

**Region/Section/Unit:** Criminal Records Bureau/Permits & Licensing Unit  
**Location:** Anchorage  
**Location Code:** EBA  

**Time Class:** Full Time/OMB Authorized  
**Seasonal Code:** N/A  
**Time Class Code:** FACL  

**FLSA Exempt:** No  
**Strike Class:** 1  

Position requires the incumbent to possess a Commercial Driver’s License (CDL), to maintain registration with the federal CDL Drug & Alcohol Testing Clearinghouse, and to provide consent to the Employer to review driver information in accordance with 49 CFR 382: No  

Position requires possession of, or access to, firearms or ammunition: No  

**Home Unit:** ZTRI  
**Labor Distribution Code (LDP):** N/A  

**Physical Work Address:** 5700 E Tudor Road, Anchorage  
**Work Phone:** 907-269-0393  

**Supervisor Information**  
**PCN:** 124620  
**Title:** Records And Licensing Supervisor  
**Physical Work Address:** 5700 E Tudor Road Anchorage  
**Work Phone:** 907-269-5634  

**Last action effective:** 10/03/2008  
**Type of last action:** Reclass Up  
**Last full PD effective:** 10/03/2008
**Class Title:** Office Assistant II  
**Title Code:** PB0103  
**Grade:** 10  
**Salary Schedule:** N/A

**Bargaining Unit:** General Government Unit  
**Bargaining Unit Code:** GG

**Department:** Public Safety  
**Department Number:** 12

**Division:** Statewide Services

**Region/Section/Unit:** Anchorage/Criminal Records Bureau/Permits & Licensing

**Location:** Anchorage  
**Location Code:** EBA

**Time Class:** Full Time/OMB Authorized  
**Seasonal Code:** N/A  
**Time Class Code:** FACL

**FLSA Exempt:** No  
**Strike Class:** 1

*Position requires the incumbent to possess a Commercial Driver's License (CDL), to maintain registration with the federal CDL Drug & Alcohol Testing Clearinghouse, and to provide consent to the Employer to review driver information in accordance with 49 CFR 382: No*

*Position requires possession of, or access to, firearms or ammunition: No*

**Home Unit:** ZTRI

**Labor Distribution Code (LDP):** N/A

**Physical Work Address:** 5700 E Tudor Road, Anchorage

**Work Phone:** 907-269-5767

**Supervisor Information**

**PCN:** 124620  
**Title:** Records And Licensing Supervisor

**Physical Work Address:** 5700 E Tudor Road Anchorage

**Work Phone:** 907-269-5634

**Last action effective:** 07/01/2009  
**Type of last action:** Title Change  
**Last full PD effective:** 07/01/2009
STATE OF ALASKA  
Current Position Information

Position Control Number (PCN): 121826  
Recruitment Type: Normal

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<td>Division: Statewide Services</td>
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<td>Region/Section/Unit: Statewide/R&amp;I/SOR</td>
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<th>Location Code: EBA</th>
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<th>Seasonal Code: FR - Full time regular</th>
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<tbody>
<tr>
<td>FLSA Exempt: No</td>
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| Strike Class: 1                      |

Position requires the incumbent to possess a Commercial Driver's License (CDL), to maintain registration with the federal CDL Drug & Alcohol Testing Clearinghouse, and to provide consent to the Employer to review driver information in accordance with 49 CFR 382: No

Position requires possession of, or access to, firearms or ammunition: No

<table>
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<thead>
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Supervisor Information

<table>
<thead>
<tr>
<th>PCN: 124215</th>
<th>Title: Program Coordinator II</th>
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<tbody>
<tr>
<td>Physical Work Address: 5700 E Tudor Rd Anchorage</td>
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<td>Work Phone: 907-269-5550</td>
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Last action effective: 02/12/2020

Type of last action: Reclass Up

Last full PD effective: 02/12/2020
**Class Title:** Criminal Justice Technician I  
**Title Code:** PI0101  
**Grade:** 12  
**Salary Schedule:** 100

**Bargaining Unit:** General Government - Personal Leave  
**Bargaining Unit Code:** GP

**Department:** Public Safety  
**Department Number:** 12

**Division:** Statewide Services

**Region/Section/Unit:** Statewide Services Division

**Location:** Anchorage  
**Location Code:** EBA

**Time Class:** Full Time/OMB Authorized  
**Seasonal Code:** FR - Full time regular  
**Time Class Code:** FACL

**FLSA Exempt:** No  
**Strike Class:** 1

Position requires the incumbent to possess a Commercial Driver's License (CDL), to maintain registration with the federal CDL Drug & Alcohol Testing Clearinghouse, and to provide consent to the Employer to review driver information in accordance with 49 CFR 382: No

Position requires possession of, or access to, firearms or ammunition: No

**Home Unit:** ZTRI

**Labor Distribution Code (LDP):** N/A

**Physical Work Address:** 5700 E Tudor Road, Anchorage

**Work Phone:** 907-269-0397

**Supervisor Information**

**PCN:** 124215  
**Title:** Program Coordinator II

**Physical Work Address:** 5700 E Tudor Road Anchorage

**Work Phone:** 907-269-5550

**Last action effective:** 03/13/2018

**Type of last action:** Reclass Up

**Last full PD effective:** 03/13/2018
**Class Title:** Office Assistant II  
**Title Code:** PB0103  
**Grade:** 10  
**Salary Schedule:** N/A  

**Bargaining Unit:** General Government - Personal Leave  
**Bargaining Unit Code:** GP  

**Department:** Public Safety  
**Department Number:** 12  

**Division:** Statewide Services  

**Region/Section/Unit:** Sex Offender Registration Office  

**Location:** Anchorage  
**Location Code:** EBA  

**Time Class:** Full Time/OMB Authorized  
**Seasonal Code:** N/A  
**Time Class Code:** FACL  

**FLSA Exempt:** No  
**Strike Class:** 1  

Position requires the incumbent to possess a Commercial Driver's License (CDL), to maintain registration with the federal CDL Drug & Alcohol Testing Clearinghouse, and to provide consent to the Employer to review driver information in accordance with 49 CFR 382: No  
Position requires possession of, or access to, firearms or ammunition: No  

**Home Unit:** ZTRI  
**Labor Distribution Code (LDP):** N/A  

**Physical Work Address:** 5700 E. Tudor Road, Anchorage  
**Work Phone:** 907-269-0397  

**Supervisor Information**  
**PCN:** 124215  
**Title:** Program Coordinator I  

**Physical Work Address:** 5700 E Tudor Road Anchorage  
**Work Phone:** 907-269-5550  

**Last action effective:** 04/10/2014  
**Type of last action:** Reclass Down, Transfer Between Divisions, Organizational Routing Code Change, Arms & Ammo Change, Location Change  
**Last full PD effective:** 04/10/2014
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<tr>
<td><strong>Position requires the incumbent to possess a Commercial Driver's License (CDL), to maintain registration with the federal CDL Drug &amp; Alcohol Testing Clearinghouse, and to provide consent to the Employer to review driver information in accordance with 49 CFR 382:</strong></td>
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<tr>
<td><strong>Position requires possession of, or access to, firearms or ammunition:</strong></td>
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<td><strong>Supervisor Information</strong></td>
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<td><strong>PCN:</strong></td>
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### Position Control

**Number (PCN):** 124215

**Recruitment Type:** Normal

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<tr>
<td><strong>Bargaining Unit Code:</strong></td>
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<tr>
<th>Department:</th>
<th>Public Safety</th>
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<tr>
<td><strong>Department Number:</strong></td>
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| Division: | Statewide Services |

| Region/Section/Unit: | Criminal Records and Identification Bureau |

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<th>Time Class:</th>
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<td><strong>Seasonal Code:</strong></td>
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<td><strong>Time Class Code:</strong></td>
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<tr>
<th>FLSA Exempt:</th>
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<tr>
<td><strong>Strike Class:</strong></td>
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### Position Requirements

Position requires the incumbent to possess a Commercial Driver's License (CDL), to maintain registration with the federal CDL Drug & Alcohol Testing Clearinghouse, and to provide consent to the Employer to review driver information in accordance with 49 CFR 382: No

Position requires possession of, or access to, firearms or ammunition: No

<table>
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<tr>
<th>Home Unit:</th>
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<tr>
<td><strong>Labor Distribution Code (LDP):</strong></td>
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<tr>
<th>Physical Work Address:</th>
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<tr>
<td><strong>Work Phone:</strong></td>
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### Supervisor Information

<table>
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<tr>
<th>PCN:</th>
<th>124611</th>
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<tr>
<td><strong>Title:</strong></td>
<td>Chief, Criminal Records &amp; Identification Bureau</td>
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<td><strong>Work Phone:</strong></td>
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**Last action effective:** 10/16/2016

**Type of last action:** Reclass Up

**Last full PD effective:** 10/16/2016
**Class Title:** Criminal Justice Technician I  
**Title Code:** PI0101  
**Salary Schedule:** N/A  
**Grade:** 12

**Bargaining Unit:** General Government Unit  
**Bargaining Unit Code:** GG

**Department:** Public Safety  
**Department Number:** 12

**Division:** Statewide Services

**Region/Section/Unit:** Southcentral/Criminal Records & Identification Bureau/AFIS

**Location:** Anchorage  
**Location Code:** EBA

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**FLSA Exempt:** No  
**Strike Class:** 1

**Position requires the incumbent to possess a Commercial Driver's License (CDL), to maintain registration with the federal CDL Drug & Alcohol Testing Clearinghouse, and to provide consent to the Employer to review driver information in accordance with 49 CFR 382:** No

**Position requires possession of, or access to, firearms or ammunition:** No

**Home Unit:** ZTRI

**Labor Distribution Code (LDP):** N/A

**Physical Work Address:** 5700 E Tudor Road, Anchorage

**Work Phone:** 907-269-5556

**Supervisor Information**

**PCN:** 124215  
**Title:** Program Coordinator II

**Physical Work Address:** 5700 East Tudor Road Anchorage

**Work Phone:** 907-269-5550

**Last action effective:** 07/31/2019  
**Type of last action:** Supervisory Change ONLY  
**Last full PD effective:** 07/31/2019
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<th>Class Title:</th>
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<td>Region/Section/Unit:</td>
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</table>

Position requires the incumbent to possess a Commercial Driver's License (CDL), to maintain registration with the federal CDL Drug & Alcohol Testing Clearinghouse, and to provide consent to the Employer to review driver information in accordance with 49 CFR 382: No

Position requires possession of, or access to, firearms or ammunition: No

<table>
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<tr>
<th>Supervisor Information</th>
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<tbody>
<tr>
<td>PCN: 124215 Title: Program Coordinator II</td>
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<td>Physical Work Address:</td>
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<td>Work Phone:</td>
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| Last action effective: | 07/31/2019 |
| Type of last action: | Supervisory Change ONLY |
| Last full PD effective: | 07/31/2019 |
# Current Position Information

## Position Control Number (PCN):
124226

## Recruitment Type:
Normal

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<tr>
<th>Class Title: Criminal Justice Technician I</th>
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<td>Bargaining Unit: General Government - Personal Leave</td>
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<td>Region/Section/Unit: Statewide/R&amp;I/SOR</td>
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<tr>
<td>Location: Anchorage</td>
<td>Location Code: EBA</td>
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<tr>
<td>Time Class: Full Time/OMB Authorized</td>
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<td>Position requires the incumbent to possess a Commercial Driver's License (CDL), to maintain registration with the federal CDL Drug &amp; Alcohol Testing Clearinghouse, and to provide consent to the Employer to review driver information in accordance with 49 CFR 382: No</td>
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<td>Position requires possession of, or access to, firearms or ammunition: No</td>
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<td>Work Phone: 907-269-0396</td>
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## Supervisor Information

| PCN: 124215 | Title: Program Coordinator II |
| Physical Work Address: 5700 E Tudor Rd Anchorage |  |
| Work Phone: 907-269-5550 |  |

## Last action effective: 09/17/2018

## Type of last action: Update

## Last full PD effective: 09/17/2018
| Class Title: | Criminal Justice Technician II |
| Title Code: | PI0102 |
| Grade: | 14 |
| Salary Schedule: | 100 |
| Bargaining Unit: | General Government - Personal Leave |
| Bargaining Unit Code: | GP |
| Department: | Public Safety |
| Department Number: | 12 |
| Division: | Statewide Services |
| Region/Section/Unit: | Southcentral/Criminal Records & Identification Bureau/AFIS |
| Location: | Anchorage |
| Location Code: | EBA |
| Time Class: | Full Time/OMB Authorized |
| Seasonal Code: | FR - Full time regular |
| Time Class Code: | FACL |
| FLSA Exempt: | No |
| Strike Class: | 1 |

Position requires the incumbent to possess a Commercial Driver's License (CDL), to maintain registration with the federal CDL Drug & Alcohol Testing Clearinghouse, and to provide consent to the Employer to review driver information in accordance with 49 CFR 382: No

Position requires possession of, or access to, firearms or ammunition: No

Home Unit: ZTRI

Physical Distribution Code (LDP): SWI04

Physical Work Address: 5700 E. Tudor Rd., Anchorage

Work Phone: 907-269-5640

Supervisor Information

PCN: 124215  Title: Program Coordinator II

Physical Work Address: 5700 E Tudor Rd Anchorage

Work Phone: 907-269-5550

Last action effective: 01/03/2019

Type of last action: Reclass Up, Supervisory Change ONLY

Last full PD effective: 01/03/2019
Position Control Number (PCN): 124232

**Recruitment Type:** Flexibly Staffed

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<td>Salary:</td>
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<thead>
<tr>
<th>Bargaining Unit:</th>
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<tbody>
<tr>
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<table>
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<tr>
<th>Department:</th>
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<tbody>
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| Division: | Statewide Services |

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<tr>
<th>Region/Section/Unit:</th>
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<table>
<thead>
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<table>
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<tr>
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<tbody>
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Position requires the incumbent to possess a Commercial Driver's License (CDL), to maintain registration with the federal CDL Drug & Alcohol Testing Clearinghouse, and to provide consent to the Employer to review driver information in accordance with 49 CFR 382: No

Position requires possession of, or access to, firearms or ammunition: No

| Home Unit: | ZTRI |

| Labor Distribution Code (LDP): | N/A |

| Physical Work Address: | 5700 E. Tudor Road, Anchorage |
| Work Phone:            | 907-269-5581                 |

**Supervisor Information**

| PCN: | 124611 |
| Title: | Chief, Criminal Records & Identification Bureau |

| Physical Work Address: | 5700 E Tudor Road Anchorage |
| Work Phone:            | 907-269-5526                |

Last action effective: 06/01/2020
Type of last action: Establish Flexible Staffing
Last full PD effective: 06/01/2020
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<th>PI0101</th>
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<td><strong>Department:</strong></td>
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<tr>
<td><strong>Position requires the incumbent to possess a Commercial Driver's License (CDL), to maintain registration with the federal CDL Drug &amp; Alcohol Testing Clearinghouse, and to provide consent to the Employer to review driver information in accordance with 49 CFR 382:</strong></td>
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<td><strong>Position requires possession of, or access to, firearms or ammunition:</strong></td>
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</table>

Position requires the incumbent to possess a Commercial Driver's License (CDL), to maintain registration with the federal CDL Drug & Alcohol Testing Clearinghouse, and to provide consent to the Employer to review driver information in accordance with 49 CFR 382: No

Position requires possession of, or access to, firearms or ammunition: No

Home Unit: ZTRI

Labor Distribution Code (LDP): N/A

Physical Work Address: 5700 E. Tudor Rd., Anchorage

Work Phone: 907-269-5943

Supervisor Information

PCN: 124608  Title: Alaska Automated Fingerprint Identification System Operator II

Physical Work Address: 5700 E Tudor Road Anchorage

Work Phone: 907-269-5762

Last action effective: 12/16/2018

Type of last action: Flex Up

Last full PD effective: 07/16/2017
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<td>Division: Statewide Services</td>
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<td>Region/Section/Unit: Criminal Records &amp; Identification Bureau/ABIS</td>
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<td>Location: Anchorage</td>
<td>Location Code: EBA</td>
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<td>FLSA Exempt: Yes</td>
<td>Strike Class: 1</td>
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<tr>
<td>Position requires the incumbent to possess a Commercial Driver's License (CDL), to maintain registration with the federal CDL Drug &amp; Alcohol Testing Clearinghouse, and to provide consent to the Employer to review driver information in accordance with 49 CFR 382: No</td>
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<tr>
<td>Position requires possession of, or access to, firearms or ammunition: No</td>
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<td>Supervisor Information</td>
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<td>PCN: 124611 Title: Chief, Criminal Records &amp; Identification Bureau</td>
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<td>Last action effective: 07/16/2017</td>
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<td>Last full PD effective: 07/16/2017</td>
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**STATE OF ALASKA**

Current Position Information

**Position Control Number (PCN):** 124609

**Recruitment Type:** Normal

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<td>Criminal Justice Technician I</td>
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<tbody>
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- Position requires the incumbent to possess a Commercial Driver's License (CDL), to maintain registration with the federal CDL Drug & Alcohol Testing Clearinghouse, and to provide consent to the Employer to review driver information in accordance with 49 CFR 382: No
- Position requires possession of, or access to, firearms or ammunition: No

**Home Unit:** ZTRI

**Labor Distribution Code (LDP):** N/A

**Physical Work Address:** 5700 E Tudor Road, Anchorage

**Work Phone:** 907-269-5021

**Supervisor Information**

<table>
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<tr>
<th>PCN</th>
<th>Title</th>
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<tr>
<td>124215</td>
<td>Program Coordinator II</td>
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**Physical Work Address:** 5700 E Tudor Rd Anchorage

**Work Phone:** 907-269-5550

**Last action effective:** 07/31/2019

**Type of last action:** Supervisory Change ONLY

**Last full PD effective:** 07/31/2019
**Class Title:** Chief, Criminal Records & Identification Bureau  
**Title Code:** PI0401  
**Grade:** 22  
**Salary Schedule:** N/A

**Bargaining Unit:** Supervisory Unit  
**Bargaining Unit Code:** SS

**Department:** Public Safety  
**Department Number:** 12

**Division:** Statewide Services

**Location:** Anchorage  
**Location Code:** EBA

**Time Class:** Full Time/OMB Authorized  
**Seasonal Code:** N/A  
**Time Class Code:** FACL

**FLSA Exempt:** Yes  
**Strike Class:** 1

Position requires the incumbent to possess a Commercial Driver's License (CDL), to maintain registration with the federal CDL Drug & Alcohol Testing Clearinghouse, and to provide consent to the Employer to review driver information in accordance with 49 CFR 382: No

Position requires possession of, or access to, firearms or ammunition: No

**Home Unit:** ZTRI

**Labor Distribution Code (LDP):** N/A

**Physical Work Address:** 5700 E Tudor Road, Anchorage

**Work Phone:** 907-269-5906

**Supervisor Information**

**PCN:** 123001  
**Title:** Division Director - Px

**Physical Work Address:** 5700 E Tudor Road Anchorage

**Work Phone:** 907-269-5708

**Last action effective:** 04/21/2010

**Type of last action:** Update, CDL Change

**Last full PD effective:** 04/21/2010
**Class Title:** Office Assistant II  
**Title Code:** PB0103  
**Grade:** 10  
**Salary Schedule:** N/A  
**Bargaining Unit:** General Government Unit  
**Bargaining Unit Code:** GG  
**Department:** Public Safety  
**Department Number:** 12  
**Division:** Statewide Services  
**Region/Section/Unit:** Criminal Records & Identification Bureau/Applicant Records Unit  
**Location:** Anchorage  
**Location Code:** EBA  
**Time Class:** Full Time/OMB Authorized  
**Seasonal Code:** N/A  
**Time Class Code:** FACL  
**FLSA Exempt:** No  
**Strike Class:** 1  
**Home Unit:** ZTRI  
**Labor Distribution Code (LDP):** N/A  
**Physical Work Address:** 5700 E Tudor Road, Anchorage  
**Work Phone:** 907-269-5769  

**Position requires the incumbent to possess a Commercial Driver's License (CDL), to maintain registration with the federal CDL Drug & Alcohol Testing Clearinghouse, and to provide consent to the Employer to review driver information in accordance with 49 CFR 382:** No  
**Position requires possession of, or access to, firearms or ammunition:** No  

**Supervisor Information**  
**PCN:** 124620  
**Title:** Records And Licensing Supervisor  
**Physical Work Address:** 5700 E Tudor Road Anchorage  
**Work Phone:** 907-269-5634  

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STATE OF ALASKA
Current Position Information

<table>
<thead>
<tr>
<th>Class Title: Office Assistant II</th>
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<td>Position requires the incumbent to possess a Commercial Driver's License (CDL), to maintain registration with the federal CDL Drug &amp; Alcohol Testing Clearinghouse, and to provide consent to the Employer to review driver information in accordance with 49 CFR 382: No</td>
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<td>Position requires possession of, or access to, firearms or ammunition: No</td>
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Supervisor Information

| PCN: 124620 | Title: Records And Licensing Supervisor |
| Physical Work Address: 5700 E Tudor Road Anchorage |
| Work Phone: 907-269-5634 |

| Last action effective: 07/01/2009 |
| Type of last action: Title Change |
| Last full PD effective: 07/01/2009 |
### Class Title:  Fingerprint Technician II

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### Bargaining Unit:  General Government - Personal Leave

### Department:  Public Safety

### Division:  Statewide Services

### Region/Section/Unit:  Southcentral/Criminal Records & Identification Bureau/AFIS

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| Strike Class: | 1 |

- **Position requires the incumbent to possess a Commercial Driver's License (CDL), to maintain registration with the federal CDL Drug & Alcohol Testing Clearinghouse, and to provide consent to the Employer to review driver information in accordance with 49 CFR 382:** No
- **Position requires possession of, or access to, firearms or ammunition:** No

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### Supervisor Information

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<th>PCN:</th>
<th>124608</th>
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| Title: | Alaska Automated Fingerprint Identification System Operator II |

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<tr>
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### Last action effective:  09/01/2019

### Type of last action:  Flex Up

### Last full PD effective:  07/16/2017
**Class Title:** Office Assistant II  
**Title Code:** PB0103  
**Grade:** 10  
**Salary Schedule:** N/A

**Bargaining Unit:** General Government Unit  
**Bargaining Unit Code:** GG

**Department:** Public Safety  
**Department Number:** 12

**Division:** Statewide Services

**Region/Section/Unit:** Criminal Records & Identification Bureau/Applicant Records Unit

**Location:** Anchorage  
**Location Code:** EBA

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**FLSA Exempt:** No  
**Strike Class:** 1

**Position requires the incumbent to possess a Commercial Driver's License (CDL), to maintain registration with the federal CDL Drug & Alcohol Testing Clearinghouse, and to provide consent to the Employer to review driver information in accordance with 49 CFR 382:** No

**Position requires possession of, or access to, firearms or ammunition:** No

**Home Unit:** ZTRI

**Physical Work Address:** 5700 E Tudor Road, Anchorage

**Work Phone:** 907-269-5662

**Supervisor Information**

**PCN:** 124620  
**Title:** Records And Licensing Supervisor

**Physical Work Address:** 5700 E Tudor Road Anchorage

**Work Phone:** 907-269-5634

**Last action effective:** 07/01/2009  
**Type of last action:** Title Change  
**Last full PD effective:** 07/01/2009
## Current Position Information

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| Division: | Statewide Services |

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**Position requires the incumbent to possess a Commercial Driver's License (CDL), to maintain registration with the federal CDL Drug & Alcohol Testing Clearinghouse, and to provide consent to the Employer to review driver information in accordance with 49 CFR 382:** No

**Position requires possession of, or access to, firearms or ammunition:** No

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**Physical Work Address:** 5700 E. Tudor Road, Anchorage

**Work Phone:** 907-269-5767

### Supervisor Information

| PCN: | 124611 |
| Title: | Chief, Criminal Records & Identification Bureau |

**Physical Work Address:** 5700 E Tudor Road Anchorage

**Work Phone:** 907-269-5511

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## Current Position Information

**Class Title:** Criminal Justice Technician I  
**Title Code:** PI0101  
**Grade:** 12  
**Salary Schedule:** N/A

**Bargaining Unit:** General Government Unit  
**Bargaining Unit Code:** GG

**Department:** Public Safety  
**Department Number:** 12

**Division:** Statewide Services

**Region/Section/Unit:** Southcentral/Criminal Records & Identification Bureau/AFIS

**Location:** Anchorage  
**Location Code:** EBA

**Time Class:** Full Time/OMB Authorized  
**Seasonal Code:** N/A  
**Time Class Code:** FACL

**FLSA Exempt:** No  
**Strike Class:** 1

**Position requires the incumbent to possess a Commercial Driver's License (CDL), to maintain registration with the federal CDL Drug & Alcohol Testing Clearinghouse, and to provide consent to the Employer to review driver information in accordance with 49 CFR 382:** No

**Position requires possession of, or access to, firearms or ammunition:** No

**Home Unit:** ZTRI  
**Labor Distribution Code (LDP):** N/A

**Physical Work Address:** 5700 E Tudor Road, Anchorage  
**Work Phone:** 907-269-5941

### Supervisor Information

**PCN:** 124215  
**Title:** Program Coordinator II  
**Physical Work Address:** 5700 East Tudor Road Anchorage  
**Work Phone:** 907-269-5550

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- **Position requires the incumbent to possess a Commercial Driver's License (CDL), to maintain registration with the federal CDL Drug & Alcohol Testing Clearinghouse, and to provide consent to the Employer to review driver information in accordance with 49 CFR 382:** No
- **Position requires possession of, or access to, firearms or ammunition:** No

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**Supervisor Information**

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| Type of last action: | Update |
| Last full PD effective: | 07/09/2012 |
**STATE OF ALASKA**  
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No

**Position requires possession of, or access to, firearms or ammunition:**  
No

**Home Unit: ZTRI**

**Labor Distribution Code (LDP):** N/A

**Physical Work Address:** 5700 E Tudor Road, Anchorage

**Work Phone:** 907-269-3599

**Supervisor Information**

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<td>Title:</td>
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**Physical Work Address:** 5700 E Tudor Road Anchorage

**Work Phone:** 907-269-5634

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<td>Title Change</td>
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<td>Last full PD effective:</td>
<td>07/01/2009</td>
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RECORDS SUPERVISOR

Class Title
RECORDS SUPERVISOR

Class Code
2003

Summary Statement
Plans, organizes, reviews and coordinates the activities of employees involved in the maintenance and retrieval of law enforcement information records, reports, and related materials and computer functions. Performs related duties as assigned. This is a competitive classification.

Essential Functions (not intended to be all inclusive)
1. Supervises the personnel and functions of the work unit, which includes: interviewing prospective employees; providing and/or recommending training; coordinating, scheduling and assigning work product; establishing performance measures, goals, objectives and priorities; evaluating work performance; providing feedback, direction and guidance; keeping personnel abreast of new or revised information; answering questions; and recommending and/or implementing personnel actions.

2. Reviews records for accuracy, completeness and to ensure compliance with statutes, Federal and State regulations, and DPS policy.

3. Establishes and maintains production standards and workflow by tracking assignments and projects.

4. Administers grant budgets or funds by monitoring expenditures, projecting future costs, or reconciling balances; may develop or assist in developing the unit budget. Determines purchases of capital equipment to improve unit productivity; develops spreadsheets to provide access to statistical information.

5. Gathers and summarizes financial, statistical and other information, and prepares appropriate reports.

6. Resolves internal and external complaints or grievances.

7. Recommends and implements program enhancements to the sex offender and Arizona Criminal History automated systems.

8. Attends meetings and conferences to obtain or disseminate information regarding unit issues and programs or to plan future needs. Participates in appeal hearings, meetings, and on committees or task forces to testify, to present and exchange information, and to represent the Department and/or State of Arizona.
9. Develops, revises and administers the policies and procedures for assigned unit.

10. Assists in determining the possible impact of legislation on unit policies and procedures. Interprets laws that govern dissemination and facilitate the flow of record information.

11. Coordinates services with other agencies, associations, task forces, Department personnel and the public.

12. Monitors ACJIS database records to ensure they are being accessed only for authorized purposes; determines authorization of requestor to receive records information.

13. Disseminates information to DPS officers or other agency personnel in compliance with statutes, regulations and DPS policy.

14. Trains internal and external law enforcement/criminal justice agency personnel in the tasks essential to ensure proper maintenance, security and dissemination of records.

15. Conducts and/or participates in staff studies to determine the efficiency of programs that affect unit operations.

16. Informs management regarding work status in the unit and problems that may impede work progression.

17. Establishes and maintains automated and manual records and files; develops and maintains the unit records file retention schedule; retrieves records from various authorized storage facilities (e.g., State Library, Public Archives, etc.) to provide copies upon request.

18. Administers terminal operator certification testing to unit personnel.

19. Monitors the Imaging Systems for the automation of records to ensure proper operation of the system and update of equipment.

**Knowledge, Skills, and Abilities Required**

**Knowledge of:**

1. effective listening techniques.

2. business English, spelling, grammar and punctuation required to produce and proofread written documents.
3. records management systems (automated and manual files).

4. basic accounting principles to administer various funds, process financial documents or make budget recommendations or forecasts.

5. the research and interpretive practices employed in the acquisition and dissemination of police records information.

6. the principles and practices of supervision.

7. modern office practices, procedures and equipment required to perform office functions in an efficient manner.


**Skill in:**

1. the use of computer software programs.

2. the use of computer keyboard devices.

**Ability to:**

1. effectively communicate orally and in writing with all levels.

2. establish and maintain effective working relationships with those contacted in the course of the assignment.

3. organize, prioritize and perform multiple tasks.

4. complete assignments within a designated deadline.

5. conduct research, gather information and analyze a wide variety of data and statistics.

6. analyze information, draw valid conclusions and develop feasible solutions or recommendations.

7. set short- and long-range plans or goals for programs and projects.

8. work under minimal supervision and make independent decisions.
9. proofread, research or reconcile inaccuracies.

10. interpret and apply written information (e.g., policies, procedures, rules, regulations, statutes, etc.).

11. make quick decisions and apply legal principles to resolve problems involving Department liability.

12. make oral presentations to small and large audiences.

13. exercise good judgment in safeguarding sensitive and confidential information.

14. calculate mathematical problems involving addition, subtraction, multiplication and division.

**WORKING CONDITIONS/PHYSICAL REQUIREMENTS:**

Office setting.

May be required to move up to 40 lbs.

**ADDITIONAL REQUIREMENTS:**

Holidays, weekends and shift work may be required.

May be required to travel to perform certain work functions.

Must obtain ACJIS Terminal Operator Certification within six months of hire, and maintain certification throughout the course of this assignment with the Department.

**Minimum Qualifications**

Requires four (4) years of experience in police records work or automated records systems OR an equivalent combination of education and experience.

Progression to the next pay level/step requires an overall performance rating of at least "Standard" in the last 12 months.

**Must successfully complete the examination process.**

**FLSA Status:** Non-Exempt
ADMINISTRATIVE SUPERVISOR

Class Title
ADMINISTRATIVE SUPERVISOR

Class Code
5402

Summary Statement
Supervises the operation of a small segment of the Department and performs such functions as supervision of professional/analytical and clerical personnel; administration of daily operations of the work unit; performance of independent research studies as well as participation in group research studies; analyzing and recommending changes to the work unit policies, procedures and practices. Performs related duties as assigned. This is a competitive classification.

The Administrative Supervisor differs from the Administrative Service Manager in that the Administrative Supervisor typically has responsibility for a program or unit of the Department, budgetary responsibilities, and supervises clerical and professional/analytical personnel, whereas the Administrative Service Manager has full management responsibilities for a designated service with significant impact on the Department. The Administrative Supervisor differs from the Administrative Services Officer in that the Administrative Supervisor typically has responsibility for a program or unit of the Department, budgetary responsibilities, and supervises clerical and professional/analytical personnel, whereas the Administrative Services Officer primarily performs journey-level analytical and professional services and may supervise clerical and administrative support personnel.

Essential Functions (not intended to be all inclusive)
1. Performs the supervisory function of the work unit, which includes interviewing prospective employees; providing and/or recommending training; coordinating, scheduling and assigning work product; establishing performance measures, goals, objectives and priorities; evaluating work performance; providing feedback, direction and guidance; keeping personnel abreast of new or revised information; answering questions; and recommending and/or implementing personnel actions.

2.Coordinates and monitors programs and projects for assigned work unit to establish goals and objectives, track effectiveness and ensure compliance with applicable state and federal laws, Department General Orders and policies and procedures.

3. Recommends changes and improvements to management regarding work unit policies and issues to improve productivity.

4. Develops and updates policies and procedures for assigned work unit to outline employee responsibilities and correct actions to be followed.

5. Manages daily design, direction and coordination of operations, services and
programs specific to assigned work unit.

6. Serves in the absence of the section manager.

7. Gathers and summarizes data; prepares informational reports to provide accurate and varied information.

8. Analyzes information to draw valid conclusions in support of decision-making, recommendations and/or program or project initiation.

9. Coordinates and reviews work progress and final product of research, staff studies and projects to develop management information reports and to improve programs.

10. Reviews and analyzes files and documents to ensure completeness and accuracy and compliance with Department standards.

11. Prepares and distributes written communications (e.g., bulletins, newsletters, etc.) to inform and update employees of new or revised information.

12. Composes correspondence on a variety of subjects.

13. Tracks time-sensitive events to meet deadlines.

14. Designs, participates in and conducts research projects and staff studies to define problems, provide information, set objectives, determine the efficiency of programs and ascertain whether improvements are needed.

15. Participates in the setting of long-range plans for the Department.

16. Prepares various forms to provide information, initiate a specific action or to make a request.

17. Analyzes and reviews rules and regulations applicable to assigned work unit to ensure compliance with state and federal statues; interprets for Department personnel.

18. Attends meetings and conferences to obtain or disseminate information regarding assigned work unit issues and programs.

19. Serves as a liaison between the Department and other agencies and associations to investigate and resolve problems and facilitate the proper flow of information.

20. Conducts briefings to management or to others to report information and answer questions regarding assignments.
21. Represents the Department and/or State of Arizona at public hearings, meetings or on committees or task forces to present and exchange information or support the Department's interests.

22. Makes projections and recommendations for budget specific items by analyzing budget information to assist management in developing planning strategies and efficient use of funds.

23. Monitors and reconciles various records and activities (e.g., expenditures, balances, etc.) to ensure compliance with various standards and funds availability.

24. Directs the procurement of services, supplies and equipment to support Department functions.

25. Remains current on job-specific procedures through training courses, professional organizations, books and magazines.

**Knowledge, Skills, and Abilities Required**

**Knowledge of:**

1. business English, spelling, grammar and punctuation required to produce and review complex written documents.

2. report writing required to produce analytical and technical reports in an appropriate format.

3. principles and practices of administration with reference to planning, organizing and directing a comprehensive administrative service.

4. the principles and methods of supervision and training.

5. team concepts (e.g., team building, leadership, participation and group problem solving techniques).

6. basic accounting principles required to reconcile and balance financial records.

7. budget policies and procedures required to develop and administer a budget.

8. statistical and advanced mathematical procedures.

9. records management systems (both computerized and manual files).

**Skill in:**
1. computer software programs.

2. the use of computer keyboard devices.

**Ability to:**

1. compile, calculate, correlate, integrate, analyze and present budgetary, financial, and statistical data.

2. direct and manage a multi-disciplined staff.

3. effectively communicate both orally and in writing at all levels.

4. read, comprehend and interpret complex written materials.

5. draft and compose written materials having high organizational impact; and/or documents of moderate to complex difficulty.

6. speak before groups to provide information or explain Departmental policies, procedures, and programs.

7. plan, coordinate and organize meetings, conferences, seminars and events for groups.

8. establish and maintain effective working relationships with those contacted in the course of assignment.

9. review, proofread, edit and verify written materials for accuracy in content of information, grammar, calculation, coding and adherence to policies and procedures.

10. exercise good judgement in safeguarding confidential or sensitive information.

11. organize, prioritize and perform multiple tasks to complete job functions in an orderly, efficient manner.

12. independently make decisions and take appropriate action to administer programs.

13. work within stringent deadlines to complete projects and assignments.

14. identify problems and analyze alternatives to develop viable recommendations for projects and assignments.

15. calculate solutions to mathematical problems involving addition, subtraction, multiplication and division.
16. research techniques required for accurately completing research and staff studies.

17. develop, monitor and manage a budget to ensure expenditures remain within allocated funding.

**WORKING CONDITIONS/PHYSICAL REQUIREMENTS:**
Office setting.

**Minimum Qualifications**
Requires three (3) years of satisfactory experience as an Administrative Services Officer with the Arizona Department of Public Safety; OR any combination of professional analytical experience and related education from an accredited college or university to total six (6) years.

Progression to the next pay level/step requires an overall performance rating of at least "Standard" in the last 12 months.

**NOTE:** One (1) year of work experience is equivalent to thirty (30) semester hours of course work from an accredited college or university.

Must successfully complete the examination process.

**FLSA Status:** Non-Exempt
CRIMINAL RECORDS SPECIALIST

Class Title
CRIMINAL RECORDS SPECIALIST

Class Code
2000

Summary Statement
Performs skilled data entry, file searches, maintenance and retrieval of criminal justice reports, records and other related materials. Performs complex record keeping, filing duties, compilation of statistics and general clerical work. Information retrieved and released must be accurate and released only to authorized personnel. Performs related duties as assigned. This is a competitive classification.

Essential Functions (not intended to be all inclusive)

1. Queries information on computerized criminal justice information systems (e.g., OPPIS, LEJIS, DART, ACJIS, ACIC/NCIC, Interpol, etc.) to obtain or disseminate criminal history information (e.g., arrests, warrants, dispositions, etc.) in response to internal and external requests.

2. Contacts with the public and/or various criminal justice agencies (via telephone, in person or in writing) in order to resolve records problems and complaints; explain laws and procedures; request, provide or verify information; and/or collect fees.

3. Enters data of criminal activity information from various sources or application information or user agency information into computerized criminal justice information systems (e.g., ACJIS, ACIC/NCIC, PAWN, LEJIS, ORION, etc.) or tracking systems to add, update, modify or purge information. Enters general information (e.g., time and activity, user agency address and authorization, etc.) into a computerized tracking system in order to originate, update, reconcile, transfer or track data.

4. Verifies submitted paperwork by proofreading and comparing data to ensure accuracy.

5. Reviews files, documents (e.g., arrest cards, dispositions, court orders, sex offender registration, etc.) or computer printouts to ensure quality control of completeness and accuracy of criminal justice information.

6. Confirms arrest warrants to determine validity and release for action by law enforcement agencies and the courts.

7. Receives, opens and routes incoming mail to ensure proper processing and distribution.

8. Remains current on job-specific procedures in order to apply appropriate methodologies through familiarization with various manuals (e.g., ACJIS and NCIC
operating manuals, unit procedures, etc.), publications, bulletins, state and federal laws; and attending meetings and training courses.

9. Tracks assignments to assure accurate and timely completion of all assignments.

10. Monitors access and dissemination of criminal record information in order to maintain security in compliance with federal and state laws.

11. Files, retrieves and maintains a variety of information (e.g., approved/denied applications, accident/offense/incident reports, photograph negatives, offender documents, etc.) to ensure compliance with state and federal laws and to fill requests from internal and external sources.

12. Monitors teletype inquiries for criminal history information in order to ensure prompt response, take appropriate action, and ensure other law enforcement agencies respond appropriately and within time limit parameters in accordance with state laws.

13. Trains new employees in unit procedures under the direction of the supervisor.

14. Processes and distributes daily reports to track daily work progress, project status and statistics.

15. Prepares records for or requests copies from storage.

**Knowledge, Skills, and Abilities Required**

**Knowledge of:**

1. business English, spelling, grammar and punctuation required to produce and proofread written documents.

2. modern office practices, procedures and equipment required to perform office functions in an efficient manner.

3. records management systems (automated and manual files).

**Skill in:**

1. the use of computer keyboard devices.

2. the use of computer software programs.

3. reviewing, proofreading, editing and verifying forms, documents, computer printouts and other written materials for accuracy in content of information, calculation, coding
and adherence to policies and procedures.

**Ability to:**

1. work as part of a team.

2. file documents in alphabetical or chronological order.

3. exercise good judgement in safeguarding sensitive and confidential information.

4. understand written and verbal instruction to complete assigned tasks accurately.

5. perform detailed work with a high degree of accuracy.

6. calculate mathematical problems involving addition, subtraction, multiplication and division.

7. establish and maintain effective working relationships with those contacted in the course of assignment.

8. read, comprehend and interpret written materials of simple or moderate complexity.

9. work with interruptions.

10. adapt to changing priorities.

11. work independently with minimal supervision.

12. organize, prioritize and perform multiple tasks.

13. work within stringent deadlines to complete work assignments.

14. effectively communicate orally and in writing.

15. evaluate information, make decisions, and take appropriate action.

16. learn automated criminal information systems and appropriate codes (e.g., NCIC, ACCH, FACT, etc.).

17. operate a multiple line telephone system in order to answer or route incoming calls.

18. take accurate and concise notes on research information.

19. initiate the expansion of a task to achieve an established goal.
20. deal with irate people.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

Office setting.

Bending, stooping, kneeling and/or squatting to access or file records may be required.

Moving items up to 40 pounds from one location to another may be required.

May be required to sit for extended periods of time.

ADDITIONAL REQUIREMENTS:

Must obtain ACJIS Terminal Operator Certification within six months of hire, and maintain certification throughout the course of this assignment with the Department.

May be required to travel to perform certain work functions.

Holidays, weekends and shift work may be required.

Minimum Qualifications

Requires one (1) year of clerical experience to include word processing or data entry skills. Must type a minimum of 40 net words per minute.

Progression to the next pay level/step requires an overall performance rating of at least "Standard" in the last 12 months.

Must successfully complete the examination process.

FLSA Status: Non-Exempt
ADMINISTRATIVE ASSISTANT

Class Title
ADMINISTRATIVE ASSISTANT

Class Code
5400

Summary Statement
Responsible for a variety of coordinative and administrative support functions such as researching information, compiling data, preparing reports, monitoring and tracking of the budget, coordinating projects/programs, making recommendations and resolving complaints and problems. Performs related duties as assigned. This is a competitive classification.

The Administrative Assistant differs from the Administrative Services Officer in that the Administrative Assistant performs administrative support and coordinative services and may supervise clerical personnel whereas the Administrative Services Officer primarily performs journey-level analytical and professional services and may supervise clerical and administrative support personnel.

Essential Functions (not intended to be all inclusive)
1. Coordinates, monitors and provides assistance with research/staff studies, programs, projects, grants and/or budgets.

2. Prepares, composes, updates, monitors and edits a variety of internal and external correspondence, forms, reports, manuals, leases, contracts and funding requests.

3. Prioritizes and tracks time-sensitive events and assignments to ensure timely completion.

4. Establishes, updates and maintains manual and automated filing systems to store and track records/information.

5. Plans, organizes and/or participates in meetings, conferences, seminars and other events to provide and/or receive information relevant to work assignments and programs.

6. Evaluates and recommends needs for required products, services, and/or additional funding.

7. Assists and/or prepares graphic presentations to improve information sharing and comprehension.

8. Researches, recommends and participates in job-related training courses to enhance skills and productivity.
9. Trains personnel in various subjects related to assigned area's operations (e.g., computer software/hardware, policies and procedures, forms, etc.).

10. Creates, maintains, updates and tracks confidential files/information ensuring accuracy and completeness.

11. Services public requests for various licenses and certifications, which may include fingerprinting, photographing and applications reviews.

12. Responds to requests from attorneys and other government agencies to accommodate their needs in accordance with DPS policy, state and federal laws.

13. Researches, compiles, analyzes and summarizes data to provide accurate information for audits, briefs, reports, contracts, correspondence, presentations and/or meetings; and to maintain program goals and/or strategic plans.

14. Researches and reviews applicable laws and regulations to ensure compliance within a variety of work assignments.

15. Conducts evaluations of current and/or future needs of the work assignment and provides recommendations.

16. Reports project/program status (e.g., administrative issues, balances and funding) to management.

17. As required, under direction, represents the Department on various committees and task forces, and/or acts as liaison between the Department and other agencies or organizations.

18. Resolves complaints and problems by interpreting departmental policies and regulations.

19. May supervise and review the work of clerical support staff.

Knowledge, Skills, and Abilities Required

Knowledge of:
1. basic accounting principles required to reconcile and balance financial records.

2. the rules of English grammar and composition to prepare, review and edit documents.

3. planning and research principles and practices.
4. local, state and federal laws and regulations applicable to assignment.

5. records management systems (both manual and automated).

**Skill in:**
1. composing, editing and proofreading a variety of correspondence, reports or forms.

2. the use of computer keyboard devices.

3. the use of computer software programs.

**Ability to:**
1. independently perform administrative assignments with a high degree of accuracy and under minimal supervision.

2. organize, prioritize and perform multiple tasks concurrently.

3. exercise good judgement in safeguarding confidential or sensitive information.

4. understand written and verbal instructions to complete assigned tasks accurately.

5. calculate mathematical problems of moderate difficulty.

6. establish and maintain effective working relationships with those contacted in the course of assignment.

7. research and reconcile inaccuracies and errors in documents, computer printouts and other written materials.

8. read, comprehend, and interpret written materials of moderate to complex difficulty.

9. effectively communicate both orally and in writing.

10. identify problems and analyze alternatives to develop viable recommendations for projects and assignments.

11. independently make decisions when required and exercise initiative when appropriate.

12. develop feasible short and long range plans and goals to project and develop programs and projects.

**WORKING CONDITIONS/PHYSICAL REQUIREMENTS:**
Office setting.
May be required to travel to perform certain work functions.

**Minimum Qualifications**

Requires three (3) years of increasingly difficult and responsible experience involving the use of personal computers and database software OR any combination of increasingly difficult and responsible experience involving the use of personal computers and database software and related education from an accredited college or university to total three (3) years.

Progression to the next pay level/step requires an overall performance rating of at least "Standard" in the last 12 months.

**Note:** One (1) year of experience is equivalent to thirty (30) semester hours of coursework from an accredited college or university.

**Must successfully complete the examination process.**

**FLSA Status:** Non-Exempt
FINGERPRINT TECHNICIAN

Class Title
   FINGERPRINT TECHNICIAN

Class Code
   6203

Summary Statement
   Responsible for a variety of fingerprint duties, including the acquisition, classification, searching, comparison, identification and filing of fingerprints, either manually or via Arizona Automated Fingerprint Identification System (AZAFIS) processes; takes fingerprint impressions. Performs related duties as assigned. This is a competitive classification.

Essential Functions (not intended to be all inclusive)
1. Acquisitions essential demographic information, blocking and fingerprint images into AZAFIS to establish or update an Arizona Computerized Criminal History (ACCH) and/or FBI record, using a barcode printer, and the AZAFIS full function and ISII Imaging System scanner workstations.

2. Compares fingerprint data (e.g., skeleton, core and axis, bifurcations, type lines, deltas, etc.) to determine positive identification of individuals, using fingerprint magnifier, AZAFIS full function scanner workstation, verification station and fingerprint cards.

3. Provides technical assistance and instruction to the Criminal Justice and non-Criminal Justice public regarding fingerprint techniques in order to maximize quality of data and accuracy of identification.

4. Performs routine AZAFIS and manual file maintenance, such as identifying and consolidating duplicate records, posting and deleting flags, or upgrading/enhancing image data, using AZAFIS full function scanner workstation, verification station, master arrest fingerprint card Power Files and fingerprint magnifier.

5. Releases information to and obtains information from authorized DPS personnel and other law enforcement agencies as directed, using a personal computer, Optical Print and Photo Imaging subsystem (OPPIS), high-resolution facsimile machine and other standard office equipment.

6. Validates information entered into AZAFIS; researches and corrects data entry errors in order to safeguard the quality and integrity of the AZAFIS, ACCH and FBI databases.

7. Classifies fingerprints by analyzing and blocking pattern types using the science and techniques of fingerprints and the Henry fingerprint classification system.

8. Fingerprints suspects and applicants to obtain quality ten-print cards for the purpose
of establishing or verifying identity, using standard fingerprint equipment and supplies, or automated Livescan devices.

9. Maintains current knowledge of federal, state, AZAFIS, Department rules and regulations, policies and procedures, and statutes governing security and privacy of record information, in order to process and manage information accurately and appropriately.

Knowledge, Skills, and Abilities Required

Knowledge of:

1. standard fingerprint classification methods and practices to classify and identify fingerprints.

2. modern office practices, procedures and equipment to perform office functions in an efficient manner.

Skill in:

1. the use of computer keyboard devices.

Ability to:

1. analyze minute similarities and differences of fingerprint images to establish identity of individuals.

2. take fingerprint impressions for the purpose of obtaining quality ten-print cards or automated Livescan fingerprint records.

3. effectively communicate orally and in writing.

4. make decisions based on analysis of detailed visual images.

5. learn extensive statutes, rules, regulations, policies and procedures pertaining to the use and management of information related to fingerprints and criminal history records.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

Office setting.

May be required to move up to 55 pounds for distances of up to 10 feet.

May be required to sit for extended periods of time, concentrating on highly detailed
visual images.

**ADDITIONAL REQUIREMENTS:**

Must obtain ACJIS and AZAFIS TOC within 6 months of hire, and maintain both certifications throughout the course of this assignment with the Department.

May be required to testify at legal hearings and/or in court proceedings.

Holidays, weekends and shift work may be required.

**Minimum Qualifications**

Requires graduation from a FBI Fingerprint Classification School or course work in the area of fingerprint identification, criminalistics and evidence technology or one (1) year of experience working in a law enforcement agency’s criminal records, information or identification section.

Must successfully complete the examination process.

**FLSA Status: Non-Exempt**
FINGERPRINT IDENTIFICATION SUPERVISOR

Class Title
FINGERPRINT IDENTIFICATION SUPERVISOR

Class Code
6204

Summary Statement
Plans, organizes, reviews and coordinates the activities of employees involved in fingerprint classification, comparison, and identification, either manually or via the Arizona Automated Fingerprint Identification System (AZAFIS), and in taking fingerprint impressions and validating AZAFIS transactions initiated by all other AZAFIS sites throughout Arizona. Performs related duties as assigned. This is a competitive classification.

Essential Functions (not intended to be all inclusive)

1. Supervises the fingerprint function and personnel, which includes: interviewing prospective employees; providing and/or recommending training; coordinating, scheduling and assigning work product; establishing performance measures, goals, objectives and priorities; evaluating work performance; providing feedback, direction and guidance; keeping personnel abreast of new or revised information; answering questions; and recommending and/or implementing personnel actions.

2. Supervises, monitors and directs the use of the AZAFIS equipment to ensure 24 hours per day service of searching and comparing fingerprints for classification and identification.

3. Assists section management and staff in carrying out the responsibilities of the AZAFIS section by overseeing the AZAFIS and Livescan/Scan agency community in their needs; assists in problem-solving and answering questions.

4. Coordinates training for various criminal/non-criminal justice agencies throughout the state in the techniques of taking good fingerprints.

5. Acts as a Department liaison/representative to other agencies, associations, committees, Department personnel or the public in order to coordinate services, resolve problems, interpret laws that govern dissemination of fingerprint information, supply results of ten-print or latent print searches, and facilitate the flow of information regarding AZAFIS.

6. Provides technical assistance in resolving errors in fingerprint records, or in deletion or modification of AZAFIS records.

7. Assists in administering the unit budget to monitor expenditures and address the needs of the unit.
8. Prepares and/or verifies statistical reports and correspondence for accurate information submitted to management and other agencies.

9. Administers certification testing (e.g., terminal operator, ten-print operator, latent print) to unit personnel to ensure compliance with state and federal laws and policies regarding criminal information dissemination and fingerprinting.

10. Maintains current knowledge of federal, state, AZAFIS, and Department rules, regulations, policies, procedures and statutes governing security and privacy of record information.

Knowledge, Skills, and Abilities Required

Knowledge of:

1. fingerprint pattern interpretation for ten-prints/latent process.

2. the techniques for taking fingerprints and palmprints.

3. state and federal laws and regulations governing custody of security and privacy of record information.

4. records management systems (automated and manual files).

5. the research and interpretive practices employed in the acquisition and dissemination of criminal history information.

6. effective listening techniques.

7. basic accounting principles to administer various funds, process financial documents or make budget recommendations or forecasts.

8. business English, spelling, grammar and punctuation required to produce and proofread moderate to complex written documents.

9. modern office practices, procedures and equipment to perform office functions in an efficient manner.

Skill in:

1. the use of computer keyboard devices.

2. the use of computer software programs.
3. the use of automated fingerprint identification system and Livescan equipment.

**Ability to:**

1. effectively communicate orally and in writing with all levels.

2. establish and maintain effective working relationships with those contacted in the course of assignment.

3. organize, prioritize and perform multiple tasks.

4. work under minimal supervision and make independent decisions.

5. conduct research, gather information and analyze a wide variety of data and statistics.

6. complete assignments within a stringent deadline.

7. identify problems, analyze alternatives and develop feasible recommendations.

8. set short- and long-range plans or goals for unit and projects.

9. interpret and apply moderately difficult to complex written information.

10. research and reconcile inaccuracies in documents.

11. make presentations to small and large audiences.

12. calculate mathematical problems involving addition, subtraction, multiplication and division.

**WORKING CONDITIONS/PHYSICAL REQUIREMENTS:**

Office setting.

May be required to move up to 55 pounds for distances of up to 10 feet.

**ADDITIONAL REQUIREMENTS:**

Shift work may be required.

Must obtain Arizona Criminal Justice Information System (ACJIS) Terminal Operator Certification (TOC) and AZAFIS Certification within six months of hire, and maintain both certifications throughout the course of this assignment with the Department.
Minimum Qualifications
Requires graduation from an FBI Fingerprint Classification School OR course work in the area of fingerprint identification, criminalistics and evidence technology and two (2) years experience in fingerprint identification work, one (1) year of which must be in automated fingerprint identification system operations. An Associate Degree in criminal justice or Associate of Applied Science Degree in administration of criminal justice/evidence technology or related field may substitute for one (1) year of the required experience.

Progression to the next pay level/step requires an overall performance rating of at least "Standard" in the last 12 months.

Must successfully complete the examination process.

FLSA Status: Non-Exempt
ADMINISTRATIVE SERVICE MANAGER

Class Title
ADMINISTRATIVE SERVICE MANAGER

Class Code
5403

Summary Statement
Manages the operation of a specialized service of the Department performing such functions as supervision of subordinate personnel; administration of daily operations of the work unit; performance of independent research studies, as well as, participation in group research studies; analyzing and recommending changes to the work unit policies, procedures and practices. Performs related duties as assigned.

The Administrative Service Manager differs from the Administrative Supervisor in that the Administrative Supervisor typically has responsibility for a program or unit of the Department, budgetary responsibilities, and supervises clerical and professional/analytical personnel, whereas the Administrative Service Manager has full management responsibilities for a designated service with significant impact on the Department. The Administrative Service Manager differs from the Administrative Manager in that the Administrative Manager has broad managerial responsibilities over a large, usually multi-functional segment of the Department, typically at the Bureau level. This is a competitive classification.

Essential Functions (not intended to be all inclusive)

1. Serves as a liaison between the Department and other agencies/associations to investigate and resolve problems, and facilitate the proper flow of information. Represents the Department and/or State of Arizona in public hearings, meetings, committees or task forces to present evidence or information, to support the Department's interests, provide input and exchange information, and perform the functions of the committee (e.g., policy writing, analysis of recommendations, problem solving, etc.).

2. Manages, through subordinate supervisors, and directs staff activities to provide timely services to other work units throughout the Department and ensure efficient daily operation of the work unit and accountability and adherence to applicable laws, policies and procedures.

3. Conducts briefings to management and/or other executives to report information and answer questions regarding assigned program(s).

4. Interprets and disseminates information (e.g., time and activity, overtime, leave policies, statutes, laws, administrative rules, general policies and procedures, etc.).

5. Supervises the personnel of the work unit, which includes: interviewing prospective employees; providing and/or recommending training; coordinating, scheduling and
assigning work product; establishing performance measures, goals, objectives and priorities; evaluating work performance; providing feedback, direction and guidance; keeping personnel abreast of new or revised information; answering questions; and recommending and/or implementing personnel actions.

6. Performs various budgetary functions of the work unit including: monitoring, and analyzing the operating budget for assigned programs (e.g., state appropriations, federal grants and RICO monies); projecting future billings; monitoring and approving expenditures of funds; directing the payment of invoices; supervising the processing of purchase requisitions and purchase orders; managing open purchase orders; and auditing various accounts to ensure accuracy and compliance in the handling and use of funds.

7. Evaluates internal and external operations to determine efficiency and compliance with policies and procedures.

8. Gathers, summarizes and analyzes a variety of information to provide accurate information for briefs, reports and correspondence; to draw valid conclusions in support of decision-making recommendations and/or program initiation; to effectively integrate applicable information into planning processes; and to make projections and recommendations to assist management in developing planning strategies and efficient use of funds.

9. Supervises the design, direction, coordination and daily operation of services and programs specific to the work unit to ensure timely delivery of services.

10. Coordinates and monitors subordinate programs and projects to attain goals and objectives of the work unit.

11. Develops and updates policies and procedures for assigned program.

12. Recommends changes and improvements to management regarding program policies and issues to improve productivity.

13. Conducts needs assessment of user requirements to determine current and future needs (e.g., for updated equipment, programs, etc.) and develop and/or revise programs specific to assigned work unit.

14. Directs and participates in, research/staff studies to provide information, determine the efficiency of programs and ascertain whether improvements are needed.

15. Designs research projects to define problems. Sets objectives and selects appropriate research methodology.
16. Reviews and recommends approval, modification or rejection of proposals to ensure conformance with federal and state guidelines.

17. Participates in setting long-range plans for the Department.

18. Tracks and reviews work progress and final work product to assure accurate and timely completion of work.

19. Prepares various reports (e.g., monthly activity, budgetary, financial, statistical, etc.) to provide accurate information, to make projections and recommendations, and to identify trends.

20. Prepares, processes and distributes various forms and written material to provide information, initiate a specific action and/or make a request. Reviews and proofreads documents to ensure completeness, accuracy and compliance with Department standards.

21. Remains current on job-specific procedures through training courses, professional organizations, books, magazines, etc. to apply appropriate methodologies. Reviews technical research papers, reports and data trends to develop innovative approaches to problem solving and program countermeasures.

22. Manages contracts to secure services and goods for assigned service. Reviews and Oversees contracts, agreements, and/or leases to ensure compliance of contract and accuracy of figures.

23. Approves purchases and capital improvements to continue operation of assigned service. Manages cost options to purchase necessary supplies and equipment at most cost effective price.

24. Approves reduction of expenditures authorizing transfer of funds from revenue accounts to expenditure accounts.

25. Reviews and analyzes files and documents to ensure completeness and accuracy.

26. Directs the development, design, re-design, implementation and/or enhancement of computerized systems applicable to assigned program to enhance customer service and employee productivity.

Knowledge, Skills, and Abilities Required

Knowledge of:

1. operational analysis and decision-making techniques for resource allocation and
organizational effectiveness.

2. principles and practices of administration with reference to planning, organizing and directing a comprehensive administrative service and associated programs.

3. the theories, principles and practices of planning for program/project development.

4. the principles and practices of policy and procedural development.

5. budget development and administration.

6. fiscal management and budgetary preparation and control required to administer a program budget.

7. primary financial records required to complete entries and financial transactions.

8. the principles and practices of advanced mathematics, accounting and statistics.

9. state and federal statutes, laws and regulations applicable to the area of assignment.

10. federal, state and local programs and resources regarding the work area required to develop polices and procedures for administration of the service.

11. the principles and practices of supervision.

12. training methods and principles.

13. principles and practices of team performance and management.

14. the rules of English grammar and composition to prepare, review and edit complex documents.

15. report writing techniques required to produce analytical and technical reports in appropriate format.

16. publications relevant to the assigned work area for the purpose of obtaining and disseminating information.

17. modern office practices, procedures and equipment required to perform office functions in an efficient manner.

18. records management systems (automated and manual files).

Skill in:
1. composing, editing and proofreading a variety of correspondence, reports and forms.

2. developing, leading and participating in teams and work groups for formulating a team approach to problem solving and plan development.

3. the application of problem-solving techniques.

4. the use of computer software programs.

5. the use of computer keyboard devices.

**Ability to:**

1. exercise sound judgement in safeguarding confidential or sensitive information.

2. independently perform detailed administrative assignments of a difficult nature with a high degree of accuracy.

3. independently make decisions and take appropriate action to administer programs and supervise staff.

4. evaluate programs and services, identify problems and analyze alternatives.

5. organize, prioritize and perform multiple tasks.

6. work within stringent deadlines to complete projects and assignments.

7. direct and manage a multi-disciplined staff.

8. develop feasible short- and long-range plans and goals to project and develop programs and projects.

9. establish and maintain effective working relationships with those contacted in the course of assignments.

10. effectively communicate orally and in writing with all levels.

11. read, comprehend, and interpret complex written materials.

12. make presentations to small and large audiences.

13. accurately interpret policies and procedures to provide and clarify information.
14. research, gather, manipulate, analyze and evaluate information and statistics.

15. develop, manage and monitor a budget.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

Office setting.

ADDITIONAL REQUIREMENTS:

May be required to travel to perform certain work functions.

Minimum Qualifications

Requires four (4) years professional analytical experience, of which at least 3 years must have been in a supervisory or management position.

NOTE: Sixty (60) semester hours (or the equivalent quarter hours) from an accredited college or university may substitute for one year of the supervisory experience.

Must successfully complete the examination process.

FLSA Status: Exempt
**ACJIS COMPLIANCE SPECIALIST/INSTRUCTOR**

**Class Title**  
ACJIS COMPLIANCE SPECIALIST/INSTRUCTOR

**Class Code**  
4136

**Summary Statement**  
Responsible for administrative work of average difficulty in ensuring compliance with federal and state mandates pertaining to the use of the Arizona Criminal Justice Information System (ACJIS).

If assignment is as an ACJIS Compliance Specialist, employee is responsible for performing statewide operations audits, criminal history reporting reviews, security compliance inspections and coordinating user agency network access pertaining to ACJIS. If assignment is as an ACJIS Instructor, employee is responsible for the instruction, coordination, execution and evaluation of statewide training programs. Performs related duties as assigned. This is a competitive classification.

**Essential Functions (not intended to be all inclusive)**  
Common to both assignments:

1. Plans, organizes and instructs criminal justice agency personnel statewide in the transfer of criminal history information within criminal justice agencies.

2. Prepares/presents comprehensive reports to provide information or status of training.

3. Identifies and prioritizes training needs of criminal justice agencies.

4. Develops, maintains and distributes various training-related documents and materials; develops and implements new training programs to comply with new agency requirements set by the Arizona Legislature; develops manuals.

5. Develops and implements revisions to policies and procedures regarding various programs based on federal and state mandates.

6. Establishes, updates and maintains manual and automated filing systems for confidential and administrative files.

7. Serves as liaison between DPS and criminal justice agencies to coordinate services or resolve problems and facilitate the flow of information regarding the ACJIS/NCIC databases and the application of mandated requirements.

8. Analyzes topic papers and proposed network changes and makes recommendations to management regarding changes or enhancements to the computerized network.
9. Reviews external agencies' operational procedures, documentation and case files and provides assistance in the development and documentation of agency training standards, strategies and activities.

10. Remains current on job-specific procedures, laws, rules, regulations and legislation through training courses, meetings, publications or research.

**ACJIS Compliance Specialist:**

1. Conducts on-site operational compliance audits and criminal history reporting reviews of criminal justice agencies statewide to fulfill federal and state mandates.

2. Conducts, documents and interprets off-line log searches to assist in operational audits and administrative review for internal investigations and possible violations of the National Crime Information Center (NCIC)/ACJIS networks.

3. Researches allegations of ACJIS/NCIC network misuse to ensure compliance with established security and dissemination requirements.

4. Coordinates with unit members to schedule meetings, site inspections, audit trips and training; directs the work of program-related personnel.

5. Conducts statewide security compliance inspections to coordinate initial agency access and equipment changes. Reviews and processes requests for ACJIS Line Fund monies; evaluates and submits requests for Originating Agency Identifiers (ORI).

6. Coordinates projects to interface user agency’s computer system programs with the ACJIS network; facilitates installation of computer equipment or circuits to provide timely completion of work.

7. Coordinates and participates in User Advisory and Technical Users Groups seminars to provide notification of ACJIS/NCIC network changes or issues.

8. Researches and initiates data processing requests to modify computer systems, generate special requests or provide specialized data reports; determines feasibility of modifying/enhancing existing programs.

9. Develops various forms, research instruments, reports or other correspondence to meet assignments or provide or gather data.

10. Serves on Department task forces to provide input and exchange information regarding assigned work unit issues.
11. Briefs criminal justice management on audit/review findings and recommends training programs to ensure compliance with federal and state mandates.

12. Coordinates communications of criminal justice agencies affected by an ACJIS network outage.

13. Gathers, summarizes and analyzes statistical information and data in order to evaluate trends and sources of problems.

14. Establishes data quality statistics and degree of accuracy and reliability.

**ACJIS Instructor:**

1. Plans, organizes and coordinates classes of Arizona law enforcement and criminal justice agency sworn and civilian personnel statewide in the access and use of automated criminal justice information systems.

2. Instructs and evaluates classes and instructors to ensure training is provided in accordance with federal and state laws, rules and regulations.

3. Evaluates course materials, delivery and content to determine if course performance objectives are met and content and applicability of training program is current and in compliance with state and federal guidelines.

4. Develops, implements and modifies program curriculum, content and/or materials for existing and new training programs.

5. Provides quality control of various reports or actions by law enforcement and criminal justice agencies to ensure compliance with state and federal laws, rules and regulations.

6. Analyzes, distributes and compiles technical and operational updates from NCIC to ensure that the control terminal agency is in compliance; determines what changes are necessary to ensure continued compliance.

7. Assists in research, analysis or implementation of new and revised criminal justice information systems.

8. Presents details of the unit training programs to NCIC auditors.

9. Gathers information from user agencies regarding the use of the ACJIS network; researches user problems; recommends changes or improvements in the ACJIS system or procedures.

10. Consults with training facilitators statewide to monitor training activities, regional
issues, needs and requests.

11. Tests programming documents problems and conveys necessary changes of computerized databases in order to ensure information is accurate and accessible to authorized users.


Knowledge, Skills, and Abilities Required

KNOWLEDGE OF:
1. business English, spelling, grammar and punctuation required to produce and proofread written complex documents.

2. records management systems (both automated and paper files) to ensure accurate maintenance of files and ease of retrieval.

3. report writing in order to produce statistical or technical reports in an appropriate format.

4. modern office practices, procedures and equipment to perform office functions in an efficient manner.

SKILL IN:
1. in the use of computer keyboard devices.

2. computer software programs.

ABILITY TO:
1. effectively communicate both orally and in writing at all levels.

2. identify problems, analyze alternatives and develop feasible recommendations.

3. interpret and apply moderately difficult to complex written information.

4. proofread, edit, reconcile inaccuracies or verify documents or statistical material in order to make appropriate corrections or determine compliance with policies and procedures.

5. conduct research, gather information and analyze a wide variety of data and statistics to complete reports and assignments.

6. set short and long range plans or goals for programs and projects.
7. compose written material for different levels of readership.

8. use discretion in the dissemination of oral and written communication in order to safeguard confidential or sensitive information.

9. work under minimal supervision and make independent decisions.

10. perform detailed work with a high degree of accuracy.

11. organize, prioritize and perform multiple tasks to complete job functions in an orderly, efficient manner.

12. complete assignments within a designated deadline.

13. develop, lead or participate in teams or workgroups.

14. adapt to changing priorities.

15. establish and maintain effective working relationships with those contacted in the course of assignment.

16. make oral presentations to individuals or groups.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:
Office setting.

Minimum Qualifications
Requires four (4) years of administrative support, research or analytical experience, one (1) of which must be in computer-based confidential databases or training, OR any combination of education and administrative support, research or analytical experience including one (1) year in computer-based confidential databases or training to total four (4) years. Must possess and maintain a valid Arizona driver license. Statewide travel is required to perform certain work functions.

Progression to the next pay level/step requires an overall performance rating of at least "Standard" in the last 12 months.

NOTE: One year of work experience is equivalent to thirty (30) semester hours of coursework from an accredited college or university.

Must successfully complete the examination process.

FLSA Status: Non-Exempt
Technical Records Specialist 1

Class Title: Technical Records Specialist 1
Class Code: 01104

Description
Provides a variety of records support functions; reviews and processes documents; determines and explains compliance with laws, rules, regulations and policies and takes appropriate action; maintains a manual or computerized records system; performs related work.

Minimum Qualifications
Experience: monitoring a records system to identify and correct errors; researching a variety of sources to resolve problems; interpreting, explaining and applying regulations, laws, or complex policies to carry out assignments; entering and retrieving data using a computerized records system.

MQ Specialties
Some positions may require:

Some knowledge of: medical terminology and the general benefits of Medicaid, Medicare and major insurance companies; financial record keeping; bookkeeping practices; payroll methods.

Experience: using spreadsheet software; storing, retrieving, and compiling information in a report format using data base software; typing 40 words per minute; reviewing Phytosanitary Certificate applications for compliance with state laws and rules; reviewing high school or college transcripts; using word processing software to create and modify documents; transcribing tapes into written format, OR, willing to learn this skill; working with sensitive or restricted data; using MS Excel and MS Access software; monitoring or tracking grants or contracts; (6030) Specialty Area: experience working in a law enforcement agency entering Uniform Crime Reporting (UCR) and National Incident Based Reporting Systems (NIBRS) data into computer based systems.

Willingness to: work in a correctional facility; work in an adult female corrections facility; lift/move materials up to 50 pounds; lift/move materials up to 70 pounds.

Meet the entrance requirements for the Peace Officer Standards and Training (POST) Academy. ISP Drug Policy.

Fluency in one or more of the following: speaking, writing, and reading both Spanish and English.

Distinguishing Characteristics
This is the first of three levels in the Technical Records Series. This classification is distinguished from the Office Specialist 2 by the requirements for research, analysis, problem solving, and greater use of judgment in determining an appropriate course of action. Incumbents are given
latitude in interpreting and applying laws and regulations and determining if programmatic requirements have been met. The incumbents generally have expertise in a single program area. These positions typically perform minimal secretarial support, the focus of the positions is on record keeping.

**Nature and Scope**
Incumbents gather information, make decisions, resolve problems, and respond to inquiries. They utilize independent judgment and discretion as to the methods, policies, and procedures used to complete assignments. Incumbents conduct involved searches which may require accessing and selecting multiple information sources or contact with clients, vendors, or outside sources to obtain information. Incumbents perform specialized support work that involves an in-depth knowledge of the program. Incumbents generally review, evaluate, approve, and process records and/or documents; determine acceptability or conformance to eligibility requirements according to rules, regulations, statutes, and program policies and procedures; explain requirements, processes, and procedures to customers; manipulate and update manual and/or computerized records systems; and develop reports.
Technical Records Specialist 2

Class Title  Technical Records Specialist 2
Class Code  01103

Description
Provides technical support for programs and organizational activities to convey information, determine compliance, and resolve difficult situations; uses expertise in the implementation and maintenance of technical program guidelines; perform related work.

Minimum Qualifications
Experience:

- monitoring record systems to identify and correct errors
- interpreting, explaining, and applying laws, regulations, and complex policies for multiple or highly specialized programs
- analyzing information and researching a variety of sources to identify and resolve problems or issues
- dealing with individuals from varying cultural and socio-economic backgrounds in stressful situations
- entering and retrieving data using a computerized record system
- composing and proofreading business correspondence

MQ Specialties
Some positions may require:

Experience: conducting sensitive fact finding interviews; storing, retrieving and compiling information in a report format using database software; using spreadsheet software; reviewing/assessing health care claims; reviewing/assessing dental claims; working with sensitive or restricted data; operating word processing equipment and software at the rate of 40 wpm; creating mass mailings using mail merge functions; using presentation software such as Microsoft Publisher and Power Point; using knowledge of HIV medication on the job on a frequent or re-occurring bases; working in a call center environment.

Some knowledge of: supervisory practices; data management; managed health care systems and principles; a correctional health care environment and associated principles and practices; medical terminology; mental health and substance use disorders programs and terminology; medical coding; financial record keeping.

Good knowledge of: university academic and/or vocational program requirements and experience applying university policies and procedures to determine graduation requirements; the operations of a Motor Pool program; medical terminology/documents; sales & use tax and employer income tax withholding; controlled substance schedules, brand drug names; generic drug names, and other drugs with abuse potential.
Idaho Position Descriptions

Fluency in one or more of the following: speaking, writing, reading both Spanish and English.

Department of Agriculture may require background in or understanding of livestock production and health issues.

Distinguishing Characteristics
This is the second of three levels in the Technical Records Series. This class is distinguished from the Technical Records Specialist 1 by the requirement for the use of judgment, discretion, and interpretation of a variety of complex guideline policies and procedures for different programs within a related field. The incumbent is responsible for the final work and any consequence of error. The work requires extensive knowledge of department programs and objectives. The program knowledge is of such a complex nature that it typically takes new incumbents a substantial amount of time to learn. Incumbents function with considerable independence and exercise discretion in applying policies and procedures.

Nature and Scope
Incumbents perform complex and difficult program support functions for multiple or highly specialized programs. Incumbents have the authority, knowledge, and judgment to devise solutions that fall outside existing policies and procedures. The work requires problem solving and negotiation skills with authority to act on decisions made. Incumbents serve as a program expert; and provide guidance and assistance regarding complex program rules and regulations to office staff and external customers. Due to the nature of the work, incumbents have frequent contact with internal and external customers, which requires good public relation skills. Incumbents function with considerable independence and exercise discretion in applying policies and procedures. The work requires extensive knowledge of department programs and objectives. Incumbents may supervise support staff or perform lead work duties.
Fingerprint Technician

Class Title: Fingerprint Technician
Class Code: 08025

Description
To provide file search and technical fingerprint analysis, classification, identification, and processing for state and local criminal justice agencies; perform related work.

Examples of Duties

1. Fingerprint analysis, identification, and processing.
   Typical duties: receives fingerprint cards from criminal justice agencies and classifies prints according to detailed and precise systematic analysis using the Henry and NCIC classification systems; searches and compares prints on file for matching purposes with unidentified prints; notifies requesting agencies of results of analysis and identification; employs established methods and procedures during analysis and identification of prints to ensure precision and accuracy are maintained and evidence is preserved; annotates and returns prints or impressions that are incomplete or unreadable; refers difficult problems regarding analysis and identification to supervisor; takes rolled and plain fingerprint impressions; answers questions regarding fingerprint files and procedures involved; operates a photo camera; may receive latent print impressions that require chemical processing prior to analysis; may testify in court regarding fingerprint matches.

2. Miscellaneous.
   Typical duties: assigns SID numbers; types cards, forms, and form letters; files fingerprints by Henry System of classification; maintains files; adds court disposition information to fingerprint cards; may use computer data terminal for searches.

Minimum Qualifications
Good knowledge of: modern methods, rules, and procedures used in classification and identification of fingerprints in the Henry and NCIC systems; filing systems and records used in criminal identification.

Experience: classifying and identifying fingerprints using current scientific methods and equipment; gathering, compiling, and analyzing information from fingerprint file searches; maintaining fingerprint files and related systems; typing forms and form letters.

Special requirements: incumbent must have visual acuity sufficient to perceive minute differences in fingerprint impressions and the stamina to work with detail for up to seven hours at a time.

The successful candidate is required to obtain International Association for Identification (IAI) Tenprint Fingerprint Certification within three (3) years of being selected/promoted for the position of Fingerprint Technician (if not currently certified).
Fingerprint Technician, Senior

**Class Title** Fingerprint Technician, Senior  
**Class Code** 08024

**Description**  
To perform quality control and audit review, and provide technical direction; provide file search and technical fingerprint analysis and identification; perform related work.

**Examples of Duties**

1. **Technical assistance.**  
   Typical duties: performs quality control procedures and safeguards against missing identifications; checks fingerprint interpretations and classification formulas and verifies positive identifications; maintains file integrity by monitoring file growth and advises management when problems arise; helps train law enforcement personnel and other users to use bureau services and the Western Identification Network's Automated Fingerprint Identification System (AFIS).

2. **Analysis and identification.**  
   Typical duties: classifies, searches, compares, and identifies difficult fingerprints utilizing complex fingerprint classification formulas; notifies requesting agencies of results of analysis and identification; annotates or returns prints or impressions that are incomplete or unreadable; operates fingerprint equipment to classify fingerprints using the AFIS; utilizes AFIS to digitize, store, and retrieve fingerprint minutiae; determines storage and release of confidential information; operates AFIS scanner; testifies in court.

3. **Miscellaneous.**  
   Typical duties: works with criminal justice community, private sector, and government officials in communicating fingerprint information; instructs user agencies in various aspects of manual and automated records management; types cards, forms, and form letters; uses computer terminal for data searches.

**Minimum Qualifications**

- Good knowledge of: criminal justice processes involving the legal rights of citizens concerning arrest and disposition of records.

- Experience: three years’ experience classifying and identifying fingerprints at a level equivalent to a fingerprint technician; operating various fingerprint equipment; interpreting and applying federal and state laws and regulations, court decisions, and statutory proposals as they apply to fingerprint identification and the storage and release of confidential criminal history information.

- Special requirements: visual acuity sufficient to perceive minute differences in fingerprint impressions; stamina to work with minute visual detail for an extended period of time; International Association for Identification (IAI) Tenprint Fingerprint Certification.
ISP BCI Auditing and Training Specialist

Class Title: ISP BCI Auditing and Training Specialist  
Class Code: 08467

Description
To develop, implement, and coordinate law enforcement training programs for city, county, and state law enforcement, criminal, and non-criminal justice personnel; develop criteria and perform audit compliance reviews; perform related work.

Minimum Qualifications
Experience:

- Presenting training to adult groups in structured learning situations including public safety and/or law enforcement personnel
- Researching and analyzing training material for applicability in training programs
- Performing needs assessments
- Developing training objectives
- Designing and developing coursework to address needs and objectives
- Evaluating training
- Utilizing and troubleshooting ILETS

Supplemental Information
BCI (Bureau of Criminal Identification) Audit and Training Specialists are required to:

- May travel up to two weeks a month to conduct audits and/or training
- Become POST Certified Instructors within one year of hire

Nature and Scope
Planning and coordination: Assess and coordinate training needs for participants in a variety of law enforcement programs to include the Idaho Public Safety and Security Information System (commonly known as ILETS), Criminal History Record Information (CHRI) acquisition and quality control, Missing Persons and AMBER Alerts; develop objectives and design courses to meet state and federal compliance standards; establish training priorities; research and analyze statistics to determine methods of improving training; schedule classes and facilities; coordinate training programs with criminal and non-criminal justice agencies. Instruction and evaluation: Perform needs assessments, develop training objectives and design and develop coursework to address identified needs; instruct classes in areas of expertise; insure training standards and effectiveness are maintained; prepare and administer written and proficiency tests; evaluate course effectiveness; create, publish, and disseminate training material used by sworn and non-sworn personnel at all levels of criminal justice; create, update, and administer proficiency tests as mandated by state and federal regulations. Program administration: Act as liaison during software installations and upgrades; provide training and support of live scan (fingerprint) equipment; provide technical assistance and troubleshooting; compile statistical reports on system usage; create and maintain training records and resource library; create and
Idaho Position Descriptions

maintain records of agencies with computer-to-computer interfaces with ILETS; perform searches on ILETS to assist criminal investigators; serve as technical program experts for law enforcement systems related programs. Audit: Develop audit criteria, formats, and guidelines; perform operational and technical compliance audits and record reviews as mandated by state and federal regulations for programs such as NCIC/ILETS, Non-Criminal access to Criminal History, Criminal History, Missing Person Clearinghouse, and/or Missing Persons and AMBER Alert; perform compliance audits of non-criminal justice agencies receiving Criminal History Record Information (CHRI), as mandated by state and federal regulations.
OFFICE SERVICES CLERK (#001376)

NATURE OF WORK

An Office Services Clerk is the full performance level of work performing diverse clerical duties which support agency operations and require the review, verification and interpretation of information in order to make determinations and resolve problems in accordance with policies, regulations and laws applicable to agency programs. Employees in this classification do not supervise.

Employees in this classification receive general supervision from an Office Supervisor or other clerical or administrative supervisor.

Positions in this classification are evaluated using the Classification Job Evaluation Methodology. The use of this method involves comparing the assigned duties and responsibilities of a position to the job criteria found in the Nature of Work and Examples of Work sections of a class specification.

The Office Services Clerk is differentiated from the Office Clerk II in that the Office Services Clerk performs the full range of duties and responsibilities under general supervision while the Office Clerk II performs clear-cut clerical duties which adhere to standard office procedures typically found in office settings. The Office Services Clerk is differentiated from the Office Services Clerk, Lead in that the Office Services Clerk, Lead assigns, reviews, approves the work of and trains lower-level Office Services Clerks.

EXAMPLES OF WORK

Reviews, verifies and interprets information in records, applications and other documents by using knowledge of agency policies and procedures to determine if appropriate procedures have been followed and to resolve problems;

Processes and issues permits, licenses, vouchers, exemptions, invoices or other documents pertinent to agency programs and based on application of regulations and procedures to factual information;

Responds to inquiries, makes determinations and resolves problems relative to inaccurate or incomplete information and discrepancies in various records and documents being processed;

Explains basis of determinations to workers in other offices and agencies, clients or their representatives and the general public;

Collects fees, makes corrections to payments owed or due, posts fees and payments to accounts and keeps financial records not requiring knowledge of bookkeeping or accounting;

Assembles and verifies data and compiles information in order to prepare routine statistical and status reports;

Updates and maintains files, logs, schedules, rosters and records;
Maryland Position Descriptions

Composes routine correspondence to provide or request essential information, explain the status of requests and the procedures to be followed;

Recommends changes in office procedures as necessary to improve office efficiency;

Uses computer software applications to enter, edit, validate, search, retrieve and update information and may design, edit or format reports, graphs and charts;

May type correspondence, reports, schedules and other material using a keyboard of a personal computer;

Performs other related duties

**KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of English, spelling, punctuation, grammar and arithmetic;

Knowledge of office equipment and office procedures;

Skill in maintaining files, logs and other records;

Ability to understand, interpret and apply laws, regulations, policies and procedures in order to respond to inquiries, make determinations and resolve problems in performance of assigned clerical duties;

Ability to type correspondence, reports, and forms using a keyboard of a personal computer;

Ability to use computer software applications, such as word processing, database and spreadsheets;

Ability to perform arithmetic calculations;

Ability to compose routine correspondence;

Ability to communicate effectively with the general public, co-workers and supervisors.

**MINIMUM QUALIFICATIONS**

Education: Graduation from an accredited high school or possession of a high school equivalency certificate.

Experience: Two years of experience performing clerical duties.

Notes:

1. Additional experience performing clerical duties may be substituted on a year-for-year basis for the required education.

2. Applicants may substitute education from an accredited college or university at the rate of thirty semester credit hours for one year of experience on a year-for-year basis for the required experience.

3. Six months clerical training with three courses in subjects such as keyboarding, clerical math, word processing, spreadsheets, database, graphics presentation, proofreading, or office etiquette may be substituted for six months of the requires experience.
4. Candidates may substitute U.S. Armed Forces military service experience as a non-commissioned officer in Administrative classifications or in Administrative, Clerical, or Office Services specialty codes in the Clerical Support field of work on a year-for-year basis for the required experience.

LICENSES, REGISTRATIONS AND CERTIFICATIONS

NOT APPLICABLE.
An Office Services Clerk Lead is the lead level of work performing diverse clerical duties which support agency operations and require the review, verification and interpretation of information in order to make determinations and resolve problems in accordance with policies, regulations and laws applicable to agency programs. Employees in this classification assigns, reviews, approves the work of and trains lower-level Office Services Clerks.

Employees in this classification receive general supervision from an Office Supervisor or other clerical or administrative supervisor.

Positions in this classification are evaluated using the Classification Job Evaluation Methodology. The use of this method involves comparing the assigned duties and responsibilities of a position to the job criteria found in the Nature of Work and Examples of Work sections of a class specification.

The Office Services Clerk, Lead is differentiated from the Office Services Clerk in that the Office Services Clerk, Lead assigns, reviews and approves the work of and trains lower-level Office Services Clerk positions, while the Office Services Clerk performs the full range of duties and responsibilities under general supervision and has no lead level responsibility. The Office Services Clerk, Lead is differentiated from the Office Supervisor in that the Office Supervisor has full supervisory responsibility for lower-level clerks.

Assigns, reviews and approves the work of lower-level Office Services Clerks;
Trains lower-level clerks in clerical procedures and equipment usage;
Reviews, verifies and interprets information in records, applications and other documents by using knowledge of agency policies and procedures to determine if appropriate procedures have been followed and to resolve problems;
Processes and issues permits, licenses, vouchers, exemptions, invoices or other documents pertinent to agency programs and based on application of regulations and procedures to factual information;
Responds to inquiries, makes determinations and resolves problems relative to inaccurate and incomplete information and discrepancies in various records and documents being processed;
Explains basis of determinations to workers in other offices and agencies, clients or their representatives and the general public;
Collects fees, makes corrections to payments owed or due, posts fees and payments to accounts and keeps financial records not requiring knowledge of bookkeeping or accounting;
Assembles and verifies data and compiles information in order to prepare routine statistical and status reports;
Maryland Position Descriptions

Updates and maintains files, logs, schedules, rosters and records;
Composes routine correspondence to provide or request essential information, explain the status of requests and the procedures to be followed;
Recommends changes in office procedures as necessary to improve office efficiency;
May use computer software applications to enter, edit, validate, search, retrieve and update information and may design, edit or format reports, graphs and charts;
May type correspondence, reports, schedules and other material using a keyboard of a personal computer;
Performs other related duties.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of English, spelling, punctuation, grammar and arithmetic;
Knowledge of office equipment and office procedures;
Skill in maintaining files, logs and other records;
Skill in screening and responding to visitors and telephone inquiries;
Ability to understand, interpret and apply laws, regulations, policies and procedures in order to respond to inquiries, make determinations and resolve problems in performance of assigned clerical duties;
Ability to type correspondence, reports, and forms using a keyboard of a personal computer;
Ability to use computer software applications, such as word processing, database and spreadsheets;
Ability to compose routine correspondence;
Ability to make arithmetic calculations;
Ability to assign, review, approve the work of and train lower-level clerks;
Ability to communicate effectively with the general public, co-workers and supervisors.

MINIMUM QUALIFICATIONS

Education: Graduation from an accredited high school or possession of a high school equivalency certificate.
Experience: Three years of experience performing clerical duties.
Notes:
1. Additional experience performing clerical duties may be substituted on a year-for-year basis for the required education.
2. Applicants may substitute education from an accredited college or university at the rate of thirty semester credit hours for one year of experience on a year-for-year basis for the required experience.

3. Six months clerical training with three courses in subjects such as keyboarding, clerical math, word processing, spreadsheets, data base, graphics presentation, proofreading, or office etiquette may be substituted for six months of the required experience.

4. Candidates may substitute U.S. Armed Forces military service experience as a non-commissioned officer in Administrative classifications or in Administrative, Clerical, or Office Services specialty codes in the Clerical Support field of work on a year-for-year basis for the required experience.

**LICENSES, REGISTRATIONS AND CERTIFICATIONS**

**NOT APPLICABLE.**

Employees in this classification are eligible to receive overtime compensation. An employee who works more than the normal workweek is entitled to be compensated for that overtime as provided by the State Personnel and Pensions Article, Section 8-305, Annotated Code of Maryland.
State of Maryland

OFFICE PROCESSING CLERK SUPERVISOR (#001372)

NATURE OF WORK

An Office Processing Clerk Supervisor is the supervisory level of work typing information using a typewriter, keyboard of a personal computer, computer terminal or word processor and performing other clerical duties. Employees in this classification supervise lower-level Office Processing Clerks.

Employees in this classification receive general supervision from an Office Manager or other administrative supervisor.

Positions in this classification are evaluated using the classification job evaluation methodology. The use of this method involves comparing the assigned duties and responsibilities of a position to the job criteria found in the Nature of Work and Examples of Work sections of a class specification.

The Office Processing Supervisor is differentiated from the Office Processing Clerk Lead in that the Office Processing Clerk Supervisor has full supervisory responsibility for lower-level Office Processing Clerks while the Office Processing Clerk Lead assigns, reviews and approves the work of and trains lower-level Office Processing Clerks.

EXAMPLES OF WORK

Plans, coordinates and supervises the work of lower-level Office Processing Clerks;

Trains lower-level Office Processing Clerks;

Instructs lower-level Office Processing Clerks in office procedures, typing and clerical procedures, equipment usage and other policies of the unit;

Reviews, prioritizes and schedules work assignments and monitors work flow to meet work priorities and needs of the unit;

Designs and develops new procedures to maximize work production of the unit;

Types, formats and edits correspondence, reports, charts, forms, graphs, schedules and other documents using the keyboard of a personal computer, computer terminal or word processor;

Proofreads, reviews and examines typed documents for accuracy, completeness, format and conformity to procedures;

Drafts, types and edits routine non-technical correspondence;

Makes copies of correspondence and other material using a copying machine;

Files correspondence and other records;

May create and merge documents, mailing lists and labels using special features or software applications of word processing and computer equipment;
Maryland Position Descriptions

May enter, update, verify and retrieve data using computer data bases or spreadsheet software applications;
May scan documents, email documents and retrieve material from websites;
May answer telephone calls to provide information, take messages or transfer calls;
May open, stamp, sort and distribute incoming mail and prepare material for outgoing mail;
May create, update and maintain logs, lists, schedules and rosters for staff;
May order, receive and store office supplies, forms and other printed material;
May extract and assemble material from files and other sources for the supervisor's review;
May maintain routine statistical and numerical records;
Performs other related duties.

**KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of office practices, procedures and equipment;
Knowledge of business English, spelling, punctuation, grammar and basics arithmetic;
Skill in typing on a keyboard of a personal computer, computer terminal or word processor at a minimum speed of 40 words per minute;
Skill in typing and editing reports, charts, forms, graphs, schedules and documents using the keyboard of a personal computer, computer terminal or word processor and using software applications;
Skill in proofreading, reviewing and examining typed documents for accuracy completeness, format and conformity to procedures;
Ability to perform basic arithmetic computations;
Ability to format, merge documents and other techniques using a personal computer, computer terminal or word processor;
Ability to maintain files, logs and other records;
Ability to draft routine correspondence;
Ability to screen and respond to visitors and telephone inquiries;
Ability to assign, review and approve the work of lower-level Office Processing Clerks;
Ability to train lower-level Office Processing Clerks;
Ability to communicate effectively with the general public, co-workers and others.

**MINIMUM QUALIFICATIONS**

Education: Completion of the eighth grade.
Experience: Three years of experience typing correspondence reports, charts or other documents from rough draft, corrected copy or oral instruction on a typewriter or on a keyboard of personal computer, computer terminal or word processor.

Notes:

1. Candidates may substitute additional experience typing or performing other clerical duties on a year-for-year basis for the required education.

2. Candidates may substitute graduation from an accredited high school or possession of a high school equivalency certificate for six months of the required experience.

3. Candidates may substitute five courses or six months of clerical training in subjects such as keyboarding, clerical math, word processing, spreadsheets, data base, graphics presentation, proofreading, or office etiquette for six months of the required experience.

4. Candidates may substitute U.S. Armed Forces military service experience as a non-commissioned officer in Administration classifications or Administrative, Clerical or Office Services specialty codes in the Administrative Support field of work on a year-for year basis for the required experience.

LICENSES, REGISTRATIONS AND CERTIFICATIONS

NOT APPLICABLE.

SPECIAL REQUIREMENTS

Demonstrated ability to accurately type on a keyboard of a personal computer, computer terminal or word processor at a minimum of forty words per minute may be required, depending on the specific requirements of the position.
OFFICE PROCESSING CLERK II (#001370)

NATURE OF WORK

An Office Processing Clerk II is the full performance level of work typing information using a keyboard of a personal computer, computer terminal or word processor and performing other clerical duties. Employees in this classification do not supervise other Office Processing Clerks. Employees in this classification receive general supervision from an Office Processing Clerk Supervisor or other clerical supervisor.

Positions in this classification are evaluated using the classification job evaluation methodology. The use of this method involves comparing the assigned duties and responsibilities of a position to the job criteria found in the Nature of Work and Examples of Work sections of a class specification.

The Office Processing Assistant, Office Processing Clerk I and Office Processing Clerk II are differentiated on the basis of the degree of supervisory control exercised by the supervisor over these employees. The Office Processing Assistant learns to perform duties under close supervision. The Office Processing Clerk I performs duties under close supervision at times and under general supervision at other times depending on the complexity of the specific duty being performed. The Office Processing Clerk II performs the full range of duties and responsibilities under general supervision. The Office Processing Clerk II is differentiated from the Office Processing Clerk Lead in that the Office Processing Clerk Lead assigns, reviews and approves the work of and trains lower-level Office Processing Clerks.

EXAMPLES OF WORK

Types, formats and edits correspondence, reports, charts, forms, graphs, schedules and other documents from rough draft, corrected copy, oral instruction or transcribing equipment using a keyboard of a personal computer, computer terminal or word processor;

Proofreads, reviews and examines typed documents for accuracy, completeness, format and conformity to procedures; Drafts routine non-technical correspondence;

Makes copies of correspondence and other material using a copying machine;

Files correspondence and other records;

May create and merge documents, mailing lists and labels using word processing software applications and computer equipment;

May enter, update, verify and retrieve data using computer data base or spreadsheet software applications;

May scan documents, email documents and retrieve material from websites;

May answer telephone calls to provide information, take messages or transfer calls;

May greet and direct visitors to the appropriate individuals;
Maryland Position Descriptions

May open, stamp, sort and distribute incoming mail and prepare material for outgoing mail;
May create, update and maintain logs, lists, schedules and rosters for staff;
May order, receive and store office supplies, forms and other printed material;
May extract and assemble material from files and other sources for review;
May maintain routine statistical and numerical records;
Performs other related duties.

**KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of office practices, procedures and equipment;
Knowledge of business English, spelling, punctuation, grammar and basic arithmetic;
Skill in typing on a keyboard of a personal computer, computer terminal or word processor at a minimum speed of 40 words per minute;
Skill in typing and editing reports, charts, forms, graphs, schedules and documents using the keyboard of a personal computer, computer terminal or word processor and using word processing software applications;
Skill in proofreading, reviewing and examining typed documents for accuracy, completeness, format and conformity to procedures;
Ability to perform basic arithmetic computations;
Ability to format, merge documents and other techniques using a personal computer, computer terminal or word processor;
Ability to maintain files, logs and other records;
Ability to draft routine correspondence;
Ability to follow instructions;
Ability to screen and respond to visitors and telephone inquiries;
Ability to communicate effectively with the general public, co-workers and others.

**MINIMUM QUALIFICATIONS**

Education:  Completion of the eighth grade.

Experience:  One year of experience typing correspondence, reports, charts or other documents from rough draft, corrected copy or oral instruction on a keyboard of a personal computer, computer terminal or word processor.

Notes:
1. Candidates may substitute additional experience typing or performing other clerical duties on a year-for-year basis for the required education.
2. Candidates may substitute graduation from an accredited high school or possession of a high school equivalency certificate for six months of the required experience.

3. Candidates may substitute five courses or six months of clerical training in subjects such as keyboarding, clerical math, word processing, spreadsheets, data base, graphics presentation, proofreading, or office etiquette for six months of the required experience.

4. Candidates may substitute U.S. Armed Forces military service experience as a non-commissioned officer in Administration classifications or Administrative, Clerical or Office Services specialty codes in the Administrative Support field of work on a year-for-year basis for the required experience.

**LICENSES, REGISTRATIONS AND CERTIFICATIONS**

NOT APPLICABLE.

**SPECIAL REQUIREMENTS**

Demonstrated ability to accurately type on a keyboard of a personal computer, computer terminal or word processor at a minimum of forty words per minute may be required, depending on the specific requirements of the position.
A Research Analyst is the full performance level of research work involving the collection and analysis of data requiring the application of advanced statistical techniques, and the independent interpretation of collected data. Employees in this class may have full responsibility for projects or reports of limited scope or may have partial responsibility for the completion of larger projects or reports. When performing independently, the employee is expected to determine, develop and evaluate the method and sources of collection and to organize, prepare and submit the report, conclusions and recommendations. When participating in larger projects or reports, the employee is expected to suggest and recommend methods, techniques, sources and procedures and will assist in the formulation of conclusions and recommendations. Public contact is at a minimum. The work requires the giving of advice and guidance to subordinate Research Analysts and may require their supervision.

Employees in this class receive general supervision and assignments from higher level research or statistical personnel or from a program chief who will review the work in progress and upon completion.

The Research Analyst Trainee and Research Analyst are differentiated on the basis of degree of supervisory control exercised by the supervisor over these employees. The Research Analyst Trainee learns to perform duties under close supervision, and the Research Analyst performs the full range of duties under general supervision.

Assembles, collects and compiles basic statistical data from regularly scheduled reports, field visits, existing records or completed questionnaires;

Prepares questionnaires, worksheets, sampling methods, and reporting procedures;

Determines sources of information, and their reliability, and the method of study;

Codes and tabulates statistical data on various aspects of employment, training and manpower needs, labor market trends, unemployment claims and benefits, and general economic conditions;

May assign and coordinate the work of subordinate research and clerical personnel;

Reviews and edits completed questionnaires for completeness and accuracy;

Interprets and analyzes collected data and determines percentages, medians, means, and frequency distributions;

Prepares both narrative and statistical reports of a complicated nature and supporting or illustrative material such as charts, tables and graphs;

May assist in the preparation of estimates, projections, conclusions and findings;
Maryland Position Descriptions

May assist in the preparation of suggestions and recommendations for future action based on the completed research project;
Performs other necessary duties as required.

**KNOWLEDGE, SKILLS AND ABILITIES**

Working knowledge of elementary research and statistical methods, techniques and procedures, including graphical methods, measures of central tendency, dispersion correlation, elements of small sample theory, confidence intervals, and construction and analysis of frequency distributions;

Elementary knowledge of advanced research and statistical methods, techniques and procedures, including probability, sampling and distribution theory, point and interval estimation, tests of hypothesis, analysis of variances and regression, correlation analysis, non-parametric methods, index numbers, measurement of long-term trends, cyclic and seasonal fluctuations;

Knowledge of current sources of statistical information and their reliability;

Ability to prepare clear and accurate narrative reports of findings; to prepare and present statistical data in tabular, chart and graphic form;

Ability to formulate and present sound conclusions and recommendations;

Ability to independently apply elementary and advanced statistical techniques and procedures;

Ability to give advice, guidance and supervision to subordinate professional personnel;

Ability to direct and conduct the compilation, analysis and presentation of statistical data;

Ability to establish and maintain effective working relationships with other staff members, departmental officials and the general public;

Ability to operate a calculator and/or adding machine.

**MINIMUM QUALIFICATIONS**

Education: Possession of a bachelor’s degree from an accredited four-year college or university including or supplemented by three or more semester hours in statistics beyond the elementary course.

Experience: One year of experience in statistical or research work which must have included the application of statistical techniques.

Note:

1. One year’s experience in statistical research work, including the application of elementary statistical techniques, may be substituted for the required course in advanced statistics.

2. Candidates may substitute U.S. Armed Forces military service experience as a commissioned officer in Statistician classifications or Statistician and Intelligence Officer specialty codes in the Statistics field of work on a year-for-year basis for the required experience and education.
LICENSES, REGISTRATIONS AND CERTIFICATIONS

NOT APPLICABLE.
State of Maryland
ADMINISTRATIVE SPECIALIST III (#002043)

NATURE OF WORK

Administrative Specialist III is the advanced level of administrative work requiring regular use of independent judgment and analysis in applying and interpreting rules and regulations in accordance with agency laws and policies. Employees are assigned administrative responsibilities involving the development of solutions and alternatives to administrative problems and the resolution of administrative issues. Employees in this class may supervise assigned technical and clerical personnel to include lower-level Administrative Specialists.

Employees in this classification receive general supervision from a higher-level administrator. Administrative Specialist III is differentiated from the lower levels in the Administrative Specialist series in terms of the amount of responsibility given to workers, the technical complexity of the work, and the degree of independence allowed by the supervisor.

Position allocation in the Administrative Specialist III classification is determined on the basis of relative job evaluations among similarly functioning positions. The job evaluation factors include: qualifications; nature and purpose of personal contacts; nature of recommendations, commitments, decisions, and conclusions; creative thought; responsibility for planning; responsibility for administration; and nature of supervision received.

EXAMPLES OF WORK

Analyzes and interprets data, information and situations, and makes recommendations when data does not conform to established standards, policies or laws;

Assists in the administration of an assigned program, the supervision of an operational unit within an agency and in the preparation of final reports and suggested recommendations for the improvement of the agency or its programs;

Consults with program heads and administrative officials regarding policies, trends, and interpretation of data and program needs;

Researches and compiles data, as directed;

Prepares statistical tables, charts and reports, work-flow charts, staffing patterns, and organizational charts;

Assists in the planning and implementation of new or revised programs, procedures, practices, and organizations;

May provide assistance to a higher-level administrator in the formulation and preparation of an agency’s budget, or portions of the budget;

May be responsible for a program;

May supervise assigned technical and clerical personnel to include lower-level Administrative Specialists;
Performs other related duties.

**KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of English usage;
Knowledge of reference and research methods, and techniques used in collecting, compiling, and organizing data and information;
Knowledge of the nature and function of organizations, organization charts, staffing patterns and work-flow diagrams;
Knowledge of basic statistical procedures and techniques;
Ability to conduct studies and analyses of agency programs, procedures, and organizations;
Ability to prepare and present reports and sound recommendations for improvements;
Ability to establish and maintain effective working relationships with co-workers and the general public;
Ability to collect, compile, code, edit, classify and tabulate statistical and qualitative data;
Ability to apply elementary statistical techniques such as frequency distribution and calculation of medians and means;
Ability to ascertain information by personal contact;
Ability to prepare and present ideas and information clearly and concisely;
Ability to prepare organizational charts, staffing patterns, and work-flow charts.

**MINIMUM QUALIFICATIONS**

Education: Completion of 60 credit hours at an accredited college or university.
Experience: Two years of experience in administrative or professional work.

Notes:
1. Candidates may substitute experience as defined above at the rate of one year experience for 30 credit hours of education for up to 60 credit hours of the required education.
2. Candidates may substitute a Bachelor’s degree from an accredited college or university for the required education and experience.
3. Candidates may substitute U.S. Armed Forces military service experience as a non-commissioned officer involving staff work requiring regular use of independent judgment and analysis in applying and interpreting rules and regulations in accordance with agency laws and policies on a year-for-year basis for the required education and experience.

**LICENSES, REGISTRATIONS AND CERTIFICATIONS**
Employees in this classification may be assigned duties which require the operation of a motor vehicle. Employees assigned such duties will be required to possess a motor vehicle operator’s license valid in the State of Maryland.
State of Maryland

ADMINISTRATIVE SPECIALIST II (#001756)

NATURE OF WORK
Administrative Specialist II is the full performance level of administrative work requiring regular use of independent judgment and analysis in applying and interpreting rules and regulations in accordance with agency laws and policies. Employees in this class may supervise assigned technical and clerical personnel.

Employees in this classification receive supervision from a higher-level administrator.

Positions in this classification are evaluated using the classification job evaluation methodology. The use of this method involves comparing the assigned duties and responsibilities of a position to the job criteria found in the Nature of Work and Examples of Work sections of a class specification.

Administrative Specialist I and Administrative Specialist II are differentiated on the basis of the degree of supervisory control exercised by the supervisor over these employees. The Administrative Specialist I performs duties under close supervision at times and under general supervision at other times depending on the complexity of the specific duty being performed. The Administrative Specialist II performs the full range of duties and responsibilities under general supervision. The Administrative Specialist II is differentiated from Administrative Specialist III in terms of the amount of responsibility given to the workers, the technical complexity of the work, and the degree of independence allowed by the supervisor.

EXAMPLES OF WORK
Obtains, analyzes and interprets data in order to apply rules, regulations and standards in accordance with laws;

Assists in the administration of an assigned program, the supervision of an operational unit within an agency, and in the preparation of final reports and suggested recommendations for the improvement of the agency or its programs;

Consults with program heads and administrative officials regarding policies, trends, and interpretation of data and program needs;

Researches and compiles data, as directed;

Prepares statistical tables, charts and reports, work-flow charts, staffing patterns, and organizational charts;

Assists in planning and implementing new or revised programs, procedures, practices, and organizations;

May provide assistance to a higher-level administrator in the formulation and preparation of an agency's budget, or portions of the budget;
Maryland Position Descriptions

May supervise assigned technical and clerical personnel;
Performs other related duties.

**KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of English usage;
Knowledge of reference and research methods and techniques used in collecting, compiling, and organizing data and information;
Knowledge of basic analytical principles and techniques;
Knowledge of the nature and function of organizations, organization charts, staffing patterns, and work-flow diagrams;
Knowledge of basic statistical procedures and techniques;
Ability to prepare and present reports;
Ability to establish and maintain effective working relationships with co-workers and the general public;
Ability to learn an agency’s purpose, programs, organization and procedures;
Ability to collect, compile, code, edit, classify, and tabulate statistical and qualitative data;
Ability to prepare and present ideas and information clearly and concisely.

**MINIMUM QUALIFICATIONS**

Education: Completion of 60 credit hours at an accredited college or university.
Experience: One year of experience in administrative or professional work.

Notes:
1. Candidates may substitute experience as defined above for the required education at the rate of one year of experience for 30 credit hours, for up to 60 credit hours of required education.
2. Candidates may substitute 90 credit hours at an accredited college or university for the required education and experience.
3. Candidates may substitute U.S. Armed Forces military service experience as a non-commissioned officer involving staff work requiring regular use of independent judgment and analysis in applying and interpreting rules and regulations in accordance with agency laws and policies on a year-for-year basis for the required education and experience.

**SPECIAL REQUIREMENTS**

Candidate may be responsible for providing their own transportation as needed to access meetings, remote locations, and job destinations as assigned.
State of Maryland

ADMINISTRATIVE OFFICER III (#002247)

NATURE OF WORK

Administrative Officer III is administrative work requiring regular use of independent judgment and analysis in applying and interpreting complex administrative plans or policies. Employees in this classification are assigned administrative responsibilities involving the analysis of operational programs or procedures with recommendations for improvements. Employees in this classification may supervise professional, technical or clerical staff.

Employees in this classification receive general supervision from a higher-level administrator or management official.

Position allocation within the Administrative Officer series is determined on the basis of relative job evaluation among similarly functioning positions. The job evaluation factors include: qualifications; nature and purpose of personal contacts; nature of recommendations, commitments, decisions and conclusions; creative thought; responsibility for planning; responsibility for administration; and nature of supervision received.

EXAMPLES OF WORK

Independently plans, develops, conducts or supervises the conduct of studies and analyses of agency programs, organizations, procedures or systems;

Formulates final reports and effective recommendations based on analyses conducted;

Prepares or supervises the preparation and development of management tools such as procedural manuals, statistical reports, work-flow charts, performance measurement criteria or organization charts;

Supervises or assists in the supervision of specific programs, sub-programs or operational units;

Participates in the formulation, establishment or modification of program goals and objectives through analysis of alternatives, trends, available resources and projected program needs;

Participates in the program planning process by developing forecasts, proposals or procedures for orderly growth and expansion;

Confers with other administrative officials, program heads, staff specialists or others in order to exchange information pertaining to the program, or interpret policies or offer recommendations;

Advises departmental officials regarding administrative practices, procedures or policies;

Coordinates inter-agency transactions and provides liaison with officials in other agencies in the State, legislature, the federal government, private industry or local government agencies;

May provide assistance to a higher-level administrator in the formulation and preparation of an agency's budget or portions of the budget;

May supervise professional, technical, or clerical staff;
Performs other related duties.

**KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of the principles and practices of public and business administration, including the processes of planning, organizing, staffing, directing and controlling;

Knowledge of methods and procedures for the collection or organization, interpretation and presentation of information;

Knowledge of the basic principles of accounting, budgeting, fiscal controls and statistics;

Knowledge of the basic uses and capabilities of computers and information technology;

Ability to adapt and apply the concepts and techniques of administrative analysis to the needs of specific projects;

Ability to identify problem areas and recommend appropriate solutions based on logical consideration of alternatives;

Ability to prepare and present reports or recommendations clearly and concisely;

Ability to interpret and apply a variety of laws, rules, regulations, standards and procedures;

Ability to prepare accurate work-flow charts, organization charts and other analytical aids;

Ability to establish and maintain effective relationships with co-workers and the general public;

Ability to plan, organize and direct the work of others.

**MINIMUM QUALIFICATIONS**

Education: Possession of a Bachelor's degree from an accredited four-year college or university.

Experience: Three years experience in administrative or professional work.

Notes:

1. Candidates may substitute additional experience in administrative staff or professional work on a year-for-year basis for the required education.

2. Candidates may substitute additional graduate level education at an accredited college or university at the rate of 30 semester credit hours for each year of the required experience.

3. Candidates may substitute U.S. Armed Forces military service experience as a commissioned officer involving staff work that included the regular use of independent judgment and analysis in applying and interpreting complex administrative plans, policies, rules or regulations or analysis of operational programs or procedures with recommendations for improvement on a year-for-year basis for the required education and experience.

**LICENSES, REGISTRATIONS AND CERTIFICATIONS**

Employees in this classification may be assigned duties which require the operation of a motor vehicle. Employees assigned such duties will be required to possess a motor vehicle operator’s license valid in the State of Maryland.
State of Maryland

ADMINISTRATIVE OFFICER II (#003235)

NATURE OF WORK

Administrative Officer II is administrative work requiring regular use of independent judgment and analysis in applying and interpreting complex administrative plans or policies. Employees in this classification are assigned administrative responsibilities involving the analysis of operational programs or procedures with recommendations for improvements. Employees in this classification may supervise professional, technical or clerical staff.

Employees in this classification receive general supervision from a higher-level administrator or management official.

Position allocation within the Administrative Officer series is determined on the basis of relative job evaluation among similarly functioning positions. The job evaluation factors include: qualifications; nature and purpose of personal contacts; nature of recommendations, commitments, decisions and conclusions; creative thought; responsibility for planning; responsibility for administration; and nature of supervision received.

EXAMPLES OF WORK

Independently plans, develops, conducts or supervises the conduct of studies and analyses of agency programs, organizations, procedures or systems;

Formulates final reports and effective recommendations based on analyses conducted;

Prepares or supervises the preparation and development of management tools such as procedural manuals, statistical reports, work-flow charts, performance measurement criteria or organization charts;

Supervises or assists in the supervision of specific programs, sub-programs or operational units;

Participates in the formulation, establishment or modification of program goals and objectives through analysis of alternatives, trends, available resources and projected program needs;

Participates in the program planning process by developing forecasts, proposals or procedures for orderly growth and expansion;

Confers with other administrative officials, program heads, staff specialists or others in order to exchange information pertaining to the program, or interpret policies or offer recommendations;

Advises departmental officials regarding administrative practices, procedures or policies;

Coordinates inter-agency transactions and provides liaison with officials in other agencies in the State, legislature, the federal government, private industry or local government agencies;

May provide assistance to a higher-level administrator in the formulation and preparation of an agency’s budget or portions of the budget;

May supervise professional, technical, or clerical staff;
Performs other related duties.

**KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of the principles and practices of public and business administration, including the processes of planning, organizing, staffing, directing and controlling;

Knowledge of methods and procedures for the collection or organization, interpretation and presentation of information;

Knowledge of the basic principles of accounting, budgeting, fiscal controls and statistics;

Knowledge of the basic uses and capabilities of computers and information technology;

Ability to adapt and apply the concepts and techniques of administrative analysis to the needs of specific projects;

Ability to identify problem areas and recommend appropriate solutions based on logical consideration of alternatives;

Ability to prepare and present reports or recommendations clearly and concisely;

Ability to interpret and apply a variety of laws, rules, regulations, standards and procedures;

Ability to prepare accurate work-flow charts, organization charts and other analytical aids;

Ability to establish and maintain effective relationships with co-workers and the general public;

Ability to plan, organize and direct the work of others.

**MINIMUM QUALIFICATIONS**

Education: Possession of a Bachelor's degree from an accredited four-year college or university.

Experience: Two years experience in administrative or professional work.

Notes:

1. Candidates may substitute additional experience in administrative staff or professional work on a year-for-year basis for the required education.

2. Candidates may substitute additional graduate level education at an accredited college or university at the rate of 30 semester credit hours for each year of the required experience.

3. Candidates may substitute U.S. Armed Forces military service experience as a commissioned officer involving staff work that included regular use of independent judgment and analysis in applying and interpreting complex administrative plans, policies, rules or regulations or analysis of operational programs or procedures with recommendations for improvement on a year-for-year basis for the required education and experience.

**LICENSES, REGISTRATIONS AND CERTIFICATIONS**

Employees in this classification may be assigned duties which require the operation of a motor vehicle. Employees assigned such duties will be required to possess a motor vehicle operator’s license valid in the State of Maryland.
NATURE OF WORK

Administrative Officer I is administrative work requiring regular use of independent judgment and analysis in applying and interpreting complex administrative plans or policies. Employees in this classification are assigned administrative responsibilities involving the analysis of operational programs or procedures with recommendations for improvements. Employees in this classification may supervise professional, technical or clerical staff.

Employees in this classification receive general supervision from a higher-level administrator or management official.

Position allocation within the Administrative Officer series is determined on the basis of relative job evaluation among similarly functioning positions. The job evaluation factors include: qualifications; nature and purpose of personal contacts; nature of recommendations, commitments, decisions and conclusions; creative thought; responsibility for planning; responsibility for administration; and nature of supervision received.

EXAMPLES OF WORK

Independently plans, develops, conducts or supervises the conduct of studies and analyses of agency programs, organizations, procedures or systems;

Formulates final reports and effective recommendations based on analyses conducted;

Prepares or supervises the preparation and development of management tools such as procedural manuals, statistical reports, work-flow charts, performance measurement criteria or organization charts;

Supervises or assists in the supervision of specific programs, sub-programs or operational units;

Participates in the formulation, establishment or modification of program goals and objectives through analysis of alternatives, trends, available resources and projected program needs;

Participates in the program planning process by developing forecasts, proposals or procedures for orderly growth and expansion;

Confers with other administrative officials, program heads, staff specialists or others in order to exchange information pertaining to the program, or interpret policies or offer recommendations;

Advises departmental officials regarding administrative practices, procedures or policies;

Coordinates inter-agency transactions and provides liaison with officials in other agencies in the State, legislature, the federal government, private industry or local government agencies;

May provide assistance to a higher-level administrator in the formulation and preparation of an agency's budget or portions of the budget;

May supervise professional, technical, or clerical staff;
Performs other related duties.

**KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of the principles and practices of public and business administration, including the processes of planning, organizing, staffing, directing and controlling;

Knowledge of methods and procedures for the collection or organization, interpretation and presentation of information;

Knowledge of the basic principles of accounting, budgeting, fiscal controls and statistics;

Knowledge of the basic uses and capabilities of computers and information technology;

Ability to adapt and apply the concepts and techniques of administrative analysis to the needs of specific projects;

Ability to identify problem areas and recommend appropriate solutions based on logical consideration of alternatives;

Ability to prepare and present reports or recommendations clearly and concisely;

Ability to interpret and apply a variety of laws, rules, regulations, standards and procedures;

Ability to prepare accurate work-flow charts, organization charts and other analytical aids;

Ability to establish and maintain effective relationships with co-workers and the general public;

Ability to plan, organize and direct the work of others.

**MINIMUM QUALIFICATIONS**

Education: Possession of a Bachelor’s degree from an accredited four-year college or university.

Experience: One (1) year experience in administrative or professional work.

Notes:

1. Candidates may substitute additional experience in administrative staff or professional work on a year-for-year basis for the required education.

2. Candidates may substitute additional graduate level education at an accredited college or university at the rate of 30 semester credit hours for each year of the required experience.

3. Candidates may substitute U.S. Armed Forces military service experience as a commissioned officer involving staff work that included regular use of independent judgment and analysis in applying and interpreting complex administrative plans, policies, rules or regulations or analysis of operational programs or procedures with recommendations for improvement on a year-for-year basis for the required education and experience.

**LICENSES, REGISTRATIONS AND CERTIFICATIONS**

Employees in this classification may be assigned duties which require the operation of a motor vehicle. Employees assigned such duties will be required to possess a motor vehicle operator’s license valid in the State of Maryland.
Office Supervisor (#001442)

**Nature of Work**

An Office Supervisor is the supervisory level of work performing diverse clerical duties which support agency operations. Employees in this classification supervise lower-level clerical employees.

Employees in this classification receive general supervision from an Office Manager or an administrative position.

Positions in this classification are evaluated using the Classification Job Evaluation Methodology. The use of this method involves comparing the assigned duties and responsibilities of a position to the job criteria found in the Nature of Work and Examples of Work sections of a class specification.

The Office Supervisor is differentiated from the Office Services Clerk, Lead in that the Office Supervisor has full supervisory responsibility for lower-level clerical positions while the Office Services Clerk, Lead trains and assigns, reviews and approves the work of lower-level clerical positions. The Office Supervisor is differentiated from the Office Manager in that the Office Manager has full supervisory responsibility for Office Supervisors.

**Examples of Work**

Plans, coordinates and supervises the work of lower-level clerks;

Trains subordinate clerical staff in clerical equipment usage, procedures, agency regulations and policies;

Responds to inquiries, makes determinations and resolves problems by reviewing, verifying, interpreting and editing information in accordance with applicable procedures, policies, regulations and laws;

Develops, recommends and implements modifications of clerical operations and procedures to improve efficiency;

Establishes work priorities and deadlines to meet agency requirements;

Compiles statistical reports for administrative review;

Confers with other agency personnel to exchange information, request various actions, interpret policies and explain procedures;

Composes correspondence and other material informing the public, agency personnel and others of procedures and policies relative to the clerical operation;

Orders, receives and distributes office supplies and materials;

Enters, edits, validates, searches, retrieves and updates information and designs, edits or formats reports, graphs and charts using computer software applications;
Maryland Position Descriptions

May type correspondence, reports, schedules and other material using a computer or word processor;
Performs other related duties.

**KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of business English and arithmetic;
Knowledge of clerical procedures and practices;
Knowledge of the safe and efficient use of office equipment;
Ability to supervise lower-level clerical workers.

Ability to understand, interpret and apply the laws, regulations, policies and procedures which pertain to clerical operations of the agency;

Ability to develop, recommend and implement procedures to improve clerical operations and procedures;

Ability to type correspondence, reports, and forms using a typewriter, computer or word processor;

Ability to use computer software applications, such as word processing, database and spreadsheets;

Ability to compose routine correspondence;

Ability to communicate effectively with the general public, co-workers and supervisors.

**MINIMUM QUALIFICATIONS**

Education:   Graduation from an accredited high school or possession of a high school equivalency certificate.

Experience: Four years of experience performing clerical duties.

Notes:

1. Additional experience performing clerical duties may be substituted on a year-for-year basis for the required education.

2. Applicants may substitute education from an accredited college or university at the rate of thirty semester credit hours for one year of experience on a year-for-year basis for the required experience.

3. Six months clerical training with three courses in subjects such as keyboarding, clerical math, word processing, spreadsheets, database, graphics presentation, proofreading, or office etiquette may be substituted for six months of the required experience.

4. Candidates may substitute U.S. Armed Forces military service experience as a non-commissioned officer in Administration classifications or Administrative, Clerical or Office Services specialty codes in the Administrative Support field of work on a year-for-year basis for
the required experience.

**LICENSES, REGISTRATIONS AND CERTIFICATIONS**

NOT APPLICABLE.
State of Maryland

FINGERPRINT SPECIALIST MANAGER (#004451)

NATURE OF WORK

A Fingerprint Specialist Manager is the managerial level of work examining, classifying and identifying fingerprints; verifying fingerprint matches; and entering pertinent information into the automated fingerprint identification system. Employees in this classification manage the operations of a fingerprint section or office. Employees in this classification supervise Fingerprint Specialist Supervisors.

Employees in this classification receive managerial supervision from a designated administrator. Employees may be assigned to day, evening, night or rotating shifts which may include holidays and weekends. Employees may be subject to call-in and overtime based on staffing needs. Employees may be required to travel to field locations to take fingerprint impressions. This work may be performed in a correctional setting.

Positions in this classification are evaluated by using the classification job evaluation methodology. The use of this method involves comparing assigned duties and responsibilities of a position to the job criteria found in the Nature of Work and Examples of Work Sections of the class specification.

The Fingerprint Specialist Manager is differentiated from the Fingerprint Specialist Supervisor in that and the Fingerprint Specialist Manager has supervisory responsibility for Fingerprint Specialist Supervisors while the Fingerprint Specialist Supervisor has supervisory responsibility for lower-level Fingerprint Specialists.

EXAMPLES OF WORK

Plans, coordinates, supervises and evaluates the work of Fingerprint Specialist Supervisors;
Manages, through Fingerprint Specialist Supervisors, the operations of a fingerprint section or office;
Reviews electronic reproductions of fingerprints for criminal and non-criminal records and identification determinations of lower-level Fingerprint Specialists;
Develops, implements and manages training programs for Fingerprint Specialist staff;
Establishes work priorities and deadlines to meet agency requirements;
Develops, recommends and implements modifications of operations and procedures used in the automated fingerprint identification process;
Assures work of unit is in compliance with applicable laws, regulations, policies and procedures;
Compiles statistical and other reports for administrative review;
Acts as a liaison to field units and other agencies that submit fingerprint impressions in order to solve problems relating to insufficient identification data, poor quality of prints and other issues relating to the fingerprint process;
Performs other related duties.

**KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of the laws, regulations, policies and procedures for obtaining, examining, classifying, verifying, storing and retrieving fingerprints and the process of verifying that particular sets of fingerprints are identical;

Knowledge of sources of computerized information that can assist in the identification and classification of fingerprints;

Knowledge of the automated fingerprinting techniques and systems such as the Maryland Automated Fingerprint Identification System (MAFIS) and Criminal Justice Information System (CJIS) Central Repository;

Knowledge of the safe and efficient use of general office equipment and automated fingerprint identification equipment;

Skill in providing appropriate and accurate information to persons making inquiries about matters pertaining to the records check and fingerprinting process;

Ability to plan, organize and manage the work of Fingerprint Specialists through subordinate supervisors;

Ability to understand, interpret, explain and apply the policies and procedures governing the records check and fingerprinting process;

Ability to develop, recommend and implement procedures to improve fingerprinting operations and procedures; Ability to prepare reports and correspondence;

Ability to communicate effectively with public officials, co-workers and the general public.

**MINIMUM QUALIFICATIONS**

Education: Graduation from an accredited high school or possession of a high school equivalency certificate.

Experience: Two years of experience supervising employees who process criminal history records information or who process fingerprint records.

Note: Candidates may substitute U.S. Armed Forces military service experience as a non-commissioned officer in fingerprint identification classification or fingerprint identification specialty codes in the fingerprint identification field of work on a year-for-year basis for the required experience.

**LICENSES, REGISTRATIONS AND CERTIFICATIONS**

Employees in this classification may be assigned duties which require the operation of a motor vehicle. Employees assigned such duties will be required to possess a motor vehicle operator's license valid in the State of Maryland.

**SPECIAL REQUIREMENTS**
Maryland Position Descriptions

1. Candidates for this classification are subject to a criminal records check before a permanent appointment can be made. A criminal conviction record may be grounds for rejection of the applicant by the hiring agency.

2. Employees in this classification are subject to call 24 hours a day and, therefore, will be required to provide the employing agency with a telephone number where they can be reached.
State of Maryland

FINGERPRINT SPECIALIST SUPERVISOR (#004450)

NATURE OF WORK

A Fingerprint Specialist Supervisor is the supervisory level of work examining, classifying and identifying fingerprints; verifying fingerprint matches; and entering pertinent information into the automated fingerprint identification system. Employees in this classification supervise lower-level Fingerprint Specialists assigned to the operations of a fingerprint section or office.

Employees in this classification receive general supervision from a Fingerprint Specialist Manager or a designated administrative employee. Employees in this classification are subject to call-in on a 24 hour basis. Employees may be assigned to day, evening or night shifts which may include holidays and weekends. Employees may be required to travel to field locations to take fingerprint impressions. This work may be performed in a correctional setting.

Positions in this classification are evaluated by using the classification job evaluation methodology. The use of this method involves comparing assigned duties and responsibilities of a position to the job criteria found in the Nature of Work and Examples of Work Sections of the class specification.

The Fingerprint Specialist Supervisor is differentiated from Fingerprint Specialist Advanced in that the Fingerprint Specialist Supervisor has supervisory responsibility for lower-level Fingerprint Specialists while the Fingerprint Specialist Advanced performs the advanced level of work examining, classifying, identifying and verifying fingerprint matches which includes making final fingerprint identification decisions and altering official identification records. The Fingerprint Specialist Supervisor is differentiated from the Fingerprint Specialist Manager in that the Fingerprint Specialist Manager has supervisory responsibility for Fingerprint Specialist Supervisors.

EXAMPLES OF WORK

Plans, coordinates, assigns, supervises and evaluates the work of lower-level Fingerprint Specialists;

Trains lower-level Fingerprint Specialists;

Develops, recommends and implements modifications of operations and procedures used in the automated fingerprint identification process;

Ensures work of unit is in compliance with applicable laws, regulations, policies and procedures;

Reviews electronic reproductions of fingerprints for criminal and non-criminal records;

Identifies the basic types of fingerprint classification patterns and enters the appropriate information into the automated fingerprint identification system;

Visually inspects inked fingerprints to determine if they are sufficiently legible for identification and timely records checks;

Testifies in court as an expert witness regarding fingerprints;
Reviews potential fingerprint matches generated by the computer and determines if prints are identical;

Makes changes in fingerprint records;

Establishes work priorities and deadlines to meet agency requirements;

Compiles statistics and prepares other reports for administrative review;

Acts as a liaison to field units and other agencies that submit fingerprint impressions in order to solve problems relating to insufficient identification information, poor quality of prints and other issues relating to the fingerprint process;

Performs other related duties.

**KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of the laws, regulations, policies and procedures by which fingerprints are obtained, examined, classified, verified, stored and retrieved and the process of verifying that particular sets of fingerprints are identical;

Knowledge of sources of computerized information that can assist in the identification and classification of fingerprints;

Knowledge of the automated fingerprinting techniques and systems such as the Maryland Automated Fingerprint Identification System (MAFIS) and Criminal Justice Information System (CJIS) Central Repository;

Knowledge of the safe and efficient use of general office equipment and automated fingerprint identification equipment;

Skill in providing appropriate and accurate information to persons making inquiries about matters pertaining to the fingerprinting process;

Ability to enter and retrieve information from fingerprint scanning devices and computers;

Ability to plan, coordinate, supervise and evaluate the work of lower-level Fingerprint Specialists;

Ability to observe and recognize minutiae used in the classification, filing and retrieval of fingerprints;

Ability to understand, interpret, explain and apply the policies and procedures governing the fingerprinting process;

Ability to develop, recommend and implement procedures governing the fingerprinting process;

Ability to prepare reports and correspondence;

Ability to communicate effectively with public officials, co-workers, and the general public.

**MINIMUM QUALIFICATIONS**
Maryland Position Descriptions

Education: Graduation from an accredited high school or possession of a high school equivalency certificate.

Experience: Three years of experience examining, classifying and identifying fingerprints.

Note: Candidates may substitute U.S. Armed Forces military service experience as a non-commissioned officer in fingerprint identification classification or fingerprint identification specialty codes in the fingerprint identification field of work on a year-for-year basis for the required experience.

LICENSES, REGISTRATIONS AND CERTIFICATIONS

Employees in this classification may be assigned duties which require the operation of a motor vehicle. Employees assigned such duties will be required to possess a motor vehicle operator's license valid in the State of Maryland.

SPECIAL REQUIREMENTS

1. Candidates for this classification are subject to a criminal records check before a permanent appointment can be made. A criminal conviction record may be grounds for rejection of the applicant by the hiring agency.

2. Employees in this classification are subject to call-in 24 hours a day and, therefore, will be required to provide the employing agency with a telephone number where they can be reached.
FINGERPRINT SPECIALIST ADVANCED (#004449)

NATURE OF WORK

A Fingerprint Specialist Advanced is the advanced level of work examining, classifying and identifying fingerprints; verifying fingerprint matches; and entering pertinent information into the automated fingerprint identification system. Employees in this classification render final fingerprint identification decisions and alter official identification records. Employees in various other classifications may obtain and administratively process fingerprint impressions; however, Fingerprint Specialists are differentiated from other classifications in that their duties include responsibility for examining, classifying and identifying fingerprints. Employees in this classification do not supervise other positions.

Employees in this classification receive general supervision from a Fingerprint Specialist Supervisor. Employees in this classification are subject to call-in on a 24 hour basis and may be assigned to day, evening or night shifts which may include holidays and weekends. Employees may be required to travel to field locations to take fingerprint impressions. The work may be performed in a correctional setting.

Positions in this classification are evaluated by using the classification job evaluation methodology. The use of this method involves comparing assigned duties and responsibilities of a position to the job criteria found in the Nature of Work and Examples of Work Sections of the class specification.

The Fingerprint Specialist Advanced is differentiated from the Fingerprint Specialist II in that the Fingerprint Specialist advanced performs the advanced level of work examining, classifying, identifying and verifying fingerprint matches which includes making final fingerprint identification decisions and altering official identification records, while the Fingerprint Specialist II performs the full range of duties and responsibilities under general supervision. The Fingerprint Specialist Advanced is differentiated from the Fingerprint Specialist Supervisor in that the Fingerprint Specialist Supervisor has supervisory responsibility for lower-level Fingerprint Specialists.

EXAMPLES OF WORK

Makes final fingerprint identification decisions, often involving the resolution of differing identifications among other Fingerprint Specialists;

Alters official identification records as a result of fingerprint identification decisions or court orders by combining, eliminating or modifying records;

Reviews electronic reproductions of fingerprints of arrestees taken by other persons such as correctional, law enforcement and clerical staff;

Identifies the basic types of fingerprint classification patterns and enters the appropriate information into the automated fingerprint identification system;
Reviews potential fingerprint matches generated by the computer and determines if prints are identical;

Forwards the potentially matching sets of fingerprints to another Fingerprint Specialist for a verification of the determination;

Obtains information from and provides information to outside criminal justice agencies pertaining to fingerprints and fingerprint records;

Testifies in court as an expert witness regarding fingerprints;

Visually inspects inked fingerprints to determine if prints are sufficiently legible for identification and completes timely records checks;

Files and retrieves fingerprints and identifying information using the prescribed classification and filing system;

May obtain fingerprint impressions, using both the manual ink method and computers and electronic scanning devices;

Performs other related duties.

**KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of the laws, regulations, policies and procedures for obtaining, examining, classifying, identifying, verifying, and retrieving fingerprints;

Knowledge of sources of computerized information that can assist in the identification and classification of fingerprints;

Knowledge of automated fingerprinting techniques and systems such as the Maryland Automated Fingerprint Identification System (MAFIS) and Criminal Justice Information System (CJIS) Central Repository;

Skill in operating a keyboard;

Ability to enter and retrieve information from fingerprint scanning devices and computer systems;

Ability to observe and recognize minutiae used in the classification, filing and retrieval of fingerprints;

Ability to provide advice and assistance to lower-level Fingerprint Specialists;

Ability to maintain accurate records;

Ability to work with the general public;

Ability to communicate effectively and work well with co-workers.

**MINIMUM QUALIFICATIONS**

Education: Graduation from an accredited high school or possession of a high school equivalency certificate.
Experience: Two years of experience examining, classifying and identifying fingerprints.

Note: Candidates may substitute U.S. Armed Forces military service experience as a non-commissioned officer in fingerprint identification classification or fingerprint identification specialty codes in the fingerprint identification field of work on a year-for-year basis for the required experience.

LICENSES, REGISTRATIONS AND CERTIFICATIONS

Employees in this classification may be assigned duties which require the operation of a motor vehicle. Employees assigned such duties will be required to possess a motor vehicle operator's license valid in the State of Maryland.

SPECIAL REQUIREMENTS

1. Candidates for this classification are subject to a criminal records check before a permanent appointment can be made. A criminal conviction record may be grounds for rejection of the applicant by the hiring agency.

2. Employees in this classification are subject to call-in 24 hours a day and, therefore, must provide a telephone number where they can be reached.
State of Maryland
FINGERPRINT SPECIALIST II (#004448)

NATURE OF WORK

A Fingerprint Specialist II is the full performance level of work examining, classifying and identifying fingerprints; verifying fingerprint matches; and entering pertinent information into the automated fingerprint identification system. Employees in various other classifications may obtain and administratively process fingerprint impressions; however, Fingerprint Specialists are differentiated from other classifications in that their duties include responsibility for examining, classifying and identifying fingerprints. Employees in this classification do not supervise other positions.

Employees in this classification receive general supervision from a Fingerprint Specialist Supervisor. Employees in this classification are subject to call-in on a 24 hour basis and may be assigned to day, evening or night shifts which may include holidays and weekends. Employees may be required to travel to field locations to take fingerprint impressions. This work may be performed in a correctional setting.

Positions in this classification are evaluated by using the classification job evaluation methodology. The use of this method involves comparing the assigned duties and responsibilities of a position to the job criteria found in the Nature of Work and Examples of Work sections of the a class specification.

The Fingerprint Specialist I and Fingerprint Specialist II are differentiated on the basis of degree of supervisory control exercised by the supervisor over these employees. The Fingerprint Specialist I learns to perform duties under close supervision, and the Fingerprint Specialist II performs the full range of duties and responsibilities under general supervision. The Fingerprint Specialist II is differentiated from the Fingerprint Specialist Advanced in that the Fingerprint Specialist Advanced is the advanced level of work examining, classifying, identifying and verifying fingerprint matches which includes making final fingerprint identification decisions and altering official identification records.

EXAMPLES OF WORK

Reviews electronic reproductions of fingerprints of arrestees taken by other persons such as correctional, law enforcement and clerical staff;

Identifies the basic types of fingerprint classification patterns and enters the appropriate information into the automated fingerprint identification system;

Reviews potential fingerprint matches generated by the computer and determines if prints are identical;

Forwards the potentially matching sets of fingerprints to another Fingerprint Specialist for a verification of the determination;

Obtains information from and provides information to outside criminal justice agencies pertaining to fingerprints and fingerprint records;
Maryland Position Descriptions

Testifies in court as an expert witness regarding fingerprints;
Visually inspects inked fingerprints to determine if prints are sufficiently legible for identification and completes timely record checks;
Files and retrieves fingerprints and identifying information using the prescribed classification and filing system;
May obtain fingerprint impressions as needed, using both the manual ink method and electronic scanning devices;
Performs other related duties.

**KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of automated fingerprinting techniques and systems such as the Maryland Automated Fingerprint Identification System (MAFIS) and the Criminal Justice Information System (CJIS) Central Repository;
Knowledge of modern office equipment and procedures to include automated data device operations;
Skill in operating a keyboard;
Ability to enter and retrieve information from fingerprint scanning devices and computers;
Ability to observe and recognize minutiae used in the classification, filing and retrieval of fingerprints;
Ability to maintain accurate records;
Ability to work with the general public;
Ability to communicate effectively and work well with co-workers.

**MINIMUM QUALIFICATIONS**

Education: Graduation from an accredited high school or possession of a high school equivalency certificate.
Experience: One year of experience examining, classifying and identifying fingerprints.
Note: Candidates may substitute U.S. Armed Forces military service experience as a non-commissioned officer in fingerprint identification classification or fingerprint identification specialty codes in the fingerprint identification field of work on a year-for-year basis for the required experience.

**LICENSES, REGISTRATIONS AND CERTIFICATIONS**

Employees in this classification may be assigned duties which require the operation of a motor vehicle. Employees assigned such duties will be required to possess a motor vehicle operator's license valid in the State of Maryland.

**SPECIAL REQUIREMENTS**
1. Candidates for this classification are subject to a criminal records check before a permanent appointment can be made. A criminal conviction record may be grounds for rejection of the applicant by the hiring agency.

2. Employees in this classification are subject to call-in 24 hours a day and, therefore, must provide a telephone number where they can be reached.

This classification is one level in a Non-Competitive Promotion (NCP) series. NCP promotions are promotions by which employees may advance in grade and class level from trainee to full performance levels in a classification series. In order to be non-competitively promoted to the next level in a NCP series an employee must: 1) perform the main purpose of the class as defined in the Nature of Work section of the class specification; 2) receive the type of supervision defined in the class specification, and 3) meet the minimum qualifications of the classification.
State of Maryland
FINGERPRINT SPECIALIST I (#004447)

NATURE OF WORK
A Fingerprint Specialist I is the entry level of work examining, classifying and identifying fingerprints; verifying fingerprint matches; and entering pertinent information into the automated fingerprint identification system. Employees in various other classifications may obtain and administratively process fingerprint impressions; however, Fingerprint Specialists are differentiated from other classifications in that their duties include responsibility for examining, classifying and identifying fingerprints. Employees in this classification do not supervise other positions.

Employees in this classification receive close supervision from a Fingerprint Specialist Supervisor. Employees in this classification are subject to call-in on a 24 hour basis. Employees may be assigned to day, evening, or night shifts which may include holidays and weekends. Employees may be required to travel to field locations to take fingerprint impressions. This work may be performed in a correctional setting.

Positions in this classification are evaluated by using the classification job evaluation methodology. The use of this method involves comparing the assigned duties and responsibilities of a position to the job criteria found in the Nature of Work and Examples of Work sections of the class specification.

The Fingerprint Specialist I and Fingerprint Specialist II are differentiated on the basis of degree of supervisory control exercised by the supervisor over these employees. The Fingerprint Specialist I learns to perform duties under close supervision while the Fingerprint Specialist II performs the full range of duties and responsibilities under general supervision.

EXAMPLES OF WORK
Learns to review electronic reproductions of fingerprints of arrestees taken by other persons such as correctional, law enforcement and clerical staff;

Learns to identify the basic types of fingerprint classification patterns and enters the appropriate information into the automated fingerprint identification system;

Learns to review potential fingerprint matches generated by the computer and determine if prints are identical;

Learns to obtain from and provide information to outside criminal justice agencies pertaining to fingerprints and fingerprint records;

Learns to operate computers and electronic scanning devices and use the manual card and file systems;

Learns to inspect inked fingerprints to determine if they are sufficiently legible for identification and to complete timely records checks;
Maryland Position Descriptions

Learns to file and retrieve fingerprints and identifying information using the classification and filing system;
May learn to obtain fingerprints using both the manual ink method and electronic scanning devices;
Performs other related duties.

**KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of modem office equipment and procedures;
Knowledge of computers or the procedures by which fingerprints are obtained, classified and retrieved;
Ability to observe and recognize minutiae used in the classification, filing and retrieval of fingerprints;
Ability to maintain accurate records;
Ability to work with the general public;
Ability to communicate effectively and work well with co-workers.

**MINIMUM QUALIFICATIONS**

Education: Graduation from an accredited high school or possession of a high school equivalency certificate.
Experience: One year of experience performing general office work using computers or one year of experience in classifying, filing and retrieving fingerprints.

Note: Candidates may substitute U.S. Armed Forces military service experience as a non-commissioned officer in fingerprint identification classification or fingerprint identification specialty codes in the fingerprint identification field of work on a year-for-year basis for the required experience.

**LICENSES, REGISTRATIONS AND CERTIFICATIONS**

Employees in this classification may be assigned duties which require the operation of a motor vehicle. Employees assigned such duties will be required to possess a motor vehicle operator’s license valid in the State of Maryland.

**SPECIAL REQUIREMENTS**

1. Candidates for this classification are subject to a criminal records check before a permanent appointment can be made. A criminal conviction record may be grounds for rejection of the applicant by the hiring agency.
2. Employees in this classification are subject to call-in 24 hours a day and, therefore, will be required to provide the employing agency a telephone number where they can be reached.
ADMINISTRATOR III (#002588)

NATURE OF WORK
Administrator I - VII encompasses the full performance to second line managerial levels of administrative staff work related to the administration of departmental policy and overseeing or coordinating agency operations or functioning as a special assistant to an executive. Employees engaged in overseeing or coordinating agency operations are responsible for planning, organizing, implementing, administering and supervising the interpretation and application of agency policies, directives and procedures designed to accomplish the mission of the agency. Employees functioning as special assistants to departmental executives are responsible for program or project review, development, evaluation and coordination. Employees overseeing or coordinating agency operations generally supervise staff which may be comprised of professional, technical, administrative or clerical workers. Employees receive managerial or executive supervision from a higher-level administrator or executive.

Position allocation within the series is determined on the basis of relative job evaluation among similarly functioning positions. The job evaluation factors include: qualifications; nature and purpose of personal contacts; nature of recommendations, commitments, decisions, and conclusions; creative thought; responsibility for planning; responsibility for administration; and nature of supervision received. Administrator IV – VII are differentiated from Program Manager I – IV in that Program Manager I – IV are responsible for one or more agency-specific programs, including the supervision of staff and responsibility for a budget. Administrator IV – VII are differentiated from Administrative Program Manager I – IV in that Administrative Program Manager I – IV are responsible for one or more program functions found in various agencies, such as public information or directors of administration, including the supervision of staff and responsibility for a budget.

EXAMPLES OF WORK
When functioning as administrators overseeing or coordinating agency operations:

Directs or assists in the direction of the daily operations of a unit or division;

Plans, organizes and supervises the work of subordinate staff, which may include professional, technical, administrative or clerical workers;

Evaluates efficiency of operations and develops, revises and recommends new policies, standards, and workflow procedures, using new technology where appropriate;

Interprets and applies or oversees the application of agency policies, rules and regulations to accomplish the work of the unit or division;

Implements new regulations and policies as directed by upper management;

Sets goals and deadlines and oversees the workflow of the unit;
Coordinates workflow with administrators of other units in areas of work spanning multiple units;
Coordinates leave and staff coverage of unit or division;
Performs other related duties.

When functioning as special assistants to executives:
Researches and compiles information as directed by the executive and may recommend innovative ideas or methods of doing business;
Reviews, evaluates and assists in the development of agency policies and programs;
Promotes the work of the agency through frequent contact with interested groups and individuals;
Makes recommendations to upper management and executives concerning new or revised legislation affecting the agency;
Develops and recommends new standards, methods of operation and new technology to accomplish the mission of the agency;
May work on sensitive and confidential projects requiring discretion and judgment in the release of information;
May act as the representative of the executive in meetings and conferences;
May act as a liaison between the executive and agency units;
May act as team leader for special projects;
Performs other related duties.

KNOWLEDGE, SKILLS AND ABILITIES
Knowledge of the principles, practices and procedures of business and public administration;
Knowledge of standard office management methods;
Knowledge of organizational structure, staffing patterns and administrative controls;
Ability to plan, organize and direct the work of others;
Ability to present recommendations clearly and concisely;
Ability to exercise judgment and discretion in applying and interpreting departmental policies, laws, rules, regulations and procedures;
Ability to communicate effectively with co-workers, staff of other agencies and the general public;
Ability to maintain confidentiality of sensitive information.

MINIMUM QUALIFICATIONS
Education: A Bachelor's degree from an accredited college or university.

Experience: Five years of experience in administrative staff or professional work. One year of this experience must have involved one or more of the following: the supervision of other employees, overseeing and coordinating the general operations of a unit, applying rules and regulations, or exercising responsibility for the development of policies or procedures.

Notes:
1. Additional experience in administrative staff or professional work may be substituted on a year-for-year basis for the required education.
2. Additional graduate level education at an accredited college or university may be substituted at the rate of 30 semester credit hours on a year-for-year basis for the required general experience.
3. Candidates may substitute U.S. Armed Forces military service experience as a commissioned officer involving staff work related to the administration of rules, regulations, policy, procedures and processes, or overseeing or coordinating unit operations or functioning as a staff assistant to a higher ranking commissioned officer on a year-for-year basis for the required education and experience.

LICENSES, REGISTRATIONS AND CERTIFICATIONS

Employees in this classification may be assigned duties which require the operation of a motor vehicle. Employees assigned such duties will be required to possess a motor vehicle operator's license valid in the State of Maryland.
NATURE OF WORK

Administrator I - VII encompasses the full performance to second line managerial levels of administrative staff work related to the administration of departmental policy and overseeing or coordinating agency operations or functioning as a special assistant to an executive.

Employees engaged in overseeing or coordinating agency operations are responsible for planning, organizing, implementing, administering and supervising the interpretation and application of agency policies, directives and procedures designed to accomplish the mission of the agency. Employees functioning as special assistants to departmental executives are responsible for program or project review, development, evaluation and coordination.

Employees overseeing or coordinating agency operations generally supervise staff which may be comprised of professional, technical, administrative or clerical workers.

Employees receive managerial or executive supervision from a higher-level administrator or executive.

Position allocation within the series is determined on the basis of relative job evaluation among similarly functioning positions. The job evaluation factors include: qualifications; nature and purpose of personal contacts; nature of recommendations, commitments, decisions, and conclusions; creative thought; responsibility for planning; responsibility for administration; and nature of supervision received.

Administrator IV – VII are differentiated from Program Manager I – IV in that Program Manager I – IV are responsible for one or more agency-specific programs, including the supervision of staff and responsibility for a budget. Administrator IV – VII are differentiated from Administrative Program Manager I – IV in that Administrative Program Manager I – IV are responsible for one or more program functions found in various agencies, such as public information or directors of administration, including the supervision of staff and responsibility for a budget.

EXAMPLES OF WORK

When functioning as administrators overseeing or coordinating agency operations:

Directs or assists in the direction of the daily operations of a unit or division;

Plans, organizes and supervises the work of subordinate staff, which may include professional, technical, administrative or clerical workers;

Evaluates efficiency of operations and develops, revises and recommends new policies, standards, and workflow procedures, using new technology where appropriate;

Interprets and applies or oversees the application of agency policies, rules and regulations to accomplish the work of the unit or division;

Implements new regulations and policies as directed by upper management;
Maryland Position Descriptions

Sets goals and deadlines and oversees the workflow of the unit;
Coordinates workflow with administrators of other units in areas of work spanning multiple units;
Coordinates leave and staff coverage of unit or division;
Performs other related duties.

When functioning as special assistants to executives:
Researches and compiles information as directed by the executive and may recommend innovative ideas or methods of doing business;
Reviews, evaluates and assists in the development of agency policies and programs;
Promotes the work of the agency through frequent contact with interested groups and individuals;
Makes recommendations to upper management and executives concerning new or revised legislation affecting the agency;
Develops and recommends new standards, methods of operation and new technology to accomplish the mission of the agency;
May work on sensitive and confidential projects requiring discretion and judgment in the release of information;
May act as the representative of the executive in meetings and conferences;
May act as a liaison between the executive and agency units;
May act as team leader for special projects;
Performs other related duties.

KNOWLEDGE, SKILLS AND ABILITIES
Knowledge of the principles, practices and procedures of business and public administration;
Knowledge of standard office management methods;
Knowledge of organizational structure, staffing patterns and administrative controls;
Ability to plan, organize and direct the work of others;
Ability to present recommendations clearly and concisely;
Ability to exercise judgment and discretion in applying and interpreting departmental policies, laws, rules, regulations and procedures;
Ability to communicate effectively with co-workers, staff of other agencies and the general public;
Ability to maintain confidentiality of sensitive information.
**MINIMUM QUALIFICATIONS**

Education: A Bachelor's degree from an accredited college or university.

Experience: Four years of experience in administrative staff or professional work.

Notes:

1. Additional experience in administrative staff or professional work may be substituted on a year-for-year basis for the required education.

2. Additional graduate level education at an accredited college or university may be substituted at the rate of 30 semester credit hours on a year-for-year basis for the required experience.

3. Candidates may substitute U.S. Armed Forces military service experience as a commissioned officer involving staff work related to the administration of rules, regulations, policy, procedures and processes, or overseeing or coordinating unit operations or functioning as a staff assistant to a higher ranking commissioned officer on a year-for-year basis for the required education and experience.

**LICENSES, REGISTRATIONS AND CERTIFICATIONS**

Employees in this classification may be assigned duties which require the operation of a motor vehicle. Employees assigned such duties will be required to possess a motor vehicle operator's license valid in the State of Maryland.
State of Maryland

IT FUNCTIONAL ANALYST SUPERVISOR (#004501)

NATURE OF WORK

An IT Functional Analyst Supervisor is the supervisory level of work providing problem analysis and ongoing user support, coordinating system development and implementation, and training users on the functionality of applications for agency or statewide systems housed on mainframe computers or large client server platforms. Employees in this classification supervise IT Functional Analysts.

Employees in this classification receive general supervision from an IT Programmer Analyst Manager, other information technology administrator or other administrator.

The IT Functional Analyst Supervisor is differentiated from the IT Functional Analyst, Lead in that the IT Functional Analyst Supervisor has full supervisory responsibility for lower-level IT Functional Analysts while the IT Functional Analyst, Lead trains and assigns, reviews and approves the work of IT Functional Analysts.

EXAMPLES OF WORK

Plans, coordinates, supervises and evaluates the work of IT Functional Analysts;

Trains IT Functional Analysts;

Assigns problem analysis, system coordination and training projects to IT Functional Analysts, maintains logs of assigned projects and prepares status reports for management as required;

Reviews completed projects for correctness, completeness and adherence to established policies, procedures and standards;

Instructs staff in administrative and operating policies and procedures;

Provides advice and guidance to lower-level IT Functional Analysts on the resolution of complex problems in providing problem analysis and ongoing user support, coordinating system development and implementation, and training users on the functionality of applications for agency or statewide systems housed on mainframe computers or large client server platforms;

Performs problem analysis to provide appropriate and timely corrective action when agency user operations are adversely impacted by application system’s malfunction or error;

Reviews error codes generated by the application system to determine the appropriate course of action for correction;

Assists technical programmer analysts in the design, development and testing of application system corrections or enhancements by analyzing modifications recommended, determining system impact and estimating effort and resources required to perform modification;

Monitors migration of new and revised applications through user acceptance and production regions to ensure adequate pre-production test planning and execution in coordination with established quality assurance policies and procedures;
Develops, reviews and updates application documentation and training material to ensure that
information is accurate, relevant, current, and user friendly;

Conducts multiple programs of on- and off-site training and support for all levels of users on the
functions and uses of complex applications by using established training techniques and state-
of-the-art software;

Oversees, coordinates and supports permanent and ad hoc user groups for the advancement of
the system application and the users’ operating knowledge;

Participates in the management of changes to applications based on input from individual
system users, user groups and control agencies who identify requirements relating to
application deficiencies or enhancements;

Performs other related duties.

**KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of the functions and uses of mainframe or large client server-based application
systems;

Knowledge of the functions and capabilities of automated business systems;

Knowledge of the functions and capabilities of computer systems and peripheral equipment as
related to the functionality of applications;

Knowledge of the principles and practices of training users of automated application systems;

Skill in providing problem analysis and ongoing user support, coordinating system development
and implementation, and training users on the functionality of applications for agency or
statewide systems housed on mainframe computers or large client server platforms;

Skill in creating, reviewing and updating application documentation and training materials;

Skill in conducting classroom and one-on-one training on the functionality of complex computer
applications;

Skill in using mainframe and PC-based software for problem diagnosis, analysis, correction and
end user training on the functionality of applications;

Skill in applying inductive and deductive reasoning to reach logical solutions to complex
application system problems;

Ability to communicate effectively and establish and maintain effective working relationships
with system users, user groups, vendors, computer operations personnel, programmer analysts
and technical support staff;

Ability to plan, coordinate, supervise and evaluate the work of lower-level IT Functional
Analysts;

Ability to train lower-level IT Functional Analysts.

**MINIMUM QUALIFICATIONS**
Education: Bachelor’s degree from an accredited college or university in Accounting, Finance, Business Administration, Public Administration, Human Resources Management, Information Technology or other related field with specific coursework in the structure and use of automated information systems.

Experience: Three years of experience providing problem analysis and ongoing user support, coordinating system development and implementation, and training users on the functionality of applications for agency or statewide systems housed on mainframe computers or large client server platforms.

Notes:

1. Graduation from an accredited high school or possession of a high school equivalency certificate and two additional years of experience providing problem analysis and ongoing user support, coordinating system development and implementation, and training users on the functionality of applications for agency or statewide systems housed on mainframe or large client server platforms may be substituted for the required education.

2. Experience responding to and resolving help desk calls from users of computers, or operating computer equipment for the purpose of data entry, word processing, spreadsheet, graphics, database or other applications may be substituted on a year-for-year basis for a high school education.

3. Candidates may substitute U.S. Armed Forces military service experience as a commissioned officer in the Cyber and Information Systems classifications or Cyber and Information specialty codes in the Information Technology field of work on a year-for-year basis for the required experience and education.
NATURE OF WORK

An IT Functional Analyst II is the full performance level of work providing problem analysis and ongoing user support, coordinating system development and implementation, and training users on the functionality of applications for agency or statewide systems housed on mainframe computers or large client server platforms. Employees in this classification do not supervise.

Employees in this classification receive general supervision from an IT Functional Analyst Supervisor, other information technology administrator or other administrator.

The IT Functional Analyst Trainee, IT Functional Analyst I and IT Functional Analyst II are differentiated on the basis of degree of supervisory control exercised by the supervisor over these employees. The IT Functional Analyst Trainee learns to perform duties under close supervision, the IT Functional Analyst I performs duties under close supervision at times and under general supervision at other times depending on the complexity of the specific duty being performed and the IT Functional Analyst II performs the full range of duties under general supervision. The IT Functional Analyst II is differentiated from the IT Functional Analyst, Lead in that the IT Functional Analyst, Lead trains and assigns, reviews and approves the work of lower-level IT Functional Analysts.

EXAMPLES OF WORK

Performs problem analysis to provide appropriate and timely corrective action when agency user operations are adversely impacted by application system’s malfunction or error;

Reviews error codes generated by the application system to determine the appropriate course of action for correction;

Assists technical programmer analysts in the design, development and testing of application system corrections or enhancements by analyzing modifications recommended, determining system impact and estimating effort and resources required to perform modification;

Monitors migration of new and revised applications through user acceptance and production regions to ensure adequate pre-production test planning and execution in coordination with established quality assurance policies and procedures;

Develops, reviews and updates application documentation and training material to ensure that information is accurate, relevant, current, and user friendly;

Conducts multiple programs of on- and off-site training and support for all levels of users on the functions and capabilities of complex applications by using established training techniques and state-of-the-art software;

Oversees, coordinates and supports permanent and ad hoc user groups for the advancement of the system application and the users’ operating knowledge;
Participates in the management of changes to application based on input from individual system users, user groups and control agencies who identify requirements relating to application deficiencies or enhancements;

 Performs other related duties.

## KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of the functions and uses of mainframe or large client server-based application systems; Knowledge of the functions and capabilities of automated business systems; Knowledge of the functions and capabilities of computer systems and peripheral equipment as related to the functionality of applications; Knowledge of the principles and practices of training users of automated application systems; Skill in providing problem analysis and ongoing user support, coordinating system development and implementation, and training users on the functionality of applications for agency or statewide systems housed on mainframe computers or large client server platforms; Skill in creating, reviewing and updating application documentation and training materials; Skill in conducting classroom and one-on-one training on the functionality of complex computer applications; Skill in using mainframe and PC-based software for problem diagnosis, analysis, correction and end user training on the functionality of applications; Skill in applying inductive and deductive reasoning to reach logical solutions to complex application system problems; Ability to communicate effectively and establish and maintain effective working relationships with system users, user groups, vendors, computer operations personnel programmer analysts and technical support staff.

## MINIMUM QUALIFICATIONS

**Education:** Bachelor’s degree from an accredited college or university in Accounting, Finance, Business Administration, Public Administration, Human Resources Management, Information Technology or other related field with specific coursework in the structure and use of automated information systems.

**Experience:** One year of experience providing problem analysis and ongoing user support, coordinating system development and implementation, and training users on the functionality of applications for agency or statewide systems housed on mainframe computers or large client server platforms.

**Notes:**

1. Graduation from an accredited high school or possession of a high school equivalency certificate and two additional years of experience providing problem analysis and ongoing user support, coordinating system development and implementation, and training users on the functionality of applications for agency or statewide systems housed on mainframe or large client server platforms may be substituted for the required education.

2. Experience responding to and resolving help desk calls from users of computers, or operating computer equipment for the purpose of data entry, word processing, spreadsheet, graphics, database or other applications may be substituted on a year-for-year basis for a high school education.
3. Candidates may substitute U.S. Armed Forces military service experience as a commissioned officer in the Cyber and Information Systems classifications or Cyber and Information specialty codes in the Information Technology field of work on a year-for-year basis for the required experience and education.

**LICENSES, REGISTRATIONS AND CERTIFICATIONS**

NOT APPLICABLE.
NATURE OF WORK

Program Manager Senior I is one of the highest managerial levels of program management in the State Personnel Management System. Employees in this classification are responsible for directing programs that have a broad scope and major impact on agency missions and operations. Employees in this classification directly or indirectly supervise technical, professional, or administrative staff.

Employees receive managerial supervision from an Executive Service employee or other designated official.

Position allocation within the Program Manager Senior series is determined on the basis of relative job evaluation among similarly functioning positions. The job evaluation factors include: qualifications; nature and purpose of personal contacts; nature of recommendations, commitments, decisions, and conclusions; creative thought; responsibility for planning; responsibility for administration; and nature of supervision received.

The Program Manager Senior I – IV class series is limited to the highest level managers of programs common to two or more agencies and to high level managers of agency-unique programs. Managers of programs of lesser scope and responsibility involving programs common to two or more agencies are classified in the Administrative Program Manager I – IV class series. Managers of programs of lesser scope and responsibility involving agency unique programs are classified in the Program Manager I-IV class series. Managers of programs of lesser scope and responsibility may also be classified in other specific occupational classifications.

EXAMPLES OF WORK

Plans, directs and administers all aspects of an agency program(s) that has a broad scope and major impact on agency missions and operations;

Establishes overall policies and procedures for the program(s), oversees their implementation, evaluates their effectiveness and approves major revisions;

Establishes overall program goals, standards and controls to meet program objectives and oversees their achievement;

Oversees and manages the personnel and financial resources of the program(s);

Plans, coordinates, supervises and evaluates the work of subordinate managers;

Develops, implements and manages short and long-range plans for program operations and resources;

Determines organizational structure and staffing needs of the program(s);

Prescribes and oversees development and training of program staff;
Maryland Position Descriptions

Represents the agency before federal, State and local officials, legislative committees and senior managers and executives of other agencies concerning program activities;
Performs other related duties.

GENERAL REQUIREMENTS
Specific educational and experience requirements are set by the agency based on the essential job functions assigned to the position.
State of Maryland

PROGRAM MANAGER II (#005477)

NATURE OF WORK

Program Manager II is a managerial level of work in the Management Service of the State Personnel Management System. Employees in this classification are responsible for directing programs unique to their agency’s mission and operations and which are not found in other agencies. Employees in this classification have supervisory or managerial responsibility for the work of other employees in the Skilled or Professional Services.

Employees in this class receive managerial or executive supervision from a higher-level manager or an executive.

Position allocation within the Program Manager series is determined on the basis of relative job evaluation among similarly functioning positions. The job evaluation factors include: qualifications; nature and purpose of personal contacts; nature of recommendations, commitments, decisions, and conclusions; creative thought; responsibility for planning; responsibility for administration; and nature of supervision received.

Program Manager I-IV are differentiated from Administrator IV-VII in that Program Manager I-IV are responsible for one or more agency-specific programs, including the supervision of staff and responsibility for a budget, while Administrators IV-VII perform administrative staff work related to the administration of departmental policy and overseeing or coordinating agency operations, or as a special assistant to an executive. Program Manager I-IV are differentiated from Administrative Program Manager I-IV in that Administrative Program Managers I-IV are responsible for one or more program functions found in various agencies, such as public information or directors of administration, including the supervision of staff and responsibility for a budget.

EXAMPLES OF WORK

Directs and coordinates all activities of an agency program or programs, such as a social services, health services or natural resources program, which are unique to the agency and its mission;

Establishes overall policies and procedures for the program(s), oversees implementation and approves revisions;

Establishes and evaluates program goals, standards and controls to meet program objectives;

Oversees and manages the personnel and financial resources of the program(s);

Develops short and long-range plans for program operations and resources;

Determines organizational structure and staffing needs of the program(s);

Oversees development and training of program staff;

Plans, coordinates, supervises and evaluates the work of subordinate supervisors;
Maryland Position Descriptions

Represents the department in a liaison capacity with managers and officials of other agencies concerning program activities;
May promote the program through contacts with interested groups and the general public;
Performs other related duties.

GENERAL REQUIREMENTS

Specific educational and experience requirements are set by the agency based on the essential job functions assigned to the position.
NATURE OF WORK
An Administrative Aide is work providing secretarial support to an official, administrator or administrative staff. Employees in this classification type on keyboards of personal computers, using word processing software. Employees in these classifications may supervise lower-level secretarial or clerical employees.

Employees in this classification receive supervision from an official, administrator or administrative staff.

The Administrative Aide classification is differentiated from the lower level Office Secretary I, II and III classifications, and the higher level Management Associate classification based on the total points accrued by the application of the Office Secretary Point Factor System. The job evaluation factors are: Education, Starting Experience, Skills Required, Training Time, Working Conditions, Ingenuity and Complexity, Supervision Received, Consequence of Error, Supervision and Training Given and Personal Contacts. The point range requirements for the Administrative Aide classification is 1251 – 1550 points. The point range requirements for the Office Secretary I classification is 600 – 749 points. The point range requirements for the Office Secretary II classification is 750 – 990 points. The point range requirements for the Office Secretary III classification is 991 – 1250 points. The point range requirements for the Management Associate classification is 1551 plus points.

EXAMPLES OF WORK
Provides secretarial support to one or more officials, administrators or administrative staff;
Types manuscripts, correspondence, reports and other documents using a keyboard of a personal computer;
Interprets administrative decisions and policies to staff and transmits instructions with the authority of the supervisor;
Acts as an intermediary for the supervisor maintaining frequent contacts with public and private executives, professional staff and other officials;
Relieves the supervisor of operational details by assembling, compiling and summarizing data into a concise form and preparing reports;
Drafts routine and complex correspondence;
Receives telephone calls and visitors and arranges for appointments and interviews;
Provides information to callers in regard to laws, rules, regulations, operations and procedures governing the agency's operations;
Obtains material from a variety of sources to be used for articles, reports and speeches;
Maintains important and confidential records, schedules, expense accounts and office supplies;
Maryland Position Descriptions

Reads reports and summarizes information to facilitate the supervisor's review;
Types manuscripts, correspondence, statements, tables and forms from corrected copy, rough draft or oral instruction;
Opens, sorts, reads and distributes incoming correspondence;
Proofreads outgoing correspondence and reviews records for completeness and accuracy;
Prepares and maintains statistical and numerical reports and records;
Develops special forms and summaries using a variety of records in order to secure complete and accurate information;
Composes and signs outgoing correspondence;
Develops, revises and implements office procedures;
May use word processing, database, spreadsheet or desktop publishing computer software applications in order to prepare reports, charts, graphs or other documents;
May enter, update, verify and retrieve data using computer data base or spreadsheet software applications;
May take dictation using shorthand;
May supervise lower-level secretarial or clerical employees;
Performs other related duties.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of office practices, procedures and equipment;
Knowledge of business English, spelling, punctuation and grammar;
Skill in typing on a keyboard of a personal computer at a minimum speed of 40 words per minute may be required, depending on the specific requirements of the position;
Ability to compose routine and complex business correspondence;
Ability to establish, revise and implement office procedures;
Ability to draft routine and complex correspondence;
Ability to receive telephone calls and visitors and arranges for appointments and interviews;
Ability to maintain records and prepare reports;
Ability to perform basic arithmetic computations;
Ability to maintain confidentiality of records, reports and other material;
Ability to deal with officials, the public and co-workers in a courteous and tactful manner;
Ability to supervise lower-level secretarial or clerical employees;
Ability to communicate effectively.
MINIMUM QUALIFICATIONS

Education: Graduation from an accredited high school or possession of a high school equivalency certificate.

Experience: Four years performing secretarial work or clerical work involving typing duties.

Notes:

1. Additional secretarial or clerical experience may be substituted on a year-for-year basis for the required education.

2. Thirty credit hours with a major in secretarial science or office technology from an accredited college may be substituted at the rate of thirty credits for one year of experience for up to two years of the required experience.

3. Candidates may substitute U.S. Armed Forces military service experience as a non-commissioned officer in Administration classifications or Administrative, Clerical, or Office Services specialty codes in the Administrative Support field of work on a year-for-year basis for the required experience.

LICENSES, REGISTRATIONS AND CERTIFICATIONS

NOT APPLICABLE.

SPECIAL REQUIREMENTS

Demonstrated ability to accurately type on a keyboard on a personal computer at a minimum of forty words per minute may be required, depending on the specific requirements of the position.
**State of Minnesota**

**POSITION DESCRIPTION**

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<tr>
<th>EMPLOYEE'S NAME</th>
<th>AGENCY/DIVISION</th>
<th>ACTIVITY</th>
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<td></td>
<td>BUREAU OF CRIMINAL APPREHENSION-</td>
<td>MN Justice Information Services (MNJIS)</td>
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<tr>
<td></td>
<td>CLASSIFICATION TITLE</td>
<td>WORKING TITLE (if different)</td>
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<tr>
<td>FINGERPRINT TECHNICIAN</td>
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<td>PREPARED BY</td>
<td>PREVIOUS INCUMBENT</td>
<td>APPRAISAL PERIOD</td>
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<tr>
<th>EMPLOYEE'S SIGNATURE (this position description)</th>
<th>DATE</th>
<th>SUPERVISOR'S SIGNATURE (this position description reflects the employee's current job)</th>
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**POSITION PURPOSE**

This position is assigned responsibilities for the tasks related to the management of the 10-print repository of the Minnesota Automated Fingerprint Identification System (AFIS). These responsibilities involve various complex technical functions related to the forensic analysis of fingerprint impressions through the electronic and manual processing of fingerprint submissions to maintain the integrity and accuracy of the fingerprint database for the State of Minnesota, and, indirectly, the Federal Bureau of Investigations. Fingerprint Technicians perform difficult, non-routine fingerprint image examination, interpretation, classification, analysis and identification and apply the laws, rules and standards governing this process. Fingerprint Technicians also capture fingerprint images for the public; perform comparisons, analysis and verifications of fingerprint images submitted to the BCA for background checks or Questioned Identities.

**REPORTABILITY**

Reports to: Fingerprint Services Supervisor

Supervises: N/A

**DIMENSIONS**

Budget: N/A

Clientele: 571 MN Law Enforcement Agencies and their Prosecuting Agencies
87 MN County Attorneys
87 District Courts
120 Correctional Agencies
State Department of Public Safety
State Department of Natural Resources
1.* RESPONSIBILITY:
Search, compare, verify and identify all incoming criminal fingerprint biometrics submitted to the BCA from Local Law Enforcement. Establish a final determination concerning existence/non-existence of prior fingerprints in the Minnesota AFIS Repository via the Ten-print/Audit/Reverse Search Verification workflow with zero misidentifications. Respond to Biometric Alert Messenger (BAM) for final disposition of the record.

Perform comparative examination using ACE-V Scientific Methodology on all biometrics entering the Quality Control (QC) state in AFIS.

Perform a one-to-one comparative examination using ACE-V Scientific Methodology on all biometrics entering the Tenprint Verification (TV) and Audit Verification (AV) states.

TASKS:
- Identifies and interprets complex friction ridge patterns based on established rules and standards of the FBI and Scientific Working Group on Friction Ridge Analysis Study and Technology (SWGFAST). Examines images and information for quality control purposes for both electronic and manual fingerprint submissions in all states, Quality Control (QC), Tenprint Verification (TV), Audit Verification (AV) or Reverse Search Verification (RV).
- Performs complex comparative examinations using the Analysis, Comparison, Evaluation, and Verification (ACE-V) Scientific

* Denotes essential functions under the Americans with Disabilities Act (ADA)
Methodology to positively identify individuals for accurate dissemination of their criminal history record.

- Confirm and verify image identification or non-identification by comparing all incoming images against previously identified images from the AFIS database, ensuring quality fingerprint images are forwarded to the FBI.
- Applies scientific formulas using the Henry Classification System, National Crime Information Center (NCIC) classification system and the Integrated Automated Identification System (IAFIS) classification system by calculating ridge counts, whorl tracings, and identifying ridge flow and structure, plotting core and delta.
- Research and examine all images, verifying arrest data and demographic information, within various systems for indeterminate identifications by AFIS. Prepare and provide detailed reports on data gathered.
- Utilize secondary verification for review by an additional BCA Fingerprint Technician when a determination cannot be made.
- Establish and verify that AFIS assigned a State Identification Number (SID) to the criminal history record.
- Applies and interprets Minnesota State Statutes and FBI Criminal Justice Information System (CJIS) requirements in relation to dissemination and retention.
- Provide technical assistance to law enforcement, governmental agencies, and non-criminal justice agencies concerning the result of searches or basic information.
- Identifies, verifies, and creates a master record for hard copy fingerprint cards when there are no previous cards on file.
- Conducts comparative examinations with the use of ACE-V Scientific Methodology to consolidate duplicate or multiple records when identified.
- Read, research and resolve BAM error messages to ensure accuracy and completeness of the data for final disposition of the record. Record all information regarding the case within the BAM system.

**QC SPECIFIC TASKS:**

- Examine the fingerprint images associated with the QC record.
- Compare and verify each rolled fingerprint image and plain impression.
- Process and correct the fingerprint image for quality by resolving all image errors, low minutia, missing images, non-sequential image errors and poor quality resolution.
- Provide technical assistance to the submitting law enforcement agency and request new images for optimal quality and resolution when

* Denotes essential functions under the Americans with Disabilities Act (ADA)
necessary.
- Research and determine if quality fingerprint images exist by querying CCH with a Name & Date of Birth (DOB) search when applicable.
- Examine, verify, confirm and consolidate the fingerprint entry with the existing record if applicable.
- QC cases require immediate action to ensure local agency can obtain better images if needed.

TV/AV SPECIFIC TASKS:
- Examine the fingerprint images associated with the TV and AV records.
- Interpret, analyze, identify and classify fingerprint images through scientific methodology. Calculate ridge counts, whorl tracings and identify ridge flow patterns, plotting core, delta and minutia with the use of AFIS technology.
- Confirm and verify image identification or non-identification against an AFIS generated list of potential fingerprint matches, closely conducting a complex comparison of each image.
- Request from, and provide, law enforcement and Criminal History Analysts (CHA) information and technical assistance when needed.
- Utilize additional computer systems, e.g., CCH, Print/Print, LME, BAM, etc., to research and examine images and arrest data as needed.
- TV cases require immediate action.
- AV cases require a less than 3 hour completion period.

PERFORMANCE INDICATORS:
- Ability to accurately analyze, compare, verify and identify correct pattern interpretations, minutiae plotting, core and delta placement, adding alternative classifications as needed. These skills are vital to ensure the integrity of the criminal history record and background check request to accurately provide identification of individuals.
- Compare, determine and verify correct pattern interpretations.
- Understand and accurately utilize AFIS image enhancement technology.
- Identify duplicate records, verify and consolidate said records in AFIS and the Criminal History System. Contact submitting law enforcement agency with updated record information.
- Actively respond to and complete QC and TV cases within 15 minutes of receiving.
- Identification and AV case completion within 3 hour time period.
- Fingerprint image quality meets FBI standards.
- Immediately resolve BAM messages according to standard operating procures, recording all resolution information within the BAM system, and follow up on BAM messages as needed.

* Denotes essential functions under the Americans with Disabilities Act (ADA)
2. * Responsibility:
Perform a one-to-one complex, comparative examination using ACE-V Scientific Methodology to examine unsolved crime scene latent fingerprints entering the Reverse Search (RV) queue.

Tasks:
- Examine the fingerprint images associated with each RV case.
- Interpret, analyze, compare and identify fingerprint images through meticulous scientific methods.
- Understand and utilize the AFIS technology enhancement options.
- Confirm and verify image identification or non-identification against an AFIS generated list of potential fingerprint matches, conducting a complex comparison of each image.
- Identify ridge patterns, minutia, core and delta when possible.
- Communicate with and notify Forensic Laboratory staff and Fingerprint Services Supervisor with potential matches for confirmation.
- Understand basic forensic latent fingerprint concepts.

Performance Indicators:
- Ability to accurately analyze, compare, verify and identify correct pattern interpretations, ridge flow, minutiae plotting, and core and delta placement.
- Thoroughly and confidently exhaust all enhancement options and image manipulation before proceeding to a new case.
- Consistent daily progress on the existing queue.

* Denotes essential functions under the Americans with Disabilities Act (ADA)
• Consistent communication with lab staff and supervisor for potential matches with the unsolved latent crime scene cases.

3. * Responsibility:
Capture fingerprint biometrics utilizing the Livescan for applicant fingerprint requests, Questioned Identity, and individual record reviews for background checks. This can include manually (ink and roll) capturing fingerprints at off-site locations at the request of municipal, county, state and private entities.

Tasks:
• Provide basic fingerprint instructions and explanation to customers.
• Obtain and review identification of each individual prior to processing.
• Record demographic information of each applicant or subject.
• Roll fingerprint impressions via the Livescan, or ink if needed, of each applicant or subject, paying close attention to detail and quality on each roll or plain impression.
• Examine, compare, and confirm identification or non-identification of captured images as requested for Questioned Identity.
• Search and confirm existing criminal history for Questioned Identity as needed.
• Provide captured biometrics to the CHA unit as requested from agencies at offsite prints.

Performance Indicators:
• Provide quality customer service.
• Required information is accurately completes required information.
• Knowledge and operation of Livescan technology and the use of ink to capture all fingerprints.
• Capture quality images, must be legible and classifiable.
• All captured images must meet FBI standards of quality.
• Accurately identify existing criminal history information via CCH.
• Accurately examine, compare and verify existing images against captured images for identification and non-identification with the use of ACE-V Scientific Methodology.
• Report and record results accordingly and cooperate with other units to complete required tasks.

* Denotes essential functions under the Americans with Disabilities Act (ADA)
### 4. **Responsibility:**
Review and maintain the AFIS fingerprint repository for record integrity. Verify and update record information per law enforcement agency requests. Update and remove images pursuant to Minnesota state statutes and court orders regarding expungements, deletes, seals and deceased offender records per CCH unit requests. AFIS, FBI and CCH systems should all hold consistent and accurate data.

### Tasks:
- Confirm, verify and respond to law enforcement requests, updating information as needed.
- Provide technical assistance to law enforcement agencies when necessary.
- Review and remove images from AFIS per court order change requests received from the CCH unit. E.g. seals, expungements, deletes and deceased records.
- Compare and confirm identity within AFIS.
- Verify for completeness and accuracy.
- Remove all images and information from associated systems. E.g. BioID cleanup and Print/Print.

### Performance Indicators:
- Accurately complete record removal in a timely manner.
- Knowledge of AFIS record removal practices and procedures.
- Thorough interpretation and comprehension of CCH unit requests, court order logs, expungement requests, screen shots, etc.

* Denotes essential functions under the Americans with Disabilities Act (ADA)
5. **RESPONSIBILITY:**
Perform other duties as assigned to ensure BCA’s Biometric Unit goals are met.

**Tasks:**
- Understand and review policies, Standard Operating Procedures (SOP), training documents and relevant legislation as needed.
- Provide insight, expert knowledge and feedback to business process improvements and SOPs.
- Participate and test new AFIS system enhancements and features.
- Prepare court testimony as an expert witness as to the validity of the biometric identification based on the ACE-V Scientific Methodology and FBI Science of Fingerprint Analysis.
- Analyze, compare and certify fingerprint requests as needed, following dissemination rules and Minnesota data practices requests to individuals and law enforcement.
- Provide assistance to the Criminal History Access Unit in scanning fingerprints for background checks.

**Performance Indicators:**
- Read and comprehend Biometric Unit SOPs and follow written procedures.
- Review and comprehend legislation and policies as pertains to biometric unit.
- Understand and articulate the ACE-V Methodology in preparation for court testimony.
- Research and accurately verify certified fingerprint requests and associated information in a timely manner.
- Follow data practices rules and dissemination procedures of private data at all times. Failure to do so will result in disciplinary action.

* Denotes essential functions under the Americans with Disabilities Act (ADA)
NATURE AND SCOPE (relationships; knowledge, skills and abilities; problem solving and creativity; and freedom to act.)

RELATIONSHIPS
The Fingerprint Technician must work with a diverse group of clientele, both within the criminal justice community and also the public. The technician must have the ability to communicate technical information to law enforcement when needed and provide explanation of fingerprint processing to non-criminal justice individuals and agencies. Clients within the criminal justice community include law enforcement personnel, attorneys, medical examiners, corrections staff, court officials, BCA investigators and other state repositories. The technician must have the ability to work cooperatively with personnel in other State of Minnesota agencies and with federal law enforcement agencies (i.e. Drug Enforcement agents, Alcohol, Tobacco and Firearms and Drug Enforcement Agents, Federal Bureau of Investigation agents and staff, etc.). The individual must be able to maintain a positive working relationship with team members and management on all levels by understanding how their attitude and actions affect the working environment. Close working relationships with all areas of MNJIS and specifically Criminal History Data Analysts and Criminal History Access personnel, Biometric and Criminal History system developers, business analysts and MNJIS trainers must also be maintained. The Fingerprint Technician must interface with a wide range of the public to capture fingerprints for employment and licensing purposes. The BCA provides a customer-oriented service which means it is imperative Fingerprint Technicians maintain courteous, friendly and helpful attitudes, and in addition "go the extra mile" to build relationships with, and provide the best possible service to internal and external clientele.

KNOWLEDGE, SKILLS AND ABILITIES
A Fingerprint Technician will work independently to carefully examine, analyze, enhance and classify fingerprint images. All personnel in this classification will take and pass the basic fingerprint classification course offered by the FBI or have similar fingerprint comparison training and classification experience. These responsibilities involve various complex technical functions related to the forensic analysis of fingerprint impressions through Livescans and manual submissions to maintain the integrity and accuracy of the fingerprint database in Minnesota and the Federal Bureau of Investigations. A Fingerprint Technician must have a thorough knowledge of the Science of Fingerprints, classification, algorithms and auto classifications as they relate to AFIS. The Technician must be familiar with ACE-V Scientific Methodology and thoroughly present the basis of it in layman’s terms if required for court. The ability to interpret the significance of patterns and evaluate the significance of comparative examinations. In addition, the incumbent must have a thorough knowledge of the methodology of the BCA’s AFIS to assure the system is operating efficiently and at full capacity, as well as, understand and utilize the AFIS technology enhancement features. All fingerprint examinations require the knowledge of and adherence to specific procedures that have been predetermined through training and Standard Operating Procedures (SOP). The incumbent must have the ability to capture fingerprints both in ink and via Livescan technology. The Fingerprint Technician must have working knowledge of the BCA’s Criminal History Records System, the criminal justice process and federal and state statutes governing biometric and criminal history data. They must have thorough knowledge of system functions regarding information, submissions, research, record retrieval, expungements, consolidations, and record maintenance functions. The Fingerprint Technician must have knowledge of Minnesota Government Data Practices Act, Minnesota Statutes Chapters 13 and 299C and the BCA Retention Schedule as they relate to criminal history data. Also required is knowledge of office procedures and the ability to perform office functions and skill in operating a personal computer, printer, scanner and other office machines. The Fingerprint Technician must know how and when to use various criminal justice applications to research the status of records. They must know the procedures regarding court testimony.

* Denotes essential functions under the Americans with Disabilities Act (ADA)
as an expert witness on the science and process of fingerprint identification and elimination. Knowledge to conduct and continually improve work processes with strong awareness of most immediate and sustained effects on customers is vital. The Fingerprint Technician needs to confer with criminal justice authorities and a diverse group of customers, which requires integrity and the ability to communicate effectively, both orally and in writing. They must have the ability to sit and view fingerprints images on a computer screen for extended periods of time.

**PROBLEM SOLVING AND CREATIVITY**

Biometric and criminal arrest data is submitted to the Bureau of Criminal Apprehension’s Minnesota Justice Information Services (MNJIS) from contributing criminal justice agencies. The biometric data is thoroughly examined for quality, accuracy and completeness and processed as required by the BCA Fingerprint Technician for inclusion into AFIS. Subjects of criminal history records are assigned a unique State Identification Number based on a distinct set of fingerprint biometrics which is associated with records, compiled from police, sheriffs, courts, and corrections agencies and included in other criminal justice applications. This data is made available to the criminal justice community and non-criminal justice users based on state and federal guidelines. The Fingerprint Technicians must have extensive knowledge of these guidelines and complex fingerprint ridge analysis skills. This position requires considerable problem-solving skills while analyzing images and the information associated for a response to standard and non-standard issues. Decisions must be made within the context of BCA policy and federal guidelines governing the Minnesota Fingerprint Repository. Incumbent will also provide technical training to local law enforcement agencies regarding images of poor quality and/or AFIS technical errors. Certified fingerprint requests may be received via mail, email or facsimile and require the incumbent to communicate with the requesting agency, research, verify and compare images for official certification. Fingerprint technicians must respond in a timely manner.

The consequences of incomplete and inaccurate records are significant, if the wrong fingerprints are attached to a record it could result in someone not obtaining employment, housing or other benefit or the converse, someone getting these items that shouldn’t. It could also result in an inappropriately reduced sentence or a more extensive sentence, erroneously enhanced charges or missed enhanced charges, or could call into question the reliability of and the confidence in the Minnesota AFIS, Criminal History, and our records. It is imperative Fingerprint Technicians not only understand the ACE-V Scientific Methodology behind fingerprints and classifications, but also biometric nuances, basic court procedures, statutes, record structures, and custodial procedures. They should also understand how and why information is inaccurate or inadequate, and locate the correct information through diverse and sometimes elusive sources. Most of the daily work requires one to be self-sufficient and work independently with minimal supervision. If a Fingerprint Technician is unable to resolve an issue by troubleshooting and following through with the guidelines, the technician can request assistance from another technician or the Fingerprint Services Supervisor.

**FREEDOM TO ACT**

This position requires use of subject matter knowledge, discretion and judgment based on the science of fingerprint comparison, methodology and standard operating procedures, DPS and BCA policies, retention schedules, state and federal statutes, local ordinances, court orders, best practices and new information on a daily basis. All work is performed within established State Statutes, BCA policies and procedures; and, when working with AFIS, under the guidelines established by the FBI and the vendor.

* Denotes essential functions under the Americans with Disabilities Act (ADA)
This individual is expected to accomplish all tasks with the latitude to determine daily priorities. Daily work is performed individually but the incumbent must work in the context of a team. All work in this unit is unit-wide and each incumbent is expected to be familiar with all aspects of the work. Verification of daily work will be performed by other individuals in the unit and the supervisor when the situation merits.

Due to the nature of the job, certain aspects require the Fingerprint Technician to be consciously aware of safety precautions and customer service principles due to daily interaction and an in close proximity with a variety of customers.

* Denotes essential functions under the Americans with Disabilities Act (ADA)
POSITION DESCRIPTION

AGENCY/DIVISION
DPS/BCA

ACTIVITY
Minnesota Justice Information Services (MNJIS)

CLASSIFICATION TITLE:
State Program Admin Tech Specialist

WORKING TITLE (if different)
Criminal History Access Analyst

POSITION CONTROL NUMBER

PREPARED BY

PREVIOUS INCUMBENT

APPRAISAL PERIOD

EMPLOYEE'S SIGNATURE (this position description)

DATE

SUPERVISOR'S SIGNATURE

(this position description reflects the employee's current job)

POSITION PURPOSE
This position is responsible for maintaining and disseminating complete, accurate and timely adult and juvenile criminal history records for individuals in Minnesota. An individual’s criminal history record is a core information service within the criminal justice system that the BCA is responsible for and is used for various critical criminal justice and non-criminal justice purposes both within Minnesota and nationally. For criminal justice purposes, the information is used to make key decisions regarding arrest, detention, release, sentencing, charging etc. For non-criminal justice purposes, the information is used to make key decision regarding employment, licensing, housing, child welfare etc. This position serves as a subject matter expert in the area of criminal history information, background checks and/or biometrics and works with all facets of the criminal justice system to ensure that state and federal statutes, as well as other federal, state, and local rules and policies are applied appropriately to provide the most comprehensive picture of an individual’s criminal history.

REPORTABILITY
Reports to: Biometrics and Criminal History Business Services Manager
Supervises: N/A

DIMENSIONS
Budget: N/A
Clientele:
571 MN Law Enforcement Agencies and their Prosecuting Agencies
87 MN County Attorneys
87 District Courts
120 Correctional Agencies
State Department of Public Safety
State Department of Natural Resources
State Patrol
State Supreme Court
State Department of Corrections
Attorney General’s Office
Federal Bureau of Investigation
Criminal Justice Agencies throughout the United States (approximately 45,000)
Data subjects
Public Citizens
Non-Criminal Justice Agencies
Private Attorneys
Board of Pardons
RESPONSIBILITY:
To maintain, and disseminate accurate and complete adult and juvenile information in the BCA’s Criminal History System and to assist other criminal justice entities in analyzing the information, making eligibility determinations, and taking other action as appropriate.

TASKS:
A. Analyze Court dispositions, make any corrections, and update the Criminal History System.
B. Analyze custodial information received from custodial and correctional agencies, make any corrections, and update the Criminal History System.
C. Analyze arrest information from law enforcement agencies (including both electronic and paper fingerprint cards), make any corrections, and update the Criminal History System.
D. Advise and notify law enforcement, courts, or corrections agencies of any errors or inaccurate data and acquire any missing data.
E. Analyze and determine individual eligibility for various types of background checks and ensure updates to the state Criminal History System which updates the federal FBI system (NICS).
F. Research juvenile records and make determination of eligibility to purge based on historical and current juvenile data retention statutes.
G. Resolve adult and juvenile court and custody records in “suspense” (records not available in the Criminal History System because the disposition is not linked to an individual’s fingerprints) through research and analysis.
H. Train and assist agencies on MNJIS software tool to resolve suspense records (Agency Interface).
I. Serve as the primary liaison to criminal justice agencies as well as employers and the public in resolving, updating or answering questions on criminal history information or criminal history background checks.
J. Utilize multiple information systems (such as MNCIS, Court Files, Agency Interface, NICS, NCIC, Statewide Supervision System, Portals, Integrated Search Service etc.) to verify analysis, conduct research, and collect missing data.
K. Review and analyze all records where individual has reached age 100 and delete criminal history record as appropriate.

 RESPONSIBILITY:
To review and analyze all Petitions, Court Orders, and Expungements and take appropriate action to ensure that an individual is eligible for the remedy sought and that the individual’s criminal history is complete and accurate.

TASKS:
A. Review and analyze all petitions to seal (and the correlating criminal history record) received from individuals/attorneys based on federal and state statutes.
B. Research Minnesota and other state information; make changes if necessary;
determine, based on statute and case law, if an objection letter should be sent to the court, and if so, draft objection letter on behalf of the BCA.

C. Review and analyze Court Orders (for firearms restoration, drug seals, pardons, name changes etc.) based on federal and state statutes.

D. Advise the Court of inaccurate data and/or take appropriate action or update the record based on the order.

E. Track Stayed Court Orders, if appealed, through process and take action as appropriate.

F. Review and analyze requests to BCA from individuals for expungement of records based on federal and state statutes.

G. Determine eligibility for expungement; approve or deny request; delete record from Criminal History System and request deletion from Automated Fingerprint Identification System; and notify individual and other appropriate entities such as the FBI.

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<th>3. RESPONSIBILITY:</th>
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<tr>
<td>To provide other miscellaneous criminal history information services to ensure the Criminal History System is accurate and complete and to assist customers with criminal history-related issues.</td>
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</table>

**TASKS:**

A. Create criminal history records in the Criminal History System from non-automated records.

B. Read and interpret Supreme Court and Court of Appeal decisions (published on a regular basis) to determine impact on criminal history maintenance and dissemination and take appropriate action as necessary.

C. Provide public criminal history bulk data to individuals and entities who request it.

D. Maintain, track and coordinate Criminal History System passwords and ORIs for criminal justice agencies.

E. Assist the Front Desk with criminal history inquiries and running background checks as needed.

F. Synchronize and reconcile FBI and Minnesota criminal history records.

G. Audit criminal history records as needed for quality assurance purposes.

H. Complete special projects as assigned.

I. Serve as subject matter expert on criminal history and background check issues and assist internal and external customers as needed with questions and requests for information.

J. Provide assistance to the Fingerprint Services Unit.
**NATURE AND SCOPE** (relationships; knowledge, skills and abilities; problem solving and creativity; and freedom to act.

**RELATIONSHIPS**
Analysts are the primary contacts and subject matter experts for internal and external customers on all criminal history information questions and issues and have extensive contact with individuals in law enforcement, courts, and corrections agencies in addition to the FBI and the MN Attorney General's Office. This position is often the initial and primary contact for private attorneys and the subjects of the record. The Analysts work in teams and collaborate with each other on a consistent basis to ensure that all stay up-to-date on the changing statutes, policies and processes related to criminal history information. Analysts work independently but closely with the Criminal History Supervisor and the Biometrics and Criminal History Manager. Close working relationships with the fingerprint technicians, intake personnel, and trainers of MNJIS must be maintained and fostered in addition to those with other employees of the BCA. This position provides a customer-oriented service which means that it is imperative that Analysts working in these positions maintain courteous, friendly and helpful attitudes, and in addition “go the extra mile” to build relationships with, and provide the best possible service to our clientele.

**KNOWLEDGE, SKILLS AND ABILITIES**
Analysts must have an extensive working knowledge in the following areas:
- State and federal statutes, rules, and policies related to adult and juvenile criminal history information and issues (this includes both historical and current statutes and rules)
- Criminal justice system and related business processes for law enforcement, prosecution, courts, and corrections
- Data privacy and data practices
- State and federal information systems and where to obtain information
- State, DPS and BCA policies
- Legal and criminal justice terminology

Analysts must have advanced skills and abilities in the following areas:
- Analysis and research of statutes, rules, processes and other information
- Interpretation of statutes, rules, processes and other information
- Critical thinking and problem-solving to make determinations and respond to customers
- Computer skills to access data and work in multiple systems and applications (*must be certified in specific applications to access data through the secure network such as Portals and Agency Interface)
- Communication skills including both oral and written
- Organizational, coordination, and multi-tasking skills
- Customer Service
- Work independently and in team setting
- Collaboration

**PROBLEM SOLVING AND CREATIVITY**
This position requires considerable problem-solving skills while analyzing all the information that will be necessary for response to inquiries. Analysts must review, comprehend, retain, interpret, analyze and apply reference information from various sources (both current and historical) to maintain and disseminate complete accurate
criminal history records in a timely manner. Every document presents a new set of problems to be overcome. It is necessary to weigh each situation and variable and determine if the information reported fits within the "norms" or is a deviant that must be verified. Many cases require the analyst to make recommendations or eligibility decisions and to communicate with other entities the outcome of their analysis. The consequences of incomplete and inaccurate criminal history records are significant and can adversely impact public safety in Minnesota and nationally. It is imperative that members of this unit not only understand basic court procedure, statutes, record structure, sentencing norms, and custodial procedures, but determine "how and why" information is inaccurate or inadequate, and locate the correct information through diverse and sometimes illusive sources. If a problem cannot be solved in the above situations, the individual consults the Criminal History Supervisor, Fingerprint Services Supervisor, or Manager.

FREEDOM TO ACT
This position requires extensive use of subject matter knowledge, discretion and judgment based on operating procedures defined in Criminal Justice Information System manual, BCA policies, state and federal statutes, local ordinances, court orders, best practices and new information on a daily basis. Analysts make multiple, independent decisions on a daily basis that have high degree of criticality to public safety. This individual is expected to accomplish all tasks within the latitude of the position description, to work independently and within the team, and to determine daily priorities. This position consults with the Criminal History Supervisor, Fingerprint Services Supervisor, or Manager on an ongoing basis as needed.
# Position Description

**Agency/Division:** DPS/BCA  
**Activity:** Minnesota Justice Information Services (MNJIS)

**Classification Title:** State Program Admin Tech Specialist  
**Working Title (if different):** Criminal History Analyst  
**Position Control Number:**

**Prepared by:** Wendy Gray  
**Previous Incumbent:**

**Employee's Signature (this position description):**

**Position Purpose:**
This position is responsible for maintaining and disseminating complete, accurate and timely adult and juvenile criminal history records for individuals in Minnesota. An individual’s criminal history record is a core information service within the criminal justice system that the BCA is responsible for and is used for various critical criminal justice and non-criminal justice purposes both within Minnesota and nationally. For criminal justice purposes, the information is used to make key decisions regarding arrest, detention, release, sentencing, charging etc. For non-criminal justice purposes, the information is used to make key decision regarding employment, licensing, housing, child welfare etc. This position serves as a subject matter expert in the area of criminal history information and works with all facets of the criminal justice system to ensure that state and federal statutes, as well as other federal, state, and local rules and policies are applied appropriately to provide the most comprehensive picture of an individual’s criminal history.

**Reporting:***
- **Reports to:** MNJIS Criminal History Supervisor
- **Supervises:** N/A

**Dimensions:**
- **Budget:** N/A
- **Clientele:**
  - 571 MN Law Enforcement Agencies and their Prosecuting Agencies
  - 87 MN County Attorneys
  - 87 District Courts
  - 120 Correctional Agencies
  - State Department of Public Safety
  - State Department of Natural Resources
  - State Patrol
  - State Supreme Court
  - State Department of Corrections
  - Attorney General's Office
  - Federal Bureau of Investigation
  - Criminal Justice Agencies throughout the United States (approximately 45,000)
  - Data subjects
  - Public Citizens
  - Non-Criminal Justice Agencies
  - Private Attorneys
  - Board of Pardons
*1. RESPONSIBILITY:
To maintain accurate and complete adult and juvenile information in the BCA’s Criminal History System and to assist other criminal justice entities in analyzing the information, making eligibility determinations, and taking other action as appropriate.

TASKS:
A. Analyze Court dispositions, make any corrections, and update the Criminal History System.
B. Analyze custodial information received from custodial and correctional agencies, make any corrections, and update the Criminal History System.
C. Analyze arrest information from law enforcement agencies (including both electronic and paper fingerprint cards), make any corrections, and update the Criminal History System.
D. Advise and notify law enforcement, courts, or corrections agencies of any errors or inaccurate data and acquire any missing data.
E. Analyze and determine individual eligibility for firearms possession and update the state Criminal History System which updates the federal FBI system (NICS).
F. Research juvenile records and make determination of eligibility to purge based on historical and current juvenile data retention statutes.
G. Resolve adult and juvenile court and custody records in “suspense” (records not available in the Criminal History System because the disposition is not linked to an individual’s fingerprints) through research and analysis.
H. Train and assist agencies on CHS to resolve suspense records.
I. Serve as the primary liaison to criminal justice agencies as well as employers and the public in resolving, updating or answering questions on criminal history information.
J. Utilize multiple information systems (such as MNCIS, Court Files, CHS, NICS, NCIC, Statewide Supervision System, Portals, Integrated Search Service etc.) to verify analysis, conduct research, and collect missing data.
K. Review and analyze all records where individual has reached age 100 and delete criminal history record as appropriate.

*2. RESPONSIBILITY:
To review and analyze all Petitions, Court Orders, and Expungements and take appropriate action to ensure that an individual is eligible for the remedy sought and that the individual’s criminal history is complete and accurate.

TASKS:
A. Review and analyze all petitions to seal (and the correlating criminal history record) received from individuals/attorneys based on federal and state statutes.
B. Research Minnesota and other state information; make changes if necessary; determine, based on statute and case law, if an objection letter should be sent to the court, and if so, draft objection letter on behalf of the BCA.
C. Review and analyze Court Orders (for firearms restoration, drug seals, pardons, name changes etc.) based on federal and state statutes.
D. Advise the Court of inaccurate data and/or take appropriate action or update the record based on the order.
E. Track Stayed Court Orders, if appealed, through process and take action as appropriate.
F. Review and analyze requests to BCA from individuals for expungement of
records based on federal and state statutes.
G. Determine eligibility for expungement; approve or deny request; delete record from Criminal History System and request deletion from Automated Fingerprint Identification System; and notify individual and other appropriate entities such as the FBI.

*3. RESPONSIBILITY:
To provide other miscellaneous criminal history information services to ensure the Criminal History System is accurate and complete and to assist customers with criminal history-related issues.

TASKS:
A. Create criminal history records in the Criminal History System from non-automated records.
B. Read and interpret Supreme Court and Court of Appeal decisions (published on a regular basis) to determine impact on criminal history maintenance and dissemination and take appropriate action as necessary.
C. Provide public criminal history bulk data to individuals and entities who request it.
D. Assist the Front Desk with criminal history inquiries and running background checks as needed.
E. Synchronize and reconcile FBI and Minnesota criminal history records.
F. Audit criminal history records as needed for quality assurance purposes.
G. Complete special projects as assigned.
H. Serve as subject matter expert on criminal history issues and assist internal and external customers as needed with questions and requests for information.

NATURE AND SCOPE (relationships; knowledge, skills and abilities; problem solving and creativity; and freedom to act.)

RELATIONSHIPS
Criminal History Analysts are the primary contacts and subject matter experts for internal and external customers on all criminal history information questions and issues and have extensive contact with individuals in law enforcement, courts, and corrections agencies in addition to the FBI and the MN Attorney General’s Office. This position is often the initial and primary contact for private attorneys and the subjects of the record. The Criminal History Analysts work in teams and collaborate with each other on a consistent basis to ensure that all stay up-to-
date on the changing statutes, policies and processes related to criminal history information. Criminal History Analysts work independently but closely with the Criminal History Supervisor and the Biometrics and Criminal History Manager. Close working relationships with the fingerprint technicians, intake personnel, and trainers of MNJIS must be maintained and fostered in addition to those with other employees of the BCA. This position provides a customer-oriented service which means that it is imperative that Criminal History Analysts working in these positions maintain courteous, friendly and helpful attitudes, and in addition "go the extra mile" to build relationships with, and provide the best possible service to our clientele.

**KNOWLEDGE, SKILLS AND ABILITIES**

Criminal History Analysts must have an extensive working knowledge in the following areas:

- State and federal statutes, rules, and policies related to adult and juvenile criminal history information and issues (this includes both historical and current statutes and rules)
- Criminal justice system and related business processes for law enforcement, prosecution, courts, and corrections
- Data privacy and data practices
- State and federal information systems and where to obtain information
- State, DPS and BCA policies
- Legal and criminal justice terminology

Criminal History Analysts must have advanced skills and abilities in the following areas:

- Analysis and research of statutes, rules, processes and other information
- Interpretation of statutes, rules, processes and other information
- Critical thinking and problem-solving to make determinations and respond to customers
- Computer skills to access data and work in multiple systems and applications (*must be certified in specific applications to access data through the secure network such as Portals and Agency Interface)
- Communication skills including both oral and written
- Organizational, coordination, and multi-tasking skills
- Customer Service
- Work independently and in team setting
- Collaboration

**PROBLEM SOLVING AND CREATIVITY**

This position requires considerable problem-solving skills while analyzing all the information that will be necessary for response to inquiries. Criminal History Analysts must review, comprehend, retain, interpret, analyze and apply reference information from various sources (both current and historical) to maintain and disseminate complete accurate criminal history records in a timely manner. Every document presents a new set of problems to be overcome. It is necessary to weigh each situation and variable and determine if the information reported fits within the "norms" or is a deviant that must be verified. Many cases require the analyst to make recommendations or eligibility decisions and to communicate with other entities the outcome of their analysis. The consequences of incomplete and inaccurate criminal history records are significant and can adversely impact public safety in Minnesota and nationally. It is imperative that members of this unit not only understand basic court procedure, statutes, record structure, sentencing norms, and custodial procedures, but determine "how and why" information is inaccurate or inadequate, and locate the correct information through diverse and sometimes illusive sources. If a problem cannot be solved in the above situations, the individual consults the Criminal History Supervisor.

**FREEDOM TO ACT**

This position requires extensive use of subject matter knowledge, discretion and judgment based on operating procedures defined in Criminal Justice Information System manual, BCA policies, state and federal statutes, local ordinances, court orders, best practices and new information on a daily basis. Criminal History Analysts make multiple, independent decisions on a daily basis that have high degree of criticality to public safety. This individual is expected to accomplish all tasks within the latitude of the position description, to work independently and within the team, and to determine daily priorities. This position consultants with Criminal History Supervisor on an
ongoing basis as needed.
This position is responsible for collecting, maintaining and disseminating complete, accurate and timely adult and juvenile Predatory Offender Registration information for individuals meeting registration requirements for Minnesota and Out-of-State offenses. This position serves as a subject matter expert in the area of POR information and works with all facets of the criminal justice system to ensure that state statutes, as well as other federal, out-of-state, local rules and policies are applied appropriately to provide the most comprehensive picture of an individual’s POR record.

Reportability

Reports to: State Program Administrator Supervisor Principal
Supervises: N/A

Dimensions

Budget: N/A

Clientele: MN Law Enforcement Agencies and their Prosecuting Agencies
- MN County Attorneys and District Courts
- State and Federal Correctional Agencies
- Other states Sex Offender Registries
- State Department of Public Safety
- State Department of Corrections
- Attorney General’s Office
- Federal Bureau of Investigations
- Criminal Justice Agencies throughout the United States (approximately 45,000)
- Non-Criminal Justice Agencies
- Private Attorneys
- Immigration and Naturalization Services
- US Marshals
- US Military
- Federal Courts
- Bureau of Prisons
- Border Patrol
**1. RESPONSIBILITY:**
Determine if an individual is required to register as a predatory offender in Minnesota.

**TASKS:**
A. Analyze and review court dispositions and criminal history records to determine if registration is required.
B. Interpret and apply knowledge of current and historical state statutes when determining POR registration status.
C. Research and analyze Minnesota and out-of-state statutes, rules, processes and other information.
D. Notify appropriate entities such as law enforcement, probation, and court administration when a determination is made that the offender does not meet registration requirements.
E. Advise and notify law enforcement, courts, or corrections agencies of any errors or inaccurate data and acquire any missing information.
F. Utilize multiple information systems (such as MNCIS/Odyssey, Court Files, Statewide Supervision System, Portals, Department of Corrections, Driver and Vehicle Services, Minnesota Repository of Arrest Photos, DNA, Bureau of Prisons, Out of State Registries) to verify analysis, conduct research and collect missing data.
G. Communicate with the Minnesota district court administration regarding discrepancies with charging and sentencing documents related to the registration of offenders.

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<th>Priority</th>
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<th>Discretion</th>
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<td>A</td>
<td>35%</td>
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**2. RESPONSIBILITY:**
Maintain and disseminate accurate and complete information in the BCA’s Predatory Offender Registration record management system.

**TASKS:**
A. Serve as the primary liaison to criminal justice agencies and the public in resolving, updating, and answering questions regarding Predatory Offender Registration information.
B. Analyze custodial information received from custodial and correction agencies, make corrections, and update the POR record management system.
C. Receive and analyze POR documents and update the POR record management system.
D. Review and analyze requests to Bureau of Criminal Apprehension from individuals for interpretation of registration requirements based on state statute.
E. Implement Supreme Court and Court of Appeal decisions that apply to offender registration and take appropriate action.
F. Audit POR records as needed for quality assurance purposes.
G. Review offender status and analyze data for posting on non-compliant public website.
H. Remove offender information from non-compliant public website.
I. Update offender photographs to ensure information is up-to-date and available to law enforcement entities.
J. Review offender registration status based on frequent POR statutory changes.
K. Review and analyze all records to determine if subject has reached end of registration requirement and take appropriate action.

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<td>A</td>
<td>35%</td>
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Revised 8/21/13
### **Responsibility:**
To assist and disseminate accurate information in a timely manner to our criminal justice partners.

**Tasks:**

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<tbody>
<tr>
<td>A.</td>
<td>Serve as subject matter expert on POR issues. Assist and educate internal and external criminal justice partners as needed with questions and requests for information.</td>
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<tr>
<td>B.</td>
<td>Notify law enforcement and out-of-state sex offender registries of changes made to the POR record management system.</td>
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<td>C.</td>
<td>Assist the Minnesota Justice Information System Intake Unit with POR inquiries and conducting POR checks as needed.</td>
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<td>D.</td>
<td>Communicate and assist BCA Predatory Offender Investigation Special Agents with offender issues by retrieving and analyzing data necessary to locate non-compliant offenders.</td>
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<td>E.</td>
<td>Receive and follow up on requests from the public related to predatory offenders. Relay necessary offender information to law enforcement to enforce registration requirements.</td>
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### **Responsibility:**
Convert manual Predatory Offender Registration records and other source documents received to an electronic document management system (EDMS).

**Tasks:**

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<tr>
<td>A.</td>
<td>Utilize EDMS to scan offender and legal documents on a daily basis.</td>
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<tr>
<td>B.</td>
<td>Assign appropriate offender identification number to each document in the EDMS.</td>
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<tr>
<td>C.</td>
<td>Export documents in the EDMS to the appropriate user.</td>
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<tr>
<td>D.</td>
<td>Review and process offender and legal documents in the EDMS to update the POR record management system.</td>
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<tr>
<td>E.</td>
<td>Export updated offender documents to the BCA POR secure website.</td>
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<td>F.</td>
<td>Retrieve offender and legal documents in the EDMS based on POR inquiries from our criminal justice clientele.</td>
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NATURE AND SCOPE relationships; knowledge, skills and abilities; problem solving and creativity; and freedom to act.

RELATIONSHIPS
Predatory Offender Registration (POR) staff are the primary contact and subject matter experts for internal and external clientele on all information, questions and issues. The POR staff has extensive contact with individuals in law enforcement, courts, and corrections agencies within Minnesota as well as other criminal justice partners throughout the United States. This position is often the initial and primary contact for law enforcement and the predatory offender. The POR staff collaborates with each other on a consistent basis to ensure all staff stay current with the changing statutes, court decisions, policies and procedures related to POR information. POR staff works independently but closely with the POR Supervisor and the Predatory Offender Investigation Special Agents in addition to employees of the Bureau of Criminal Apprehension. This position provides a customer-oriented service which means that it is imperative that POR Staff working in these positions maintain courteous, friendly and helpful attitude to build relationships and provide the best possible service to our clientele.

KNOWLEDGE, SKILLS, AND ABILITIES
POR Staff must have an extensive working knowledge in the following areas:
- State and federal statutes, rules, and policies related to adult and juvenile Predatory Offender Registration information and issues (this includes both historical and current statutes and rules)
- Criminal Justice system and related business processes for law enforcement, prosecution, probation, courts, and corrections
- Data privacy and data practices
- State and federal information systems and where to obtain information
- State, DPS, and BCA policies
- Legal and criminal justice terminology

Predatory Offender Registration staff must have advanced skills and abilities in the following areas:
- Research and analyze Minnesota and out-of-state statutes, rules, processes and other information
- Critical thinking and problem-solving to make determinations and respond to customers
- Computer skills to access data and work in multiple systems and applications (*must be certified in specific applications to access data through the secure network such as Portals)
- Communication skills including both oral and written
- Organizational, coordination, and multi-tasking skills
- Customer Service
- Work independently and in team setting
- Collaboration

PROBLEM SOLVING AND CREATIVITY
This position requires considerable problem-solving skills while analyzing all the information that will be necessary for response to inquiries. Predatory Offender Registration staff must review, comprehend, retain, analyze and apply reference information from various sources (both current and historical) to maintain and disseminate complete accurate POR records in a timely manner. Every document has the potential to present a new set of problems to overcome. It is necessary to weigh each situation and variable and determine if the information reported fits within the "norms" or is a deviant that must be verified. Many cases require POR staff to determine registration requirements and to communicate with other entities the outcome of the analysis. The consequences of incomplete and inaccurate POR records are significant and can adversely impact public safety in Minnesota and nationally. It is imperative that members of this unit not only understand basic court procedures, statutes, criminal history, but also determine how and why information is inaccurate or inadequate. If a problem cannot be solved in the above situations, the individual consults the POR Supervisor. For example, this position answers calls from offenders and attorneys who at times do not like the answers they receive and will ask to be transferred to their supervisor.

FREEDOM TO ACT
This position requires extensive use of the subject matter knowledge, discretion and judgment based on operating procedures defined in the Predatory Offender Registration manual, BCA policies, state and federal statutes, court orders, best practices and new information on a daily basis. POR staff make multiple, independent decisions on a daily basis that have high degree in criticality of public safety. This individual is expected to accomplish all tasks within the latitude of the position description, to work independently and within the team, and to determine daily priorities. This position consults with the POR Supervisor on an ongoing basis.

Revised 8/21/13
**POSITION PURPOSE**
As a senior member of a professional training and auditing team, this position exists to perform analysis of training needs, and the development and delivery of technical information systems training related to the Minnesota Justice Information Systems (MNJIS) and National Crime Information Center (NCIC) on a statewide basis to criminal justice agencies and community stakeholders; to conduct MNJIS and NCIC compliance audits of large, complex criminal justice agencies as required by state statute, rule and/or policies to assure that the criminal justice agencies are utilizing federal and state criminal justice information systems appropriately; and to perform other related activities. To continually review and revise, independently and in collaboration with staff, training materials and audit procedures and criteria to meet evolving FBI and MNJIS standards for appropriate use of the MNJIS and NCIC systems. To work closely with FBI trainers and auditors and criminal justice trainers from other state agencies to develop and deliver coordinated, community-wide training and make effective recommendations for achieving compliance. To act as a mentor to intermediate staff with audits of larger agencies to ensure compliance with FBI and BCA policy, State and Federal regulations, agency agreements and state and federal law related to use and access of the BCA MNJIS Hot Files, NCIC 2000 Files, Interstate Identification Index (III) and BCA Computerized Criminal History (CCH) systems and other data sources accessed through the Law Enforcement Message Switch (LEMS).
Criminal Justice Agencies throughout the United States (approximately 45,000)

*1. As part of a training team setting and in cooperation with Minnesota state criminal justice agencies and other state and federal agencies, develop and conduct online and classroom training on policies, procedures, and use of technical criminal justice applications and systems and analyze training needs and existing training curriculum and material. Create new or updated course curriculum and materials. Act as a mentor, coach and information resource for intermediate training staff. Incumbent is responsible for and must continue to improve knowledge base and skill level related to all training the training unit is empowered to deliver to Minnesota criminal justice stakeholders.

TASKS:

A. Independently conduct and provide all types and levels of training including both on-line and classroom settings to clients and stakeholders on the following:
   - CCH/III Courses (Criminal History)
   - MNJIS/NCIC Hot Files Courses
   - NCIC Security Training (National Crime Information Center)
   - Terminal Access Coordinator Training (TAC)
   - CJRS Training (Criminal Justice Reporting System)
   - IBIS Training (Integrated Biometric Identification System)
   - CIBRS (comprehensive incident based reporting system)
   - Electronic Fingerprint Classes (LiveScan)
   - Mobile CJDN Access Training
   - Questioned Identity Training
   - Investigation of Misuse of MNJIS/FBI systems
   - Special classes as need arises
   - Review and update exams and case problems annually

B. Participate in projects for new applications or application updates to develop and incorporate training on system requirements for new technical applications, including proper use and access.

C. Identify and analyze the need for new, additional or refresher training by acting as a liaison, resource to assigned criminal justice agencies, conducting research, facilitating small groups to capture and document requirements for training initiatives and development.

D. Prepare recommendations to management for the development of proposed training.

E. Develop and analyze reports, training methods, and training curriculum and provide reports to management.

F. Develop training curriculum and materials based on review and analysis of applicable law, statute, policies, etc. and assure that materials can be adapted to meet different training styles and methods and delivery modes (online, classroom, etc.).

G. Develop and deliver appropriate written and oral communications, including NCIC/MNJIS training and formal presentations to a variety of criminal justice and non-criminal justice stakeholders and clients.

H. Participate in the ongoing review and updating of training curriculum and training
materials as necessary to meet evolving FBI and MNJIS standards and to ensure consistency and accuracy.

I. Work closely with FBI and criminal justice trainers from other state agencies to develop and deliver coordinated, community-wide training and make effective recommendations for achieving compliance.

*2. In a team environment, plan, initiate and conduct and participate in approximately 30 MNJIS/NCIC compliance audits per year of criminal justice and non-criminal justice agencies as well as the Comprehensive Incident-Based Reporting System (CIBRS), Agency Interface, mail-in and other audits as required statewide. Act as senior auditor and mentor to intermediate staff with larger agencies to ensure compliance with FBI and BCA policy, state and federal regulations, agency agreements and state and federal law related to use and access of the BCA MNJIS Hot Files, NCIC 2000 Files, Interstate Identification Index (III) and BCA Computerized Criminal History (CCH) systems and other data sources accessed through the Law Enforcement Message Switch (LEMS).

**TASK:**

A. Prepare for agency audits by preparing, collecting and sending pre-audit documents and determining agency requirements for training, certification, and security access.

B. Conduct program compliance audits statewide including the following:
   - Written policies and procedures.
   - Training and Certification of agency CJDN operators
   - Physical security of terminal and personnel security of operators.
   - Criminal History Record Information to include a review of policy and procedures with reference to access, and handling of criminal history information. Review a specific number of CCH transactions for appropriate use.
   - Hot File Administration which includes a review administrative policies and a review of specific hot file records.

C. Communicate preliminary audit results through oral communications in an interview setting with agency administrator at the conclusion of the audit.

D. Analyze, identify and determine the scope and depth of problems and determine the consequences of error, urgency and criticality of problems and recommend business process improvements to correct problems.

E. Develop NCIC/MNJIS compliance plan to ensure active action with the agency to gain compliance based on audit results. Develop compliance plan as needed to include tutoring, mentoring, coaching and training of agency personnel in order to achieve compliance.

F. Recommend a sanction process to BCA senior management to be initiated for major non-compliance if all other auditor actions have not brought the agency into compliance.

G. Initiate and maintain an effective working relationship with assigned audit agencies, acting as a resource to agency personnel in relationship to MNJIS/NCIC programs and procedures as well as accesses to the various technical programs.
H. Provide mentoring/coaching/guidance to intermediate staff relative to auditing process.

3. Advise and recommend changes in the compilation and revision of technical user manuals and serve as a technical systems resource and expert.

TASKS:

A. Read and comprehend public legal texts, documents and related literature as well as FBI, MNJIS bulletins, manuals, rules, etc. sufficient to interpret and make revisions and/or draft amendments to original documents.

B. Write reports, procedures, rules and correspondence sufficient to explain and clarify the programs and recommend changes that may be necessary.

C. Edit and write end user training documentation and other materials. Make recommendations for changes in the training materials, reference guides and other correspondence as needed.

D. Act as a liaison to technical staff and end users. Effectively communicate technical issues to non-technical users and also communicate user requirements to technical staff.

E. To analyze whether a problem is a special need, an existing problem, or a user error and take specific action or route to appropriate persons.

F. Monitor and review Technical and Operational Updates (TOUs) and identify system updates and changes to determine impact on users and determine the best method for communicating system changes and requirements to users through training.
4. Maintain NCIC/MNJIS access and program certification proficiency testing for terminal operators and other criminal justice and non-criminal justice practitioners for all applications and systems that require training and/or certification. Provide training and auditing expertise to product/application developers/owners and BCA stakeholders. Provide professional expertise in the completion of special projects.

**TASKS:**

A. Analyze client business needs as they apply to new and existing products and processes.

B. Research and provide expert responses to system problems/questions.

C. Create, execute and implement project plans.

D. Participate in various project, advisory teams, task forces and working groups as directed by BCA management.

E. Perform research and analysis for the development of proposed programs/services.

F. Act as a lead resource for intermediate trainers/auditors in providing research, analysis and other tasks as needed.

G. Prepare computerized certification/re-certification test and maintain certified operator information.

H. Prepare and make available online NCIC/MNJIS certification documentation and maintain NCIC Terminal Agency Coordinator (TAC) information.

**NATURE AND SCOPE** (relationships; knowledge, skills and abilities; problem solving and creativity; and freedom to act.

**RELATIONSHIPS**

This position requires extensive communications with MNJIS Training and Auditing staff in a team environment and will have close working relationships with the lead trainer and auditor as well as the intermediate training and auditing staff. This position also works closely with other staff in the Business Shared Services Center of Excellence (COE) and other COEs in the MNJIS section of the BCA. This position frequently interacts with MN criminal justice agencies statewide, multiple divisions of the Federal Bureau of Investigation and all divisions of the Minnesota Department of Public Safety, OTSS clientele as well as many Minnesota non-criminal justice agencies through requests, training activities and data exchanges. Because of the educational nature of this position, the incumbent must possess the necessary communication skills to positively represent the BCA to state and public clientele. This position frequently interacts with MN criminal justice agencies statewide, multiple divisions of the Federal Bureau of Investigation and all divisions of the Minnesota Department of Public Safety, OTSS clientele as well as many Minnesota non-criminal justice agencies through requests, training activities and data exchanges. Because of the educational nature of this position, the incumbent must possess the necessary communication skills to positively represent the BCA to state and public clientele. This position must relate formally and informally to all staff dealing with criminal justice information systems within Public Safety. The incumbent represents the state at meetings with other governmental officials and clients by functioning as an information clearinghouse for program questions; providing on-site technical assistance/training sessions with state and local interest groups and task forces; and working with other officials in joint projects related to criminal justice and public information. The incumbent must possess interpersonal skills sufficient to tactfully give positive as well as problem-centered feedback to clients and other governmental officials and maintain effective working relationships. The incumbent must create and maintain a positive work relationship with the assigned stakeholder group and or agency and to act as a resource to the assigned agency. The success of the information systems is dependent upon the cooperation of all participants. Incumbent must have relationship skills sufficient to work collaboratively and effectively with stakeholders and clients to influence and persuade
them to make changes in processes and practices in order to meet the goals and objectives of the BCA. The incumbent will be a mentor, coach and informational resource to less experienced staff in reference to auditing and training at the BCA.

KNOWLEDGE, SKILLS AND ABILITIES

The incumbent must have advanced knowledge of computer hardware and software and MNJIS databases. The incumbent must specifically have a working knowledge of word-processing applications such as MS Word as well as advanced knowledge of presentation software such as MS PowerPoint. Extensive knowledge of the capabilities of existing criminal justice information resources and extensive knowledge of law enforcement and criminal justice agencies’ operating procedures is essential. The position must have an extensive and advanced knowledge of the interrelationship of all partners within the criminal justice arena. The incumbent must have an extensive knowledge of the methods and search techniques of information systems as well as an advanced knowledge of training techniques and course design. The incumbent should have the ability to communicate both in writing and verbally to deal effectively with internal and external stakeholders. The incumbent must be able to assist in the design of effective class materials, manuals and reports for use by information systems users. Ability to analyze and assess criminal justice agency business practices related to the use of MNJIS services and make effective recommendations to ensure complete, accurate and timely data and authorized use is critical. The ability to act as a liaison between technical and non-technical stakeholders and act as a resource to each other is essential. The incumbent must have public speaking/presentation skills, critical/analytical skills, and technical and curriculum development abilities. It is necessary to be able to perform qualitative and quantitative analysis sufficient to evaluate program information and reports, diagnose problems and research alternative methods of service. It is the incumbent’s responsibility to stay updated on all MNJIS and FBI programs, policies and procedures as they impact BCA and our stakeholders.

PROBLEM SOLVING AND CREATIVITY

Problems range from how to best provide education on technical information systems to analysis and auditing of criminal justice agencies operating procedures. The incumbent must have a realization that the environment within is ever changing and pressure-filled with ambiguity and setbacks. Understanding that, the incumbent must also be culturally aware with an acute sensitivity to political climates involving a diverse group of stakeholders changing throughout the state. The incumbent must possess critical thinking and problem solving skills and have the demonstrated ability to apply knowledge of MNJIS systems to resolve specific problems. The incumbent must possess the ability to determine the complexity and depth of problems related to agency policy or procedure compliance and determine the best course of action for the client in achieving compliance. This requires operating and determining a course of action that is often not well defined but must fit within state and federal laws, policies and guidelines. The incumbent must be able to research solutions that may provide alternative methods than what has historically been done while staying within the guidelines and goals of the organization. The incumbent must deal with training needs and act as a consultant for division/offices of the Department of Public Safety and the criminal justice community as well as a liaison and resource for intermediate training and auditing staff.

FREEDOM TO ACT

It is extremely important for the incumbent to use discretion, confidence and problem solving skills to make decisions regarding the successful implementation of the duties of this position including the development of class content/curriculum and coordination and scheduling of classes, on-site agency visits, and professional development courses. In conjunction with other state agencies, facilitate workshops to identify and document gaps in criminal justice information system data and make recommendations for process improvement. Incumbent has the authority to speak as a representative of the Bureau of Criminal Apprehension. Reporting is on both a formal and informal basis through staff meetings and informal sessions with the Training and Auditing Director. Reporting is primarily oral in nature and when specific tasks dictate, written reports, correspondence, documents or memos on background information are provided to the director.
Classification: CJIS Technician I

Title Code: V00673

Pay Range: 16

POSITION SUMMARY: This is an entry-level position assigned to one of the following units: Biometrics, Criminal History Research (CHR), Expungements, Record Check Processing (RCP), or Sex Offender Registration (SOR). An employee’s work in the Biometrics Unit will include fingerprinting individuals, to include comparing, coding and processing fingerprints. An employee’s work in the CHR, Expungements, RCP, and SOR may include receiving, processing, and disseminating criminal record histories requested by the general public and authorized agencies and is responsible for entering, updating, verifying, and maintaining records within various databases and manual files. An employee in this position is closely supervised until training is successfully completed; then general supervision is received from a designated supervisor.

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.)

- Assists with performing quality control and comparisons on fingerprints within the Automated Fingerprint Identification System (AFIS) and other related systems.
- Assists with fingerprinting individuals for employment, license applications, etc.; classifies, compares and verifies positive matches from existing databases.
- Assists with coding and processing fingerprint cards received by law enforcement agencies through AFIS.
- Assists with scanning and indexing fingerprint cards and other source documents into the imaging system; retrieves old case files from archives for electronic conversion.
- Assists with processing criminal history records, documents, and dispositions received hard copy and electronically; includes sorting, verification, updating, disseminating, and storing according to Missouri Sunshine Law and departmental policy.
- Assists with processing and warrant checks for the public window (including collecting fees, obtaining fingerprints, etc.).
- Assists with processing petitions for expungement pursuant to policies and procedures.
- Assists with responding to inquiries, in person and via telephone, regarding criminal history records according to Missouri Sunshine Law and departmental policy.
- Assists in verifying information relating to interpretation of statutes, expungement of criminal arrest records, criminal history reporting, Missouri Uniform Law Enforcement Systems (MULES) policies, Sex Offender Hotline, etc., with law enforcement representatives and the general public in person, via telephone, and in writing.
- Assists with responding to inquiries made by the Federal Bureau of Investigation in reference to firearm background checks being conducted through the National Instant Criminal Background Check System (NICS).
Missouri Position Descriptions

- Assists with updating criminal history records based on confirmed final dispositions from courts, prosecuting attorneys, and law enforcement officials to ensure the quality of criminal records databases.
- Greets the public, screens and authorizes individuals into secured building.
- Operates standard office equipment (e.g., personal computer, facsimile machine, telephone, duplicating machine, shredder, electronic card files and printer, etc.).
- May testify in a court of law on matters relating to fingerprint identification.
- Performs other related work as assigned

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to understand and interpret Missouri Sunshine Laws and departmental regulations governing the dissemination of criminal history information.
- Ability to learn to perform entries and updates of data within various computerized databases.
- Ability to receive technical training related to the analysis and comparison of fingerprint images and work within a high level of detail and accuracy.
- Ability to work with criminal history records in a confidential and professional manner.
- Ability to operate standard office equipment as detailed above in the description of duties and learn to operate television monitor and intercom building security system.
- Ability to enter data or information into a computer terminal using a keyboard, mouse, or other input device. Ability to transport boxes and/or trays of documents, criminal history records, fingerprint cards, etc. up to 30 pounds.
- Ability to proofread and edit computer entries.
- Ability to maintain clerical records and files.
- Ability to work independently with general supervision
- 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 respond to work related incidents on an on-call basis.
- 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 sixty 60 credit hours from a college or university. OR Possession of a high school diploma or equivalent AND two years of work experience utilizing the knowledge, skills, and abilities associated with this position.
NECESSARY SPECIAL REQUIREMENTS:

- May be required to be able to obtain and maintain MULES certification within six months of appointment.
- May be required to be able to obtain and maintain Livescan certification within six months of appointment.
- May be required to be able to obtain and maintain AFIS certification within six months of appointment.

FLSA STATUS: Non-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.
Classification: CJIS Technician II
Title Code: V00674
Pay Range: 18

POSITION SUMMARY: This is an intermediate-level position assigned to one of the following units: Biometrics, Criminal History Research (CHR), Expungements, Record Check Processing (RCP), or Sex Offender Registration (SOR). An employee’s work in the Biometrics Unit will include fingerprinting individuals, to include comparing, coding and processing fingerprints. An employee’s work in the CHR, Expungements, RCP, and SOR may include receiving, processing, and disseminating criminal record histories requested by the general public and authorized agencies and is responsible for entering, updating, verifying, and maintaining records within various databases and manual files. An employee in this position is closely supervised until training is successfully completed; then general supervision is received from a designated supervisor.

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.)

- Performs quality control and comparisons on fingerprints within the Automated Fingerprint Identification System (AFIS) and other related systems.
- Fingerprint individuals for employment, license applications, etc.; classifies, compares and verifies positive matches from existing databases.
- Assists with coding and processing fingerprint cards received by law enforcement agencies through AFIS.
- Scans and indexes fingerprint cards and other source documents into the imaging system; retrieves old case files from archives for electronic conversion.
- Assists with processing criminal history records, documents, and dispositions received hard copy and electronically; includes sorting, verification, updating, disseminating, and storing according to Missouri Sunshine Law and departmental policy.
- Processes and warrant checks for the public window (including collecting fees, obtaining fingerprints, etc.).
- Processes petitions for expungement pursuant to policies and procedures.
- Assists with responding to inquiries, in person and via telephone, regarding criminal history records according to Missouri Sunshine Law and departmental policy.
- Verifies information relating to interpretation of statutes, expungement of criminal arrest records, criminal history reporting, Missouri Uniform Law Enforcement Systems (MULES) policies, Sex Offender Hotline, etc., with law enforcement representatives and the general public in person, via telephone, and in writing.
- Assists with responding to inquiries made by the Federal Bureau of Investigation in reference to firearm background checks being conducted through the National Instant Criminal Background Check System (NICS).
Updates criminal history records based on confirmed final dispositions from courts, prosecuting attorneys, and law enforcement officials to ensure the quality of criminal records databases.

Greets the public, screens and authorizes individuals into secured building.

Operates standard office equipment (e.g., personal computer, facsimile machine, telephone, duplicating machine, shredder, electronic card files and printer, etc.).

May testify in a court of law on matters relating to fingerprint identification.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of Missouri Sunshine Laws and departmental regulations governing the dissemination of criminal history information.

Ability to learn to perform entries and updates of data within various computerized databases.

Ability to receive technical training related to the analysis and comparison of fingerprint images and work within a high level of detail and accuracy.

Ability to work with criminal history records in a confidential and professional manner.

Ability to operate standard office equipment as detailed above in the description of duties and learn to operate television monitor and intercom building security system.

Ability to enter data or information into a computer terminal using a keyboard, mouse, or other input device.

Ability to transport boxes and/or trays of documents, criminal history records, fingerprint cards, etc. up to 30 pounds. Ability to proofread and edit computer entries.

Ability to maintain clerical records and files.

Ability to work independently with general supervision.

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 respond to work related incidents on an on-call basis.

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.)

- Possess a Bachelor's degree in a related field. OR
• Two consecutive years of experience as a CJIS Technician I within the Missouri State Highway Patrol’s CJIS Division, and may be required to successfully complete skill assessment evaluations for a CJIS Technician I.

NECESSARY SPECIAL REQUIREMENTS:

• May be required to be able to obtain and maintain MULES certification within six months of appointment.
• May be required to be able to obtain and maintain Livescan certification within six months of appointment.
• May be required to be able to obtain and maintain AFIS certification within six months of appointment.

FLSA STATUS: Non-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.
Classification: CJIS Technician III
Title Code: V00675
Pay Range: 20

POSITION SUMMARY: This is an advanced-level position assigned to one of the following units: Biometrics, Criminal History Research (CHR), Expungements, Record Check Processing (RCP), or Sex Offender Registration (SOR). An employee’s work in the Biometrics Unit will include fingerprinting individuals, to include comparing, coding and processing fingerprints. An employee’s work in the CHR, Expungements, RCP, and SOR may include receiving, processing, and disseminating criminal record histories requested by the general public and authorized agencies and is responsible for entering, updating, verifying, and maintaining records within various databases and manual files. An employee in this position is closely supervised until training is successfully completed; then general supervision is received from a designated supervisor.

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.)

- Performs quality control and comparisons on fingerprints within the Automated Fingerprint Identification System (AFIS) and other related systems.
- Fingerprints individuals for employment, license applications, etc.; classifies, compares and verifies positive matches from existing databases.
- Codes and verifies fingerprint cards received by law enforcement agencies through AFIS.
- Scans and indexes fingerprint cards and other source documents into the imaging system; retrieves old case files from archives for electronic conversion.
- Processes criminal history records, documents, and dispositions received hard copy and electronically; includes sorting, verification, updating, disseminating, and storing according to Missouri Sunshine Law and departmental policy.
- Processes and warrant checks for the public window (including collecting fees, obtaining fingerprints, etc.).
- Processes petitions for expungement pursuant to policies and procedures. Responds to inquiries, in person and via telephone, regarding criminal history records according to Missouri Sunshine Law and departmental policy.
- Explains and verifies information relating to interpretation of statutes, expungement of criminal arrest records, criminal history reporting, Missouri Uniform Law Enforcement Systems (MULES) policies, Sex Offender Hotline, etc., with law enforcement representatives and the general public in person, via telephone, and in writing.
- Responds to inquiries made by the Federal Bureau of Investigation in reference to firearm background checks being conducted through the National Instant Criminal Background Check System (NICS).
• Updates criminal history records based on confirmed final dispositions from courts, prosecuting attorneys, and law enforcement officials to ensure the quality of criminal records databases.
• Greets the public, screens and authorizes individuals into secured building.
• Operates standard office equipment (e.g., personal computer, facsimile machine, telephone, duplicating machine, shredder, electronic card files and printer, etc.).
• May testify in a court of law on matters relating to fingerprint identification.
• Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:
• Extensive knowledge of Missouri Sunshine Laws and departmental regulations governing the dissemination of criminal history information.
• Ability to learn to perform entries and updates of data within various computerized databases.
• Ability to receive technical training related to the analysis and comparison of fingerprint images and work within a high level of detail and accuracy.
• Ability to work with criminal history records in a confidential and professional manner.
• Ability to operate standard office equipment as detailed above in the description of duties and learn to operate television monitor and intercom building security system.
• Ability to enter data or information into a computer terminal using a keyboard, mouse, or other input device. Ability to transport boxes and/or trays of documents, criminal history records, fingerprint cards, etc. up to 30 pounds.
• Ability to proofread and edit computer entries.
• Ability to maintain clerical records and files.
• Ability to work independently with general supervision.
• 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 respond to work related incidents on an on-call basis. 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.).

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.)

• Possess a Bachelor's degree in a related field, and two years of work experience utilizing the knowledge, skills, and abilities associated with this position. OR Two consecutive years of experience as a CJIS Technician II within the Missouri State Highway Patrol's CJIS Division
and may be required to successfully complete skill assessment evaluations for a CJIS Technician II.

NECESSARY SPECIAL REQUIREMENTS:

- May be required to be able to obtain and maintain MULES certification within six months of appointment.
- May be required to be able to obtain and maintain Livescan certification within six months of appointment.
- May be required to be able to obtain and maintain AFIS certification within six months of appointment.

FLSA STATUS: Non-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.
Classification: CJIS Program Supervisor

Title Code: V00680

Pay Range: 26

POSITION SUMMARY: This is a highly professional and technical supervisory position responsible for monitoring assigned shift activities within an assigned unit of the Criminal Justice Information Services (CJIS) Division. An employee in this position oversees input of data into various components of the CJIS system which may include, but is not limited to: the Automated Fingerprint Information System (AFIS), the Computerized Criminal History System (CCH), Civil Record Check Processing, Content Manager, the statewide Sex Offender system, the Missouri Uniform Law Enforcement System (MULES)/National Crime Information Center (NCIC), the Missouri Automated Criminal History Site (MACHS), etc. Work includes scheduling and prioritizing work for the unit and providing training and technical assistance when needed. This employee ensures compliance with state and federal laws, CJIS policies, and operational procedures. An employee in this position must maintain independent decisionmaking capabilities. Work is subject to general review and supervision by a CJIS Program Manager to ensure conformance with established rules, policies, and procedures.

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.)

- Extensive professional interactions with members of the criminal justice community to include both criminal justice and non-criminal justice entities, state and federal agencies, and vendors. This position also must communicate professionally with the general public in the accessing and utilization of CJIS websites/systems as appropriate.
- Develops and maintains internal and external reporting procedures and processes to ensure accurate and timely collection, storage, or dissemination of CJIS information.
- Serves as liaison for CJIS between other Patrol divisions, commercial vendors, criminal justice agencies, state repositories, and federal agencies.
- Conducts on-site reviews to assess and assist the agency personnel on CJIS operations.
- Serves as project lead/coordinator for various CJIS related activities that could include assisting with coordinating meetings, seminars, and/or developing and conducting presentations.
- Instructs and provides technical information to state, county, and local law enforcement personnel on state and federal regulations and procedures for applicant and criminal fingerprint submissions and general information regarding CJIS.
- Develops and implements regionalized and/or one-on-one technical training and provides technical assistance to agency personnel on CJIS operations at both the state and local level.
- Participates in and attends conferences, training sessions, and meetings to keep informed of training needs and changes to state and federal requirements and CJIS Security Policy.
- Assists with reviewing, writing and monitoring grant funded activities.
• Supervises designated section of the division, to include planning, assigning, coordinating, and evaluating the work of personnel; providing guidance and counseling as necessary; and ensuring new personnel are properly trained.
• Compiles information and makes suggestions on operational/procedural changes to balance the workload and to provide efficiency of overall operation; maintains standard operating procedures for a specific unit within the CJIS Division in addition to forms, brochures, division web pages, and training materials.
• Recommends changes in processing of CJIS data to improve CJIS Division operations.
• Assists in the development and testing phases of software upgrades to ensure the statewide law enforcement database meets the needs of all agencies criminal justice needs.
• Reviews court order removals, expungements, and Supreme Court rulings; performs necessary procedures to remove information from all databases and coordinates with other CJIS Division Units to ensure all information systems are kept in synch.
• Prepares and presents accurate and knowledgeable courtroom testimony while representing the Highway Patrol in a professional manner.
• Researches and ensures accuracy of the information contained in AFIS, the state criminal history database, and the Missouri Sex Offender database by reviewing the data and responding to concerns received from the public or other law enforcement agencies via telephone, facsimile, and/or email.
• May be expected to testify and/or communicate impacts of legislative initiatives.
• May assist designated manager with monthly statistical reporting and billing, to include generating reports and compiling data for auditors, billing, and statistical purposes.
• Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

• Thorough knowledge of the state and federal laws associated with the CJIS system including the CJIS security Policy.
• Extensive knowledge of the CJIS system including the processes, use and practices associated with criminal history reporting and dissemination.
• Extensive knowledge of federal and state statutes, regulations, policies, and procedures pertaining to the collection, storage, and dissemination of criminal history information.
• Knowledge of the flow of cases through the criminal justice system with an understanding of the operation of local and state court systems.
• Knowledge of the basic techniques and principles of supervision.
• Working knowledge of modern office practices and procedures.
• Ability to exercise independent and critical judgement.
• Ability to work effectively with members of the criminal justice and non-criminal justice communities.
• Ability to plan, develop and coordinate meetings and presentations. Ability to assess and develop training, as needed.
• Ability to analyze and interpret monthly statistics.
• Ability to develop new and improved methods, techniques related to CJIS data.
• Ability to work closely as a cooperative team and display professionalism and team leadership in the training and supervision of others.
• Ability to manage, delegate, motivate, and evaluate the work of others.
• Ability to perform administrative duties as outlined in the description of duties performed.
• Ability to work independently in an organized, efficient manner and exercise judgment and discretion.
• Ability to make decisions in accordance with laws, policies, and regulations and apply these to work problems.
• Ability to maintain composure while under cross-examination in regard to personal and scientific qualifications and defend findings in court.
• Ability to represent the Highway Patrol on panels, committees, etc.
• Ability to operate basic office equipment as detailed in the description of duties.
• 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 perform job-related travel as needed.
• 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.)

• Possess a Bachelor's degree from an accredited college or university and two years experience in the field of criminal justice, criminal record systems, latent prints, etc. Preference may be given to those possessing experience in personnel supervisory/management duties.

NECESSARY SPECIAL REQUIREMENTS:

• May be required to be able to obtain and maintain MULES certification within six months of appointment.
• May be required to be able to obtain and maintain Livescan certification within six months of appointment.
• May be required to be able to obtain and maintain AFIS certification within six months of appointment.
Missouri Position Descriptions

- Must attend and successfully pass Police Instructor School within 12 months of appointment or as soon as scheduling will allow.

**FLSA STATUS:** Partial-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.
Classification: CJIS Trainer/Auditor I (Criminal History/Livescan)

Title Code: V00671

Pay Range: 22

POSITION SUMMARY: This entry level position is responsible for providing the training and technical assistance associated with the collection, use, storage, and dissemination of criminal history record information derived from the systems of the Missouri State Highway Patrol (MSHP) and United States Department of Justice (USDOJ). This position ensures that Missouri criminal justice agencies are in compliance with all state and federal laws, and applicable policies. The employee assigned to this position exercises independent judgment and initiative in the performance of assigned duties; however, general supervision is provided to ensure conformance with the division’s established rules, policies, and procedures. Extensive travel is required for this position.

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.)

- Provides technical assistance related to criminal history reporting processes, criminal charge codes, information sharing, Automated Fingerprint Identification System (AFIS) processing, and Livescans, to include court ordered fingerprinting, warrant arrest, failure to appear arrest, fingerprint card data formats, Electronic Biometric Transmission Specification (EBTS), and the disposition reporting process for prosecutors, courts, corrections, and mental health.
- Assists in serving as the primary point of contact for criminal justice agencies in providing assistance with issues associated with criminal history reporting processes, to include the laws, regulations, and guidelines pertaining to the collection, storage, use, and dissemination of criminal history record information.
- Assists in developing instructional materials, to include educational handouts, flowcharts, and PowerPoint presentations.
- Assists in providing training to criminal justice personnel, non-governmental groups, and/or organizations, regarding Criminal Justice Information Services (CJIS) Systems maintained by the Missouri State Highway Patrol and the Federal Bureau of Investigation (FBI). Training may include Peace Officers Standards and Training (POST) approved lesson plans.
- Prepares and provides all necessary training materials and other correspondence associated with Criminal History Training, Rap Sheet Training, Livescan Certification and Training, and Information Sharing Systems. Works closely with the Office of State Courts Administration (OSCA), the Missouri Office of Prosecution Services (MOPS), the Missouri Charge Code Committee, CJIS Staff, as well as other criminal justice agencies in maintaining the Missouri Charge Code and associated reporting systems.
- Assists in reviewing legislation to ensure all criminal laws are associated with a corresponding charge code.
Missouri Position Descriptions

- Assists in determining charge code data elements, to include, but not limited to, offense type, case type, crime classifications, literal description, Record of Conviction, DNA, Uniform Crime Reporting (UCR), National Incident-Based Reporting System (NIBRS), Sex Offender Registry, and Field Operations to accurately report criminal violations throughout the lifecycle of a criminal event.
- Assists in identifying the number of codes needed to accurately identify an offense, as well as determining if the offense(s) are considered reportable according to Missouri state statute.
- Provides user provisioning by granting access to information sharing systems, such as the Missouri Law Enforcement Data Exchange (MoDEx) and the National Data Exchange (N-DEx), after verifying agency participation and successful completion of security awareness training.
- Performs statewide job-related travel to assist with conducting training, staff vendor booths, or provide technical assistance.
- Maintains a record of all training and class rosters for POST Certification.
- Assists in serving as a back-up trainer, as needed, in assigned areas.
- Participates in meetings and conferences as directed by supervisor.
- Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of state and federal laws, rules, and regulations pertaining to the collection, storage, and dissemination of criminal history record information.
- Knowledge of the general operating principles and capabilities of computer hardware and software. Knowledge of computer operating systems and various computer platforms.
- Knowledge of trends and developments in computer hardware and software.
- Knowledge of the methods of instruction, design of training materials, and principles of personnel development.
- Knowledge of MSHP CJIS Division’s functions, Manuals and General Orders. Knowledge of Computerized Criminal History (CCH), Missouri Uniform Law Enforcement System (MULES), National Crime Information Center (NCIC), Sex Offender Registry (SOR), Missouri Automated Criminal History Site (MACHS), AFIS, FBI Law Enforcement Enterprise Portal (LEEP), and other criminal justice systems.
- Knowledge of criminal justice information sharing platforms (MoDEx, N-DEx, etc).
- Knowledge of the principles of computer programming and systems analysis, design, testing, and documentation.
- Knowledge of the techniques and the fundamentals of oral and written communications.
- Knowledge of word processing, spreadsheet, and presentation software (Microsoft Office, Excel, PowerPoint, etc).
- Possess skills in time management techniques and prioritization and the ability to work under pressure while maintaining a high quality of work.
Missouri Position Descriptions

- Possess skills in data analysis and problem solving and the ability to summarize information in concise reports to ensure understanding and for utilization in presentations.
- Possess excellent skills in verbal and written communication, including proper and effective use of grammar, punctuation, and sentence structure.
- Possess strong interpersonal skills to effectively correspond with various personalities to establish and maintain successful team oriented working relationships among coworkers, supervisors, and criminal justice entities, etc.
- Possess strong multitasking skills with the ability to prioritize task to meet varying deadlines.
- Ability to prepare and maintain standards, policies, procedures, guidelines and technical manuals.
- Ability to interpret policies and laws in written and oral form.
- Ability to communicate in English clearly and concisely, both orally and in writing.
- Ability to develop skills with word processing, spreadsheet, and presentation software (i.e. Microsoft Office, Excel, PowerPoint, etc.).
- Ability to effectively research, plan, develop, and organize materials for use in training and auditing programs.
- Ability to conduct training, meetings, briefings and/or auditing sessions and presentations independently to various law enforcement agencies, public entities, and personnel in a professional manner.
- Ability to work with restricted and confidential information including material that may be of a sexual nature related to criminal activity (e.g., written material, photographs, and/or verbal language, etc.) while maintaining the confidentiality of such information.
- Ability to operate basic office equipment as detailed in the description of duties.
- Ability to work independently and be self-motivated.
- Ability to perform job-related travel and work flexible hours as assigned.
- Ability to gather, assemble, correlate and analyze facts and devise recommendations and/or solutions to problems.
- Ability to make decisions in accordance with laws, policies, and regulations and apply these to work problems.
- Ability to plan daily activities and work independent of direct supervision.
- Ability to handle restricted and confidential information in a professional manner and maintain the information as such.
- Ability to establish and maintain harmonious working relations with others.
- 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.)
Missouri Position Descriptions

- Possess a Bachelor’s Degree from an accredited college or university and two years of work experience utilizing the knowledge, skills, and abilities associated with this position.
- Duties involving public speaking, administration, training, curriculum development, and policy and procedure experience is preferred, but not required.

**FLSA STATUS:** Partial-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.
Missouri Position Descriptions

Classification: CJIS Trainer/Auditor II (Criminal History/Livescan)

Title Code: V00672

Pay Range: 24

POSITION SUMMARY: This advanced level position is responsible for providing training and technical assistance associated with the collection, use, storage, and dissemination of criminal history record information derived from the systems of the Missouri State Highway Patrol (MSHP) and United States Department of Justice (USDOJ). This position ensures that Missouri criminal justice agencies are in compliance with all state and federal laws, and applicable policies. The employee assigned to this position exercises independent judgment and initiative in the performance of assigned duties; however, general supervision is provided to ensure conformance with the division’s established rules, policies, and procedures. Extensive travel is required for this position.

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.)

• Provides technical assistance related to criminal history reporting processes, criminal charge codes, information sharing, Automated Fingerprint Identification System (AFIS) processing, and Livescans, to include court ordered fingerprinting, warrant arrest, failure to appear arrest, fingerprint card data formats, Electronic Biometric Transmission Specification (EBTS), and the disposition reporting process for prosecutors, courts, corrections, and mental health.

• Serves as the primary point of contact for criminal justice agencies in providing assistance with issues associated with criminal history reporting processes, to include the laws, regulations, and guidelines pertaining to the collection, storage, use, and dissemination of criminal history record information.

• Develops instructional materials, to include educational handouts, flowcharts, and PowerPoint presentations.

• Provides training to criminal justice personnel, non-governmental groups, and/or organizations, regarding Criminal Justice Information Services (CJIS) Systems maintained by the Missouri State Highway Patrol and the Federal Bureau of Investigation (FBI). Training may include Peace Officers Standards and Training (POST) approved lesson plans.

• Analyzes current training practices and making recommendations for improvements or updates.

• Prepares and provides all necessary training materials and other correspondence associated with Criminal History Training, Rap Sheet Training, Livescan Certification and Training, and Information Sharing Systems. Works closely with the Office of State Courts Administration (OSCA), the Missouri Office of Prosecution Services (MOPS), the Missouri Charge Code Committee, CJIS Staff, as well as other criminal justice agencies in maintaining the Missouri Charge Code and associated reporting systems.
• Reviews legislation to ensure all criminal laws are associated with a corresponding charge code.
• Determines charge code data elements, to include, but not limited to, offense type, case type, crime classifications, literal description, Record of Conviction, DNA, Uniform Crime Reporting (UCR), National Incident-Based Reporting System (NIBRS), Sex Offender Registry, and Field Operations to accurately report criminal violations throughout the lifecycle of a criminal event.
• Identifies the number of codes needed to accurately identify an offense, as well as determining if the offense(s) are considered reportable according to Missouri state statute.
• Provides user provisioning by granting access to information sharing systems, such as the Missouri Law Enforcement Data Exchange (MoDEx) and the National Data Exchange (N-DEx), after verifying agency participation and successful completion of security awareness training.
• Performs statewide job-related travel to conduct training, staff vendor booths, or provide technical assistance.
• Maintains a record of all training and class rosters for POST Certification.
• Serves as a back-up trainer, as needed, in assigned areas.
• Participates in meetings and conferences as directed by supervisor.
• Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

• Advanced knowledge of state and federal laws, rules, and regulations pertaining to the collection, storage, and dissemination of criminal history record information.
• Advanced knowledge of general operating principles and capabilities of computer hardware and software.
• Advanced knowledge of computer operating systems and various computer platforms.
• Advanced knowledge of trends and developments in computer hardware and software.
• Advanced knowledge of methods of instruction, design of training materials, and principles of personnel development.
• Advanced knowledge of MSHP CJIS Division’s functions, Manuals and General Orders.
• Advanced knowledge of Computerized Criminal History (CCH), Missouri Uniform Law Enforcement System (MULES), National Crime Information Center (NCIC), Sex Offender Registry (SOR), Missouri Automated Criminal History Site (MACHS), AFIS, FBI Law Enforcement Enterprise Portal (LEEP), and other criminal justice systems.
• Advanced knowledge of criminal justice information sharing platforms (MoDEx, N-DEx, etc).
• Advanced knowledge of the principles of computer programming and systems analysis, design, testing, and documentation.
• Advanced knowledge of the techniques and the fundamentals of oral and written communications. Advanced knowledge of word processing, spreadsheet, and presentation software (Microsoft Office, Excel, PowerPoint, etc.).
Missouri Position Descriptions

- Possess skills in time management techniques and prioritization and the ability to work under pressure while maintaining a high quality of work.
- Possess skills in data analysis and problem solving and the ability to summarize information in concise reports to ensure understanding and for utilization in presentations.
- Possess excellent skills in verbal and written communication, including proper and effective use of grammar, punctuation, and sentence structure.
- Possess strong interpersonal skills to effectively correspond with various personalities to establish and maintain successful team oriented working relationships among coworkers, supervisors, and criminal justice entities, etc.
- Possess strong multitasking skills with the ability to prioritize task to meet varying deadlines.
- Ability to prepare and maintain standards, policies, procedures, guidelines and technical manuals.
- Ability to interpret policies and laws in written and oral form. Ability to communicate in English clearly and concisely, both orally and in writing. Ability to develop skills with word processing, spreadsheet, and presentation software (i.e. Microsoft Office, Excel, PowerPoint, etc.).
- Ability to effectively research, plan, develop, and organize materials for use in training and auditing programs.
- Ability to conduct training, meetings, briefings and/or auditing sessions and presentations independently to various law enforcement agencies, public entities, and personnel in a professional manner.
- Ability to work with restricted and confidential information including material that may be of a sexual nature related to criminal activity (e.g., written material, photographs, and/or verbal language, etc.) while maintaining the confidentiality of such information.
- Ability to operate basic office equipment as detailed in the description of duties.
- Ability to work independently and be self-motivated.
- Ability to perform job-related travel and work flexible hours as assigned.
- Ability to gather, assemble, correlate and analyze facts and devise recommendations and/or solutions to problems.
- Ability to make decisions in accordance with laws, policies, and regulations and apply these to work problems.
- Ability to plan daily activities and work independent of direct supervision.
- Ability to handle restricted and confidential information in a professional manner and maintain the information as such.
- Ability to establish and maintain harmonious working relations with others.
- Ability to work hours as assigned.
MISSOURI POSITION DESCRIPTIONS

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.)

- Possess a Bachelor’s Degree from an accredited college or university and two years as a CJIS Trainer/Auditor II with the Criminal History/Livescan Unit of the Missouri State Highway Patrol’s Criminal Justice Information Services Division, or comparable experience.
- Duties involving public speaking, administration, training, curriculum development, and policy and procedure experience is preferred, but not required.

NECESSARY SPECIAL REQUIREMENTS:
Must possess and maintain a valid driver license.

- Must be able to obtain and maintain MULES certification within six (6) months of appointment.
- Must be able to obtain and maintain Livescan certification within six (6) months of appointment.
- Must attend and successfully pass Police Instructor School within twelve (12) months of appointment.

FLSA STATUS: Partial-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.

Classification: CJIS Trainer/Auditor III (Criminal History/Livescan)

Title Code: V00670
Pay Range: 26

POSITION SUMMARY: This senior level position is responsible for providing the training technical assistance associated with the collection, use, storage, and dissemination of criminal history record information derived from the systems of the Missouri State Highway Patrol (MSHP) and United States Department of Justice (USDOJ). This position ensures that Missouri criminal justice agencies are in compliance with all state and federal laws, and applicable policies. The employee assigned to this position exercises independent judgment and initiative in the performance of assigned duties; however, general supervision is provided to ensure conformance with the division’s established rules, policies, and procedures. Extensive travel is required for this position.

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.)

- Provides technical assistance related to criminal history reporting processes, criminal charge codes, information sharing, Automated Fingerprint Identification System (AFIS) processing,
and Livescans, to include court ordered fingerprinting, warrant arrest, failure to appear arrest, fingerprint card data formats, Electronic Biometric Transmission Specification (EBTS), and the disposition reporting process for prosecutors, courts, corrections, and mental health.

- Serves as the primary point of contact for criminal justice agencies in providing assistance with issues associated with criminal history reporting processes, to include the laws, regulations, and guidelines pertaining to the collection, storage, use, and dissemination of criminal history record information.
- Develops instructional materials, to include educational handouts, flowcharts, and PowerPoint presentations.
- Provides training to criminal justice personnel, non-governmental groups, and/or organizations, regarding Criminal Justice Information Services (CJIS) Systems maintained by the Missouri State Highway Patrol and the Federal Bureau of Investigation (FBI). Training may include Peace Officers Standards and Training (POST) approved lesson plans.
- Analyzes current training practices and making recommendations for improvements or updates.
- Prepares and provides all necessary training materials and other correspondence associated with Criminal History Training, Rap Sheet Training, Livescan Certification and Training, and Information Sharing Systems. Works closely with the Office of State Courts Administration (OSCA), the Missouri Office of Prosecution Services (MOPS), the Missouri Charge Code Committee, CJIS Staff, as well as other criminal justice agencies in maintaining the Missouri Charge Code and associated reporting systems.
- Researches and reviews legislation to ensure all criminal laws are associated with a corresponding charge code.
- Researches and determines charge code data elements, to include, but not limited to, offense type, case type, crime classifications, literal description, Record of Conviction, DNA, Uniform Crime Reporting (UCR), National Incident-Based Reporting System (NIBRS), Sex Offender Registry, and Field Operations to accurately report criminal violations throughout the lifecycle of a criminal event.
- Researches and identifies the number of codes needed to accurately identify an offense, as well as determining if the offense(s) are considered reportable according to Missouri state statute.
- Provides user provisioning by granting access to information sharing systems, such as the Missouri Law Enforcement Data Exchange (MoDEx) and the National Data Exchange (N-DEx), after verifying agency participation and successful completion of security awareness training. Performs statewide job-related travel to conduct training, staff vendor booths, or provide technical assistance.
- Maintains a record of all training and class rosters for POST Certification.
- Formulates, writes, and/or updates CJIS Division policy and standards manuals, CJIS Newsletter articles, the CJIS Annual Report, and other documentation as assigned.
• Conducts peer reviews of other regional audit findings.
• May serve as a lead and mentor to other staff members within the Criminal History/Livescan Unit.
• Serves as a back-up trainer, as needed, in assigned areas.
• Participates in meetings and conferences as directed by supervisor.
• Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

• Comprehensive knowledge of state and federal laws, rules, and regulations pertaining to the collection, storage, and dissemination of criminal history record information.
• Comprehensive knowledge of general operating principles and capabilities of computer hardware and software.
• Comprehensive knowledge of computer operating systems and various computer platforms.
• Comprehensive knowledge of trends and developments in computer hardware and software.
• Comprehensive knowledge of methods of instruction, design of training materials, and principles of personnel development.
• Comprehensive knowledge of MSHP CJIS Division’s functions, Manuals and General Orders.
• Comprehensive knowledge of Computerized Criminal History (CCH), Missouri Uniform Law Enforcement System (MULES), National Crime Information Center (NCIC), Sex Offender Registry (SOR), Missouri Automated Criminal History Site (MACHS), AFIS, FBI Law Enforcement Enterprise Portal (LEEP), and other criminal justice systems.
• Comprehensive knowledge of criminal justice information sharing platforms (MoDEx, N-DEx, etc.).
• Comprehensive knowledge of the principles of computer programming and systems analysis, design, testing, and documentation.
• Comprehensive knowledge of the techniques and the fundamentals of oral and written communications.
• Comprehensive knowledge of word processing, spreadsheet, and presentation software (Microsoft Office, Excel, PowerPoint, etc).
• Possess skills in time management techniques and prioritization and the ability to work under pressure while maintaining a high quality of work.
• Possess skills in data analysis and problem solving and the ability to summarize information in concise reports to ensure understanding and for utilization in presentations.
• Possess excellent skills in verbal and written communication, including proper and effective use of grammar, punctuation, and sentence structure.
• Possess strong interpersonal skills to effectively correspond with various personalities to establish and maintain successful team oriented working relationships among coworkers, supervisors, and criminal justice entities, etc.
• Possess strong multitasking skills with the ability to prioritize task to meet varying deadlines.
• Ability to prepare and maintain standards, policies, procedures, guidelines and technical manuals. Ability to interpret policies and laws in written and oral form.
• Ability to communicate in English clearly and concisely, both orally and in writing.
• Ability to develop skills with word processing, spreadsheet, and presentation software (i.e. Microsoft Office, Excel, PowerPoint, etc.).
• Ability to effectively research, plan, develop, and organize materials for use in training and auditing programs. Ability to conduct training, meetings, briefings and/or auditing sessions and presentations independently to various law enforcement agencies, public entities, and personnel in a professional manner.
• Ability to work with restricted and confidential information including material that may be of a sexual nature related to criminal activity (e.g., written material, photographs, and/or verbal language, etc.) while maintaining the confidentiality of such information.
• Ability to operate basic office equipment as detailed in the description of duties.
• Ability to work independently and be self-motivated.
• Ability to perform job-related travel and work flexible hours as assigned.
• Ability to gather, assemble, correlate and analyze facts and devise recommendations and/or solutions to problems.
• Ability to make decisions in accordance with laws, policies, and regulations and apply these to work problems.
• Ability to plan daily activities and work independent of direct supervision.
• Ability to handle restricted and confidential information in a professional manner and maintain the information as such.
• Ability to establish and maintain harmonious working relations with others.
• 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.)

• Possess a Bachelor’s Degree from an accredited college or university and two years as a CJIS Trainer/Auditor III with the Criminal History/Livescan Unit of the Missouri State Highway Patrol’s Criminal Justice Information Services Division, or comparable experience.
• Duties involving public speaking, administration, training, curriculum development, and policy and procedure experience is preferred, but not required.

**NECESSARY SPECIAL REQUIREMENTS:**

• Must possess and maintain a valid driver license.
• Must be able to obtain and maintain MULES certification within six (6) months of appointment.
Missouri Position Descriptions

- Must be able to obtain and maintain Livescan certification within six (6) months of appointment.
- Must attend and successfully pass Police Instructor School within twelve (12) months of appointment.

**FLSA STATUS:** Partial-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.
Classification: CJIS Trainer/Auditor II (Criminal Justice Training and Auditing)

Title Code: V00672

Pay Range: 24

POSITION SUMMARY: This entry level position is responsible for the training and auditing associated with the security, maintenance, retention, physical and electronic storage, and dissemination of fingerprint-based criminal history record information and criminal incident data derived from the systems of the Missouri State Highway Patrol (MSHP) and United States Department of Justice (USDOJ). This position ensures that all Missouri agencies with access to MSHP/USDOJ systems are operating in compliance with all state and federal laws, and applicable policies. The employee assigned to this position exercises independent judgment and initiative in the performance of assigned duties; however, general supervision is provided to ensure conformance with the division’s established rules, policies, and procedures. Extensive travel is required for this position.

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.)

- Schedules, prepares, and conducts onsite CJIS Security Audits, to include Technical Security Audits, NCIC/MULES/REJIS Policy Compliance Reviews, N-DEx Policy Compliance Reviews, and UCR/NIBRS Policy Compliance
- Reviews of all criminal justice agencies with direct, logical, or physical access to secure MSHP/USDOJ systems, equipment, and data.
- Conducts security risk assessments by manually reviewing and analyzing computer networks, user access, and electronic storage solutions, to include surveys of the agency’s use, storage, sharing, and potential misuse of NCIC/MULES/N-Dex derived information, as well as ensures jurisdictional crime data is reported to MSHP pursuant to RSMo 43.505, 43.545, 455.543, and 455.545.
- Assists in preparing recommendations and making notifications for corrective actions, and provide other appropriate assistance and/or training to audited agencies.
- Conducts Technical Security Audits and Risk Assessments, to include reviewing, interpreting, and analyzing network diagrams, to include workstations, routers, network servers, firewalls, internal and external information technology systems.
- Reviews network accessibility, to include email standards, internet access, cloud hosted solutions, mobile data terminals, smartphones, tablets and handheld devices while ensuring encryption standards are met (e.g. password use and management; protection from viruses, worms, Trojan horses, and other malicious code; unknown e-mail/attachments; Web usage/monitoring of user activity; spam; physical and wireless security; encryption; use of acknowledgement statements; passwords, desktop security; restricting visitors; threats, vulnerabilities, and risks associated with accessing CJIS systems and services; data backup
Missouri Position Descriptions

and storage; timely application of system patches; access control measures; and network infrastructure protection measures).

- Conducts Missouri Peace Officer Standards and Training (POST) approved training on reporting crime data to the MSHP and the FBI, collection of crime statistics, as well as the importance of safeguarding the security of criminal justice information (e.g., FBI UCR reporting rules, administration, offense terminology, forms, SRS and NIBRS reporting scenarios, crime statistics, etc.).

- Works with local agencies, the Missouri Department of Public Safety, and the MSHP Access Integrity Unit to keep all administrative documentation current, to include the Criminal Justice User Agency Agreements, Terminal Agency Agreements, Non-Terminal Agency Agreements, Missouri UCR Agency Reporting Status, N-DEx Agency Coordinator forms, Department Originating Agency Identifier Number (ORI) master files, and various MSHP forms.

- Assists in researching proposed legislation, ordinances, federal laws, journal articles, and media reports to ensure MSHP policy is current, and all Missouri crime data involving homicide, domestic violence, hate crime, arson, human trafficking, animal cruelty, etc., is complete.

- Works with other Trainer/Auditors, as well as shares deficiencies that may require adjustments to the training and/or auditing curriculum.

- Performs work-related travel as necessary.

- Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of state and federal laws, rules, and regulations pertaining to the collection, storage, and dissemination of criminal history record information, criminal justice information, and closed records, pursuant to Missouri Sunshine Law.

- Knowledge of CJIS Systems including MULES, N-DEx, and UCR as it relates to the technical connectivity and FBI/MSHP policies.

- Knowledge of MSHP General Orders, CJIS Division Units, and Manuals.

- Knowledge of training material design, as well as the principles and methods of instruction.

- Knowledge of Policy Compliance Review audit program, procedures, and methodology pursuant to Generally Accepted Government Auditing Standards (GAGAS).

- Knowledge or ability to learn disposal policies for both physical and electronic media including the procedures for the sanitization or destruction process of electronic media, including hard drives.

- Knowledge or ability to learn access control mechanisms for internal and external networks, controlled interfaces, and segmented networks.

- Knowledge or ability to learn administrative, technical, and physical safeguards required to ensure the protection of CHRI, as well as the policies and procedures for handling, processing, storing, and communicating Criminal Justice Information (CJI).
• Ability to work independently and be self-motivated.
• Ability to develop skills with word processing, spreadsheet, and presentation software (i.e. Lotus Notes, Microsoft Office, Excel, PowerPoint, etc.).
• Possess skills in time management techniques and prioritization and the ability to work under pressure while maintaining a high quality of work.
• Possess skills in data analysis and problem solving and the ability to summarize information in concise reports to ensure understanding and for utilization in presentations.
• Ability to learn the principles of computer programming and system analysis, design, testing, and documentation.
• Ability to learn the aspects of computer networking and telecommunications (e.g. network diagrams, communication paths, circuits, software reference libraries, utility programs, security systems and procedures, database management systems, and systems management processes).
• Ability to learn the general operating principles, systems and capabilities of computer hardware and software, various computer platforms, and their trends and developments.
• Ability to understand the principals of information system audits and security testing.
• Ability to complete an Technical Security/Information Technology (IT) Security Audit, and develop a general understanding of an agency’s automated information systems, functions, and the interrelationships with computer systems.
• Ability to understand and interpret encryption certificates and passphrase standards used to unlock ciphers.
• Ability to effectively research, plan, develop, and organize materials for use in training and auditing programs.
• Ability to review, interpret, apply, and prepare computer program documentation related to MULES, NCIC, NDEX, SRS/NIBRS, and fingerprint-based criminal history data.
• Ability to conduct training, meetings, briefings and/or auditing sessions and presentations independently to various law enforcement agencies, public entities, and personnel in a professional manner.
• Ability to prepare and maintain standards, policies, procedures, guidelines, and technical manuals.
• Ability to operate basic office equipment as detailed in the description of duties.
• 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.
Missouri Position Descriptions

- 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 perform job-related travel and work flexible hours.
- 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.)

- Possess a Bachelor’s Degree from an accredited college or university and two years of work experience utilizing the knowledge, skills, and abilities associated with this position.
- Duties involving public speaking, administration, training, curriculum development, and policy and procedure experience is preferred, but not required.

**NECESSARY SPECIAL REQUIREMENTS:**

- Must possess and maintain a valid driver license.
- Must be able to obtain and maintain MULES certification within six (6) months of appointment.
- Must attend and successfully pass CJIS - IT Security Training within six (6) months of appointment.
- Must attend and successfully pass Police Instructor School within twelve (12) months of appointment.
- Must be able to obtain and maintain Missouri Department of Public Safety (DPS) Law Enforcement Instructor License within twelve (12) months of appointment.

**FLSA STATUS:** Partial-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.
Classification: CJIS Trainer/Auditor III (Criminal Justice Training and Auditing)

Title Code: V00670

Pay Range: 26

POSITION SUMMARY: This advanced level position is responsible for the training and auditing associated with the security, maintenance, retention, physical and electronic storage, and dissemination of fingerprint-based criminal history record information and criminal incident data derived from the systems of the Missouri State Highway Patrol (MSHP) and United States Department of Justice (USDOJ). This position ensures that all Missouri agencies with access to MSHP/USDOJ systems are operating in compliance with all state and federal laws, and applicable policies. The employee assigned to this position exercises independent judgment and initiative in the performance of assigned duties; however, general supervision is provided to ensure conformance with the division’s established rules, policies, and procedures. Extensive travel is required for this position.

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.)

- Schedules, prepares, and conducts onsite CJIS Security Audits, to include Technical Security Audits, NCIC/MULES/REJIS Policy Compliance Reviews, N-DEx Policy Compliance Reviews, and UCR/NIBRS Policy Compliance Reviews of all criminal justice agencies with direct, logical, or physical access to secure MSHP/USDOJ systems, equipment, and data.
- Conducts security risk assessments by manually reviewing and analyzing computer networks, user access, and electronic storage solutions, to include surveys of the agency’s use, storage, sharing, and potential misuse of NCIC/MULES/N-DEx derived information, as well as ensures jurisdictional crime data is reported to MSHP pursuant to RSMo 43.505, 43.545, 455.543, and 455.545.
- Prepares recommendations and making notifications for corrective actions, and provide other appropriate assistance and/or training to audited agencies.
- Conducts Technical Security Audits and Risk Assessments, to include reviewing, interpreting, and analyzing network diagrams, to include workstations, routers, network servers, firewalls, internal and external information technology systems.
- Reviews network accessibility, to include email standards, internet access, cloud hosted solutions, mobile data terminals, smartphones, tablets and handheld devices while ensuring encryption standards are met (e.g. password use and management; protection from viruses, worms, Trojan horses, and other malicious code; unknown e-mail/attachments; Web usage/monitoring of user activity; spam; physical and wireless security; encryption; use of acknowledgement statements; passwords, desktop security; restricting visitors; threats, vulnerabilities, and risks associated with accessing CJIS systems and services; data backup and storage; timely application of system patches; access control measures; and network infrastructure protection measures).
• Conducts Missouri Peace Officer Standards and Training (POST) approved training on reporting crime data to the MSHP and the FBI, collection of crime statistics, as well as the importance of safeguarding the security of criminal justice information (e.g. FBI UCR reporting rules, administration, offense terminology, forms, SRS and NIBRS reporting scenarios, crime statistics, etc.).
• Works with local agencies, the Missouri Department of Public Safety, and the MSHP Access Integrity Unit to keep all administrative documentation current, to include the Criminal Justice User Agency Agreements, Terminal Agency Agreements, Non-Terminal Agency Agreements, Missouri UCR Agency Reporting Status, N-DEx Agency Coordinator forms, Department Originating Agency Identifier Number (ORI) master files, and various MSHP forms.
• Researches proposed legislation, ordinances, federal laws, journal articles, and media reports to ensure MSHP policy is current, and all Missouri crime data involving homicide, domestic violence, hate crime, arson, human trafficking, animal cruelty, etc., is complete.
• Assists with formulating, writing, and/or updating CJIS Division policy and standards manuals, CJIS Newsletter articles, the CJIS Annual Report, and other documentation as assigned.
• Works with other Trainer/Auditors, as well as shares deficiencies that may require adjustments to the training and/or auditing curriculum.
• Performs work-related travel as necessary.
• Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

• Advanced knowledge of state and federal laws, rules, and regulations pertaining to the collection, storage, and dissemination of criminal history record information, criminal justice information, and closed records, pursuant to Missouri Sunshine Law.
• Advanced knowledge of CJIS Systems including MULES, N-DEx, and UCR as it relates to the technical connectivity and FBI/MSHP policies.
• Advanced knowledge of MSHP General Orders, CJIS Division Units, and Manuals.
• Advanced knowledge of training material design, as well as the principles and methods of instruction.
• Advanced knowledge of Policy Compliance Review audit program, procedures, and methodology pursuant to Generally Accepted Government Auditing Standards (GAGAS).
• Advanced knowledge of disposal policies for both physical and electronic media including the procedures for the sanitization or destruction process of electronic media, including hard drives. Advanced knowledge of access control mechanisms for internal and external networks, controlled interfaces, and segmented networks.
• Advanced knowledge of administrative, technical, and physical safeguards required to ensure the protection of CHRI, as well as the policies and procedures for handing, processing, storing, and communicating Criminal Justice Information (CJI).
• Ability to work independently and be self-motivated.
• Ability to develop skills with word processing, spreadsheet, and presentation software (i.e. Lotus Notes, Microsoft Office, Excel, PowerPoint, etc.).
• Possess skills in time management techniques and prioritization and the ability to work under pressure while maintaining a high quality of work.
• Possess skills in data analysis and problem solving and the ability to summarize information in concise reports to ensure understanding and for utilization in presentations.
• Ability to learn the principles of computer programming and system analysis, design, testing, and documentation.
• Ability to learn the aspects of computer networking and telecommunications (e.g. network diagrams, communication paths, circuits, software reference libraries, utility programs, security systems and procedures, database management systems, and systems management processes).
• Ability to learn the general operating principles, systems and capabilities of computer hardware and software, various computer platforms, and their trends and developments.
• Ability to understand the principals of information system audits and security testing. Ability to complete a Technical Security/Information Technology (IT) Security Audit, and develop a general understanding of an agency’s automated information systems, functions, and the interrelationships with computer systems.
• Ability to understand and interpret encryption certificates and passphrase standards used to unlock ciphers.
• Ability to effectively research, plan, develop, and organize materials for use in training and auditing programs.
• Ability to review, interpret, apply, and prepare computer program documentation related to MULES, NCIC, NDEx, SRS/NIBRS, and fingerprint-based criminal history data.
• Ability to conduct training, meetings, briefings and/or auditing sessions and presentations independently to various law enforcement agencies, public entities, and personnel in a professional manner.
• Ability to prepare and maintain standards, policies, procedures, guidelines, and technical manuals.
• Ability to operate basic office equipment as detailed in the description of duties.
• 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 perform job-related travel and work flexible hours
• 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.)

• Possess a Bachelor’s Degree from an accredited college or university and two years as a CJIS Trainer/Auditor II within the Criminal Justice Training and Auditing Unit of the Missouri State Highway Patrol, or comparable experience.
• Duties involving public speaking, administration, training, curriculum development, and policy and procedure experience is preferred, but not required.

NECESSARY SPECIAL REQUIREMENTS:

• Must possess and maintain a valid driver license. Must be able to obtain and maintain MULES certification within six (6) months of appointment.
• Must attend and successfully pass CJIS - IT Security Training within six (6) months of appointment.
• Must attend and successfully pass Police Instructor School within twelve (12) months of appointment.
• Must be able to obtain and maintain Missouri Department of Public Safety (DPS) Law Enforcement Instructor License within twelve (12) months of appointment.

FLSA STATUS: Partial-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.
Classification: CJIS Trainer/Auditor IV (Criminal Justice Training and Auditing)

Title Code: V00669

Pay Range: 28

POSITION SUMMARY: This senior level position is responsible for the training and auditing associated with the security, maintenance, retention, physical and electronic storage, and dissemination of fingerprint-based criminal history record information and criminal incident data derived from the systems of the Missouri State Highway Patrol (MSHP) and United States Department of Justice (USDOJ). This position ensures that all Missouri agencies with access to MSHP/USDOJ systems are operating in compliance with all state and federal laws, and applicable policies. The employee assigned to this position exercises independent judgment and initiative in the performance of assigned duties; however, general supervision is provided to ensure conformance with the division’s established rules, policies, and procedures. Extensive travel is required for this position.

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.)

- Schedules, prepares, and conducts onsite CJIS Security Audits, to include Technical Security Audits, NCIC/MULES/REJIS Policy Compliance Reviews, N-DEx Policy Compliance Reviews, and UCR/NIBRS Policy Compliance
- Reviews of all criminal justice agencies with direct, logical, or physical access to secure MSHP/USDOJ systems, equipment, and data.
- Conducts security risk assessments by manually reviewing and analyzing computer networks, user access, and electronic storage solutions, to include surveys of the agency’s use, storage, sharing, and potential misuse of NCIC/MULES/N-DEx derived information, as well as ensures jurisdictional crime data is reported to MSHP pursuant to RSMo 43.505, 43.545, 455.543, and 455.545.
- Prepares recommendations and making notifications for corrective actions, and provide other appropriate assistance/training to audited agencies.
- Conducts Technical Security Audits and Risk Assessments, to include reviewing, interpreting, and analyzing network diagrams, to include workstations, routers, network servers, firewalls, internal and external information technology systems.
- Reviews network accessibility, to include email standards, internet access, cloud hosted solutions, mobile data terminals, smartphones, tablets and handheld devices while ensuring encryption standards are met (e.g. password use and management; protection from viruses, worms, Trojan horses, and other malicious code; unknown e-mail/attachments; Web usage/monitoring of user activity; spam; physical and wireless security; encryption; use of acknowledgement statements; passwords, desktop security; restricting visitors; threats, vulnerabilities, and risks associated with accessing CJIS systems and services; data backup
and storage; timely application of system patches; access control measures; and network infrastructure protection measures).

- Conducts Missouri Peace Officer Standards and Training (POST) approved training on reporting crime data to the MSHP and the FBI, collection of crime statistics, as well as the importance of safeguarding the security of criminal justice information (e.g. FBI UCR reporting rules, administration, offense terminology, forms, SRS and NIBRS reporting scenarios, crime statistics, etc.).

- Works with local agencies, the Missouri Department of Public Safety, and the MSHP Access Integrity Unit to keep all administrative documentation current, to include the Criminal Justice User Agency Agreements, Terminal Agency Agreements, Non-Terminal Agency Agreements, Missouri UCR Agency Reporting Status, N-DEx Agency Coordinator forms, Department Originating Agency Identifier Number (ORI) master files, and various MSHP forms.

- Researches proposed legislation, ordinances, federal laws, journal articles, and media reports to ensure MSHP policy is current, and all Missouri crime data involving homicide, domestic violence, hate crime, arson, human trafficking, animal cruelty, etc., is complete. Works with other Trainer/Auditors and shares deficiencies that may require adjustments to the training and/or auditing curriculum. Formulates, writes, and/or updates CJIS Division policy and standards manuals, CJIS Newsletter articles, the CJIS Annual Report, and other documentation as assigned.

- Conducts peer reviews of other regional audit findings.

- May serve as a lead and mentor to other staff members within the Criminal Justice Training and Auditing Unit.

- Performs work-related travel as necessary.

- Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Comprehensive knowledge of state and federal laws, rules, and regulations pertaining to the collection, storage, and dissemination of criminal history record information, criminal justice information, and closed records, pursuant to Missouri Sunshine Law.

- Comprehensive knowledge of CJIS Systems including MULES, N-DEx, and UCR as it relates to the technical connectivity and FBI/MSHP policies.

- Comprehensive knowledge of MSHP General Orders, CJIS Division Units, and Manuals.

- Comprehensive knowledge of training material design, as well as the principles and methods of instruction. Comprehensive knowledge of Policy Compliance Review audit program, procedures, and methodology pursuant to Generally Accepted Government Auditing Standards (GAGAS).

- Comprehensive knowledge of disposal policies for both physical and electronic media including the procedures for the sanitization or destruction process of electronic media, including hard drives.
• Comprehensive knowledge of access control mechanisms for internal and external networks, controlled interfaces, and segmented networks.
• Comprehensive knowledge of administrative, technical, and physical safeguards required to ensure the protection of CHRI, as well as the policies and procedures for handling, processing, storing, and communicating Criminal Justice Information (CJI).
• Ability to work independently and be self-motivated.
• Ability to develop skills with word processing, spreadsheet, and presentation software (i.e. Lotus Notes, Microsoft Office, Excel, PowerPoint, etc.).
• Possess skills in time management techniques and prioritization and the ability to work under pressure while maintaining a high quality of work.
• Possess skills in data analysis and problem solving and the ability to summarize information in concise reports to ensure understanding and for utilization in presentations.
• Ability to learn the principles of computer programming and system analysis, design, testing, and documentation.
• Ability to learn the aspects of computer networking and telecommunications (e.g. network diagrams, communication paths, circuits, software reference libraries, utility programs, security systems and procedures, database management systems, and systems management processes).
• Ability to learn the general operating principles, systems and capabilities of computer hardware and software, various computer platforms, and their trends and developments.
• Ability to understand the principals of information system audits and security testing.
• Ability to complete a Technical Security/Information Technology (IT) Security Audit, and develop a general understanding of an agency’s automated information systems, functions, and the interrelationships with computer systems.
• Ability to understand and interpret encryption certificates and passphrase standards used to unlock ciphers.
• Ability to effectively research, plan, develop, and organize materials for use in training and auditing programs.
• Ability to review, interpret, apply, and prepare computer program documentation related to MULES, NCIC, NDEx, SRS/NIBRS, and fingerprint-based criminal history data.
• Ability to conduct training, meetings, briefings and/or auditing sessions and presentations independently to various law enforcement agencies, public entities, and personnel in a professional manner.
• Ability to prepare and maintain standards, policies, procedures, guidelines, and technical manuals.
Missouri Position Descriptions

- Ability to operate basic office equipment as detailed in the description of duties.
- 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 perform job-related travel and work flexible hours. 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.)

- Possess a Bachelor’s Degree from an accredited college or university and two years as a CJIS Trainer/Auditor III within the Criminal Justice Training and Auditing Unit of the Missouri State Highway Patrol, or comparable experience.
- Duties involving public speaking, administration, training, curriculum development, and policy and procedure experience is preferred, but not required.

**NECESSARY SPECIAL REQUIREMENTS:**

- Must possess and maintain a valid driver license.
- Must be able to obtain and maintain MULES certification within six (6) months of appointment.
- Must attend and successfully pass CJIS - IT Security Training within six (6) months of appointment.
- Must attend and successfully pass Police Instructor School within twelve (12) months of appointment.
- Must be able to obtain and maintain Missouri Department of Public Safety (DPS) Law Enforcement Instructor License within twelve (12) months of appointment.

**FLSA STATUS:** Partial-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.
Classification: CJIS Trainer/Auditor III (MULES)

Title Code: V00670

Pay Range: 26

POSITION SUMMARY: This professional level position is responsible for providing on-going training and technical assistance to both internal divisions and external agencies on the Missouri Uniform Law Enforcement System (MULES), National Crime Information Center (NCIC), and related computer systems in the region assigned to the position posted. This is professional, technical, and consultative work in the support of computer information technology services and activities. An employee in this class provides technical expertise in computer systems analysis and design, database administration and systems programming. Training includes initial MULES certification, bi-annual recertification, and annual Terminal Agency Coordinator meetings. This position requires the ability to work independently in a responsible and professional manner utilizing good judgment and initiative, however; general supervision is provided by an immediate supervisor to ensure conformance to established laws, policies, and procedures. Extensive travel is required for this position.

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.)

- Responds to questions from customers needing assistance; identifies problem source (software or other issues) and resolves problems; refers and discusses problems with supervisor or other designated contacts as appropriate.
- Conducts initial and recertification training sessions on proper procedures for use of the MULES, NCIC, and associated systems for all MULES computer terminal operators and other personnel in assigned areas of support.
- Serves as a primary point of contact and knowledgeable authority for criminal justice in regard to laws, regulations, and guidelines pertaining to entry, retrieval, and use of the information obtained through MULES, NCIC, and other related systems.
- Develops and maintains lesson plans, visual aids, handouts, tests, and other materials used for training or other presentations; develops and maintains policy and procedural manuals and newsletters in relation to supported systems.
- Prepares for MULES classes, to include creating all classes in the NexTEST system, sending out teletype messages, preparing training materials, preparing classroom and setting up computers/equipment and testing connections and posting class completion work once class is completed.
- Performs extensive statewide travel to local agencies as well as attending and/or instructing at annual training conferences.
- Documents and tests complex computer programs and clearly defines segments of highly complex programs; assists with installing, maintaining, defining, organizing, controlling, and protecting software products.
- Accompanies Criminal Justice Information Services (CJIS) Trainer/Auditors when completing quality assurance audits of criminal justice agencies according to established protocols; provides direction and assistance to resolve discrepancies or deficiencies.
- Reviews audit reports containing observations, findings, evaluations, and recommendations for necessary corrective action and works with affected agencies to resolve issues.
- Performs other related work as assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

- Thorough knowledge of MULES, NCIC, International Justice and Public Safety Network (NLETS), National Sex Offender Registry (NSOR), Department of Revenue (DOR) policies and standards as well as CJIS rules and regulations.
- Thorough knowledge of state and federal laws, rules, and regulations governing the collection, storage, and dissemination of criminal information.
- Thorough knowledge of the functions and interrelationships of law enforcement agencies.
- Thorough knowledge of the MSHP CJIS Division Units, Manuals, and General Orders. Intermediate knowledge of the Missouri Automated Criminal History System (MACHS), Automated Fingerprint Identification System (AFIS), FBI Law Enforcement Enterprise Portal (LEEP), and other related CJIS systems. Intermediate knowledge of computer security systems and procedures.
- Intermediate knowledge of the principles of computer systems analysis, design, testing, and documentation.
- Intermediate knowledge of the general operating principles and capabilities of computer software. Thorough knowledge of word processing, spreadsheet, and presentation software (Lotus Notes, Microsoft Office, Excel, PowerPoint, etc.)
- Thorough knowledge of the methods of instruction, design of training materials, and principles of personnel development.
- Knowledge of the Policy Compliance Review audit program, procedures, and methodology pursuant to Generally Accepted Government Auditing Standards (GAGAS).
- Must be skilled in time management techniques and prioritization and the ability to work under pressure while maintaining a high quality of work.
- Possess skills in data analysis and problem solving and the ability to summarize information in concise reports to ensure understanding and for utilization in presentations.
- Ability to prepare and maintain standards, policies, procedures, guidelines, and technical manuals. Ability to write detailed reports in an efficient manner.
- Ability to effectively plan, develop, and organize materials for use in training programs.
- Ability to troubleshoot and resolve hardware and/or software problems.
- Ability to translate operational needs into technical terms that can be forwarded to system programmers.
- Ability to make decisions in accordance with laws, policies, and regulations and apply these to work problems.
• Ability to work in a diverse and stressful or adverse work environment.
• Ability to plan daily activities and work independent of direct supervision.
• Ability to interpret policies and laws in written and oral form.
• Ability to train various law enforcement personnel in proper procedures of records management.
• Ability to conduct training and/or auditing sessions and presentations independently to various law enforcement agencies and personnel.
• Possess the ability to test new software applications, troubleshoot, and resolve hardware and/or software problems related to MULES, and respond to agency contacts and software vendors’ questions related to MULES.
• Ability to operate basic office equipment as detailed in the description of duties.
• 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.
• Possess excellent interpersonal skills to deal effectively with various personalities and to establish and maintain effective team oriented working relationships (coworkers, supervisors, law enforcement entities, etc.).
• 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 perform job-related travel and work flexible hours.
• 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.)

• Possess a Bachelor’s Degree from an accredited college or university and two years qualifying experience as a MULES Full Certified Operator or related area.
• Preference may be given to those with experience in public speaking, administration, training, curriculum development, and policy and procedures.

NECESSARY SPECIAL REQUIREMENTS:

• Must possess and maintain a valid driver license.
• Must possess and maintain MULES Certification.
• Must attend and successfully pass Police Instructor School.

FLSA STATUS: Partial-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.
Classification: CJIS Trainer/Auditor IV (MULES)

Title Code: V00669

Pay Range: 28

POSITION SUMMARY:

This senior level position is responsible for providing on-going training and technical assistance to both internal divisions and external agencies on the Missouri Uniform Law Enforcement System (MULES), National Crime Information Center (NCIC), and related computer systems in the region assigned to the position posted. This is professional, technical, and consultative work in the support of computer information technology services and activities. An employee in this class provides technical expertise in computer systems analysis and design, database administration and systems programming. Training includes initial MULES certification, biannual recertification, and annual Terminal Agency Coordinator meetings. This position may act as a lead worker on special projects. This position requires the ability to work independently in a responsible and professional manner utilizing good judgment and initiative, however; general supervision is provided by an immediate supervisor to ensure conformance to established laws, policies, and procedures. Extensive travel is required for this position.

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.)

- Responds to questions from customers needing assistance; identifies problem source (software or other issues) and resolves problems; refers and discusses problems with supervisor or other designated contacts as appropriate.
- Conducts initial and recertification training sessions on proper procedures for use of the MULES, NCIC, and associated systems for all MULES computer terminal operators and other personnel in assigned areas of support.
- Serves as a primary point of contact and knowledgeable authority for criminal justice in regard to laws, regulations, and guidelines pertaining to entry, retrieval, and use of the information obtained through MULES, NCIC, and other related systems.
- Develops and maintains lesson plans, visual aids, handouts, tests, and other materials used for training or other presentations; develops and maintains policy and procedural manuals and newsletters in relation to supported systems.
- Prepares for MULES classes, to include creating all classes in the NexTEST system, sending out teletype messages, preparing training materials, preparing classroom and setting up computers/equipment and testing connections and posting class completion work once class is completed.
- Performs extensive statewide travel to local agencies as well as attending and/or instructing at annual training conferences.
• Documents and tests complex computer programs and clearly defines segments of highly complex programs; assists with installing, maintaining, defining, organizing, controlling, and protecting software products.

• Accompanies CJIS Trainer/Auditors when completing quality assurance audits of criminal justice agencies according to established protocols; provides direction and assistance to resolve discrepancies or deficiencies.

• Reviews audit reports containing observations, findings, evaluations, and recommendations for necessary corrective action and works with affected agencies to resolve issues.

• May act as a lead worker on special projects.

• Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

• Comprehensive knowledge of MULES, NCIC, International Justice and Public Safety Network (NLETS), National Sex Offender Registry (NSOR), Department of Revenue (DOR) policies and standards as well as CJIS rules and regulations. Comprehensive knowledge of state and federal laws, rules, and regulations governing the collection, storage, and dissemination of criminal information.

• Comprehensive knowledge of the functions and interrelationships of law enforcement agencies.

• Comprehensive knowledge of the MSHP CJIS Division Units, Manuals, and General Orders.

• Comprehensive knowledge of computer security systems and procedures.

• Comprehensive knowledge of the principles of computer systems analysis, design, testing, and documentation.

• Comprehensive knowledge of the general operating principles and capabilities of computer software.

• Comprehensive knowledge of word processing, spreadsheet, and presentation software (Lotus Notes, Microsoft Office, Excel, PowerPoint, etc.)

• Comprehensive knowledge of the methods of instruction, design of training materials, and principles of personnel development.

• Thorough knowledge of the Missouri Automated Criminal History System (MACHS), Automated Fingerprint Identification System (AFIS), FBI Law Enforcement Enterprise Portal (LEEP), and other related CJIS Systems.

• Knowledge of the Policy Compliance Review audit program, procedures, and methodology pursuant to Generally Accepted Government Auditing Standards (GAGAS).

• Must be skilled in time management techniques and prioritization and the ability to work under pressure while maintaining a high quality of work.

• Possess skills in data analysis and problem solving and the ability to summarize information in concise reports to ensure understanding and for utilization in presentations.

• Ability to prepare and maintain standards, policies, procedures, guidelines, and technical manuals.
• Ability to write detailed reports in an efficient manner.
• Ability to effectively plan, develop, and organize materials for use in training programs.
• Ability to troubleshoot and resolve hardware and/or software problems.
• Ability to translate operational needs into technical terms that can be forwarded to system programmers.
• Ability to make decisions in accordance with laws, policies, and regulations and apply these to work problems.
• Ability to work in a diverse and stressful or adverse work environment.
• Ability to plan daily activities and work independent of direct supervision.
• Ability to train and assist less experienced personnel.
• Ability to interpret policies and laws in written and oral form.
• Ability to train various law enforcement personnel in proper procedures of records management.
• Ability to conduct training and/or auditing sessions and presentations independently to various law enforcement agencies and personnel.
• Possess the ability to test new software applications, troubleshoot, and resolve hardware and/or software problems related to MULES, and respond to agency contacts and software vendors’ questions related to MULES.
• Ability to operate basic office equipment as detailed in the description of duties.
• 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.
• Possess excellent interpersonal skills to deal effectively with various personalities and to establish and maintain effective team oriented working relationships (coworkers, supervisors, law enforcement entities, etc.).
• 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 perform job-related travel and work flexible hours.
• 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.)

• Possess a Bachelor’s Degree from an accredited college or university and two consecutive years as a CJIS Trainer/Auditor III within the MULES Training Unit of the Missouri State Highway Patrol’s Criminal Justice Information Services Division.
• Preference may be given to those with experience in public speaking, administration, training, curriculum development, and policy and procedures.

NECESSARY SPECIAL REQUIREMENTS:
Missouri Position Descriptions

- Must possess and maintain a valid driver license.
- Must possess and maintain MULES Certification.
- Must attend and successfully pass Police Instructor School.

**FLSA STATUS:** Partial-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.
Classification: CJIS Trainer/Auditor II - (NJTA)

Title Code: V00672

Pay Range: 24

POSITION SUMMARY: This entry-level position is responsible for the training and auditing associated with the security, maintenance, retention, physical and electronic storage, and dissemination of fingerprint-based criminal history record information derived from the systems of the Missouri State Highway Patrol (MSHP) and United States Department of Justice (USDOJ). This position ensures that Missouri agencies with access to criminal history record information, for noncriminal justice purposes, are in compliance with all state and federal laws, and applicable policies. The employee assigned to this position exercises independent judgment and initiative in the performance of assigned duties; however, general supervision is provided to ensure conformance with the division’s established rules, policies, and procedures. Extensive travel is required for this position.

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.)

- Schedules, prepares, and conducts onsite Policy Compliance Reviews and Technical Security Audits of all agencies with access to fingerprint-based criminal history for noncriminal justice purposes, to include the review and analysis of computer networks, system access, electronic storage solutions, while conducting security risk assessments.
- Assists in preparing recommendations and making notifications for corrective actions, and provide other appropriate assistance and/or training to audited agencies.
- Conducts Technical Security Audits and Risk Assessments, to include reviewing, interpreting, and analyzing network diagrams, to include workstations, routers, network servers, firewalls, internal and external information technology systems.
- Reviews network accessibility to include email standards, internet access, cloud hosted solutions, mobile data terminals, smartphones, tablets and handheld devices, while ensuring encryption standards are met.
- Provides Security Awareness Training to ensure compliance with Criminal Justice Information Services (CJIS) Security Policy for physical and logical access to Criminal Justice Information (e.g. password use and management; protection from viruses, worms, Trojan horses, and other malicious code; unknown email/attachments; Web usage/monitoring of user activity; spam; physical and wireless security; encryption; use of acknowledgement statements; passwords, desktop security; restricting visitors; threats, vulnerabilities, and risks associated with accessing CJIS systems and services; data backup and storage; timely application of system patches; access control measures; and network infrastructure protection measures).
- Updates Noncriminal Justice Agency User Agreements and Volunteer and Employee Criminal History System (VECHS) User Agreements, Local Agency Security Officer (LASO)
forms, and the Department Originating Agency Identifier Number (ORI) master files. Works with other Trainer/Auditors; shares deficiencies that may require adjustments to the training and/or auditing curriculum.

- Provides training and technical assistance to agencies regarding Applicant Privacy Rights, Use and Purpose of requesting Criminal History Record Information (CHRI), outsourcing procedures, security, retention, and destruction of CHRI, fingerprint submissions, and Rap sheets.
- Reviews and approves Noncriminal Justice ORI requests based on local, state, and federal law to include Public Law 92-544, the National Child Protection Act and the Volunteers for Children Act (NCPA/VCA), and other applicable federal laws. Assists in researching statutes, ordinances, and federal laws; submits request letters to the Federal Bureau of Investigation (FBI); initiates system access; establishes Missouri Automated Criminal History Site (MACHS) electronic access; and conducts training that may include Rap Back services and validations.
- Assists in scheduling, planning, and conducting classroom trainings statewide for criminal history access and use based on state and federal laws, rules and regulations, fingerprint submissions, and Rap sheets; seeks opportunities to provide additional training sessions with state/county/local law enforcement agencies, municipalities, state and private agencies, and special interest groups regarding access and use of criminal history, including dissemination, retention, security, and destruction of criminal history record information.
- Performs work-related travel as necessary.
- Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of state and federal laws, rules, and regulations pertaining to the collection, storage, and dissemination of criminal history record information.
- Knowledge of training material design, as well as the principles and methods of instruction.
- Knowledge of Policy Compliance Review Audit program, procedures, and methodology pursuant to Generally Accepted Government Auditing Standards (GAGAS).
- Knowledge in disposal policies for both physical and electronic media including the procedures for the sanitization or destruction process of electronic media, including hard drives. Knowledge of access control mechanisms for internal and external networks, controlled interfaces, and segmented networks.
- Knowledge of administrative, technical, and physical safeguards required to ensure the protection of CHRI, as well as the policies and procedures for handling, processing, storing, and communicating Criminal Justice Information (CJI).
• Ability to work independently and be self-motivated. Ability to develop skills with word processing, spreadsheet, and presentation software (i.e. Lotus Notes, Microsoft Office, Excel, PowerPoint, etc.).
• Possess skills in time management techniques and prioritization and the ability to work under pressure while maintaining a high quality of work.
• Possess skills in data analysis, problem solving, and the ability to summarize information in concise reports to ensure understanding and for utilization in presentations.
• Ability to learn the principles of computer programming and system analysis, design, testing, and documentation.
• Ability to learn the aspects of computer networking and telecommunications (e.g. network diagrams, communication paths, circuits, software reference libraries, utility programs, security systems and procedures, database management systems, and systems management processes).
• Ability to learn the general operating principles, systems, and capabilities of computer hardware and software, various computer platforms, and their trends and developments.
• Ability to interpret policies, standards, and laws in written and oral form (e.g. CJIS Security Policy, Federal Information Processing Standards (FIPS) 140-2 encryption requirements, Advanced Authentication (AA) requirements, computer system and network access user-based certificates, etc.).
• Ability to understand the principals of information system audits and security testing. Ability to complete a Technical Security/Information Technology (IT) Security Audit, and develop a general understanding of an agency’s automated information systems, functions, and the interrelationships with computer systems.
• Ability to understand and interpret encryption certificates and passphrase standards used to unlock ciphers.
• Ability to effectively research, plan, develop, and organize materials for use in training and auditing programs.
• Ability to review, interpret, apply, and prepare computer program documentation related to MULES, NCIC, and fingerprint-based criminal history data.
• Ability to conduct training, meetings, briefings and/or auditing sessions and presentations independently to various law enforcement agencies, public entities, and personnel in a professional manner.
• Ability to prepare and maintain standards, policies, procedures, guidelines, and technical manuals.
• Ability to operate basic office equipment as detailed in the description of duties. 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 perform job-related travel and work flexible hours.
- 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.)

- Possess a Bachelor’s Degree and two years of work experience utilizing the knowledge, skills, and abilities associated with this position.
- Duties involving public speaking, administration, training, curriculum development, and policy and procedure experience is preferred, but not required.

NECESSARY SPECIAL REQUIREMENTS:

- Must possess and maintain a valid driver license.
- Must be able to obtain and maintain MULES certification within six (6) months of appointment.
- Must attend and successfully pass CJIS - IT Security Training within six (6) months of appointment.
- Must attend and successfully pass Police Instructor School within twelve (12) months of appointment.

FLSA STATUS: Partial-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.
POSITION SUMMARY: This advanced-level position is responsible for the training and auditing associated with the security, maintenance, retention, physical and electronic storage, and dissemination of fingerprint-based criminal history record information derived from the systems of the Missouri State Highway Patrol (MSHP) and United States Department of Justice (USDOJ). This position ensures that Missouri agencies with access to criminal history record information, for noncriminal justice purposes, are in compliance with all state and federal laws, and applicable policies. The employee assigned to this position exercises independent judgment and initiative in the performance of assigned duties; however, general supervision is provided to ensure conformance with the division’s established rules, policies, and procedures. Extensive travel is required for this position.

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.)

- Schedules, prepares, and conducts onsite Policy Compliance Reviews and Technical Security Audits of all agencies with access to fingerprint-based criminal history for noncriminal justice purposes, to include the review and analysis of computer networks, system access, electronic storage solutions, while conducting security risk assessments.
- Prepares recommendations and making notifications for corrective actions, and provide other appropriate assistance and/or training to audited agencies.
- Conducts Technical Security Audits and Risk Assessments, to include reviewing, interpreting, and analyzing network diagrams, to include workstations, routers, network servers, firewalls, internal and external information technology systems.
- Reviews network accessibility to include email standards, internet access, cloud hosted solutions, mobile data terminals, smartphones, tablets and handheld devices, while ensuring encryption standards are met.
- Provides Security Awareness Training to ensure compliance with Criminal Justice Information Services (CJIS) Security Policy for physical and logical access to Criminal Justice Information (e.g. password use and management; protection from viruses, worms, Trojan horses, and other malicious code; unknown email/attachments; Web usage/monitoring of user activity; spam; physical and wireless security; encryption; use of acknowledgement statements; passwords, desktop security; restricting visitors; threats, vulnerabilities, and risks associated with accessing CJIS systems and services; data backup and storage; timely application of system patches; access control measures; and network infrastructure protection measures).
Updates Noncriminal Justice Agency User Agreements and Volunteer and Employee Criminal History System (VECHS) User Agreements, Local Agency Security Officer (LASO) forms, and the Department Originating Agency Identifier Number (ORI) master files.

Works with other Trainer/Auditors; shares deficiencies that may require adjustments to the training and/or auditing curriculum.

Provides training and technical assistance to agencies regarding Applicant Privacy Rights, Use and Purpose of requesting Criminal History Record Information (CHRI), outsourcing procedures, security, retention, and destruction of CHRI, fingerprint submissions, and Rap sheets.

Reviews and approves Noncriminal Justice ORI requests based on local, state, and federal law to include Public Law 92-544, the National Child Protection Act and the Volunteers for Children Act (NCPA/VCA), and other applicable federal laws.

Researches statutes, ordinances, and federal laws; submits request letters to the Federal Bureau of Investigation (FBI); initiates system access; establishes Missouri Automated Criminal History Site (MACHS) electronic access; and conducts training that may include Rap Back services and validations.

Schedules, plans, and conducts classroom trainings statewide for criminal history access and use based on state and federal laws, rules and regulations, fingerprint submissions, and Rap sheets; seeks opportunities to provide additional training sessions with state/county/local law enforcement agencies, municipalities, state and private agencies, and special interest groups regarding access and use of criminal history, including dissemination, retention, security, and destruction of criminal history record information.

Assists with formulating, writing, and/or updating CJIS Division policy and standards manuals, CJIS Newsletter articles, the CJIS Annual Report, and other documentation as assigned. Performs work-related travel as necessary.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Advanced knowledge of state and federal laws, rules, and regulations pertaining to the collection, storage, and dissemination of criminal history record information.


Advanced knowledge of MSHP General Orders, CJIS Division Units, and Manuals. Advanced knowledge of training material design, as well as the principles and methods of instruction.

Advanced knowledge of Policy Compliance Review Audit program, procedures, and methodology pursuant to Generally Accepted Government Auditing Standards (GAGAS). Advanced knowledge in disposal policies for both physical and electronic media including the procedures for the sanitization or destruction process of electronic media, including hard drives.
• Advanced knowledge of access control mechanisms for internal and external networks, controlled interfaces, and segmented networks.
• Advanced knowledge of administrative, technical, and physical safeguards required to ensure the protection of CHRI, as well as the policies and procedures for handling, processing, storing, and communicating Criminal Justice Information (CJI).
• Ability to work independently and be self-motivated.
• Ability to develop skills with word processing, spreadsheet, and presentation software (i.e. Lotus Notes, Microsoft Office, Excel, PowerPoint, etc.).
• Possess skills in time management techniques and prioritization and the ability to work under pressure while maintaining a high quality of work.
• Possess skills in data analysis, problem solving, and the ability to summarize information in concise reports to ensure understanding and for utilization in presentations.
• Ability to learn the principles of computer programming and system analysis, design, testing, and documentation.
• Ability to learn the aspects of computer networking and telecommunications (e.g. network diagrams, communication paths, circuits, software reference libraries, utility programs, security systems and procedures, database management systems, and systems management processes).
• Ability to learn the general operating principles, systems, and capabilities of computer hardware and software, various computer platforms, and their trends and developments.
• Ability to interpret policies, standards, and laws in written and oral form (e.g. CJIS Security Policy, Federal Information Processing Standards (FIPS) 140-2 encryption requirements, Advanced Authentication (AA) requirements, computer system and network access user-based certificates, etc.).
• Ability to understand the principals of information system audits and security testing. Ability to complete a Technical Security/Information Technology (IT) Security Audit, and develop a general understanding of an agency’s automated information systems, functions, and the interrelationships with computer systems.
• Ability to understand and interpret encryption certificates and passphrase standards used to unlock ciphers.
• Ability to effectively research, plan, develop, and organize materials for use in training and auditing programs.
• Ability to review, interpret, apply, and prepare computer program documentation related to MULES, NCIC, and fingerprint-based criminal history data.
• Ability to conduct training, meetings, briefings and/or auditing sessions and presentations independently to various law enforcement agencies, public entities, and personnel in a professional manner.
• Ability to prepare and maintain standards, policies, procedures, guidelines, and technical manuals.
• Ability to operate basic office equipment as detailed in the description of duties.
• 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 perform job-related travel and work flexible hours.
• 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.)

• Possess a Bachelor’s Degree and two years as a CJIS Trainer/Auditor II with the Noncriminal Justice Training and Auditing Unit of the Missouri State Highway Patrol’s Criminal Justice Information Services Division, or comparable experience.
• Duties involving public speaking, administration, training, curriculum development, and policy and procedure experience is preferred, but not required.

NECESSARY SPECIAL REQUIREMENTS:

• Must possess and maintain a valid driver license.
• Must be able to obtain and maintain MULES certification within six (6) months of appointment.
• Must attend and successfully pass CJIS - IT Security Training within six (6) months of appointment.
• Must attend and successfully pass Police Instructor School within twelve (12) months of appointment.

FLSA STATUS: Partial-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.
**Classification: CJIS Trainer/Auditor IV - (NJTA)**

**Title Code: V00669**

**Pay Range: 28**

**POSITION SUMMARY:** This senior-level position is responsible for the training and auditing associated with the security, maintenance, retention, physical and electronic storage, and dissemination of fingerprint-based criminal history record information derived from the systems of the Missouri State Highway Patrol (MSHP) and United States Department of Justice (USDOJ). This position ensures that Missouri agencies with access to criminal history record information, for noncriminal justice purposes, are in compliance with all state and federal laws, and applicable policies. The employee assigned to this position exercises independent judgment and initiative in the performance of assigned duties; however, general supervision is provided to ensure conformance with the division’s established rules, policies, and procedures. Extensive travel is required for this position.

**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.)

- Schedules, prepares, and conducts onsite Policy Compliance Reviews and Technical Security Audits of all agencies with access to fingerprint-based criminal history for noncriminal justice purposes, to include the review and analysis of computer networks, system access, electronic storage solutions, while conducting security risk assessments.
- Prepares recommendations and making notifications for corrective actions, and provide other appropriate assistance/training to audited agencies.
- Conducts Technical Security Audits and Risk Assessments, to include reviewing, interpreting, and analyzing network diagrams, to include workstations, routers, network servers, firewalls, internal and external information technology systems.
- Reviews network accessibility to include email standards, internet access, cloud hosted solutions, mobile data terminals, smartphones, tablets and handheld devices while ensuring encryption standards are met. Provides Security Awareness Training to ensure compliance with Criminal Justice Information Services (CJIS) Security Policy access levels 1 through 4 for physical and logical access to Criminal Justice Information (e.g. password use and management; protection from viruses, worms, Trojan horses, and other malicious code; unknown e-mail/attachments; Web usage/monitoring of user activity; spam; physical and wireless security; encryption; use of acknowledgement statements; passwords, desktop security; restricting visitors; threats, vulnerabilities, and risks associated with accessing CJIS systems and services; data backup and storage; timely application of system patches; access control measures; and network infrastructure protection measures).
- Updates Noncriminal Justice Agency User Agreements and Volunteer and Employee Criminal History System (VECHS) User Agreements, Local Agency Security Officer (LASO) forms, and the Department Originating Agency Identifier Number (ORI) master files.
Missouri Position Descriptions

- Works with other Trainer/Auditors and shares deficiencies that may require adjustments to the training and/or auditing curriculum.
- Provides training and technical assistance to agencies regarding Applicant Privacy Rights, Use and Purpose of requesting Criminal History Record Information (CHRI), outsourcing procedures, security, retention, and destruction of CHRI, fingerprint submissions, and Rap sheets.
- Reviews and approves Noncriminal Justice ORI requests based on local, state, and federal law to include Public Law 92-544, the National Child Protection Act and the Volunteers for Children Act (NCPA/VCA), and other applicable federal laws.
- Researches statutes, ordinances, and federal laws; submits request letters to the Federal Bureau of Investigation (FBI); initiates system access; establishes Missouri Automated Criminal History Site (MACHS) electronic access; and conducts training that may include Rap Back services and validations.
- Schedules, plans, and conducts classroom trainings statewide for criminal history access and use based on state and federal laws, rules and regulations, fingerprint submissions, and Rap sheets; seeks opportunities to provide additional training sessions with state/county/local law enforcement agencies, municipalities, state and private agencies, and special interest groups regarding access and use of criminal history, including dissemination, retention, security, and destruction of criminal history record information.
- Formulates, writes, and/or updates CJIS Division policy and standards manuals, CJIS Newsletter articles, the CJIS Annual Report, and other documentation as assigned. Conducts peer reviews of other regional audit findings.
- May serve as a lead and mentor to other staff members within the Noncriminal Justice Training and Auditing Unit.
- Performs work-related travel as necessary.
- Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Comprehensive knowledge of state and federal laws, rules, and regulations pertaining to the collection, storage, and dissemination of criminal history record information. Comprehensive knowledge of FBI CJIS, NCIC, and MULES rules and regulations, specifically the FBI CJIS Security Policy, Criminal History Policy and Procedures Manual, MULES Policy and Procedures Manual, and 43.532 and 576.050 RSMo.
- Comprehensive knowledge of MSHP General Orders, CJIS Division Units, and Manuals.
- Comprehensive knowledge of training material design, as well as the principles and methods of instruction.
- Comprehensive knowledge of Policy Compliance Review Audit program, procedures, and methodology pursuant to Generally Accepted Government Auditing Standards (GAGAS).
• Comprehensive knowledge in disposal policies for both physical and electronic media including the procedures for the sanitization or destruction process of electronic media, including hard drives.
• Comprehensive knowledge of access control mechanisms for internal and external networks, controlled interfaces, and segmented networks.
• Comprehensive knowledge of administrative, technical, and physical safeguards required to ensure the protection of CHRI, as well as the policies and procedures for handing, processing, storing, and communicating Criminal Justice Information (CJI). Ability to work independently and be self-motivated.
• Ability to develop skills with word processing, spreadsheet, and presentation software (i.e. Lotus Notes, Microsoft Office, Excel, PowerPoint, etc.).
• Possess skills in time management techniques and prioritization and the ability to work under pressure while maintaining a high quality of work.
• Possess skills in data analysis, problem solving, and the ability to summarize information in concise reports to ensure understanding and for utilization in presentations.
• Ability to learn the principles of computer programming and system analysis, design, testing, and documentation.
• Ability to learn the aspects of computer networking and telecommunications (e.g. network diagrams, communication paths, circuits, software reference libraries, utility programs, security systems and procedures, database management systems, and systems management processes).
• Ability to learn the general operating principles, systems, and capabilities of computer hardware and software, various computer platforms, and their trends and developments.
• Ability to interpret policies, standards, and laws in written and oral form (e.g. CJIS Security Policy, Federal Information Processing Standards (FIPS) 140-2 encryption requirements, Advanced Authentication (AA) requirements, computer system and network access user-based certificates, etc.).
• Ability to understand the principals of information system audits and security testing. Ability to complete an Technical Security/Information Technology (IT) Security Audit, and develop a general understanding of an agency’s automated information systems, functions, and the interrelationships with computer systems.
• Ability to understand and interpret encryption certificates and passphrase standards used to unlock ciphers.
• Ability to effectively research, plan, develop, and organize materials for use in training and auditing programs.
• Ability to review, interpret, apply, and prepare computer program documentation related to MULES, NCIC, and fingerprint-based criminal history data.
• Ability to conduct training, meetings, briefings and/or auditing sessions and presentations independently to various law enforcement agencies, public entities, and personnel in a professional manner.
 Ability to prepare and maintain standards, policies, procedures, guidelines, and technical manuals.
 Ability to operate basic office equipment as detailed in the description of duties.
 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 perform job-related travel and work flexible hours.
 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.)

 Possess a Bachelor’s Degree and two years as a CJIS Trainer/Auditor III with the Noncriminal Justice Training and Auditing Unit of the Missouri State Highway Patrol’s Criminal Justice Information Services Division, or comparable experience.
 Duties involving public speaking, administration, training, curriculum development, and policy and procedure experience is preferred, but not required.

NECESSARY SPECIAL REQUIREMENTS:

 Must possess and maintain a valid driver license.
 Must be able to obtain and maintain MULES certification within six (6) months of appointment.
 Must attend and successfully pass CJIS - IT Security Training within six (6) months of appointment.
 Must attend and successfully pass Police Instructor School within twelve (12) months of appointment.
 FLSA STATUS: Partial-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
Classification: CJIS Trainer/Auditor IV (Criminal Justice Training and Auditing)

Title Code: V00669

Pay Range: 28

POSITION SUMMARY: This senior level position is responsible for the training and auditing associated with the security, maintenance, retention, physical and electronic storage, and dissemination of fingerprint-based criminal history record information and criminal incident data derived from the systems of the Missouri State Highway Patrol (MSHP) and United States Department of Justice (USDOJ). This position ensures that all Missouri agencies with access to MSHP/USDOJ systems are operating in compliance with all state and federal laws, and applicable policies. The employee assigned to this position exercises independent judgment and initiative in the performance of assigned duties; however, general supervision is provided to ensure conformance with the division’s established rules, policies, and procedures. Extensive travel is required for this position.

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.)

• Schedules, prepares, and conducts onsite CJIS Security Audits, to include Technical Security Audits, NCIC/MULES/REJIS Policy Compliance Reviews, N-DEx Policy Compliance Reviews, and UCR/NIBRS Policy Compliance Reviews of all criminal justice agencies with direct, logical, or physical access to secure MSHP/USDOJ systems, equipment, and data.

• Conducts security risk assessments by manually reviewing and analyzing computer networks, user access, and electronic storage solutions, to include surveys of the agency’s use, storage, sharing, and potential misuse of NCIC/MULES/N-Dex derived information, as well as ensures jurisdictional crime data is reported to MSHP pursuant to RSMo 43.505, 43.545, 455.543, and 455.545.

• Prepares recommendations and making notifications for corrective actions and provide other appropriate assistance/training to audited agencies.

• Conducts Technical Security Audits and Risk Assessments, to include reviewing, interpreting, and analyzing network diagrams, to include workstations, routers, network servers, firewalls, internal and external information technology systems.

• Reviews network accessibility, to include email standards, internet access, cloud hosted solutions, mobile data terminals, smartphones, tablets and handheld devices while ensuring encryption standards are met (e.g. password use and management; protection from viruses, worms, Trojan horses, and other malicious code; unknown e-mail/attachments; Web usage/monitoring of user activity; spam; physical and wireless security; encryption; use of acknowledgement statements; passwords, desktop security; restricting visitors; threats, vulnerabilities, and risks associated with accessing CJIS systems and services; data backup and storage; timely application of system patches; access control measures; and network infrastructure protection measures).
Missouri Position Descriptions

- Conducts Missouri Peace Officer Standards and Training (POST) approved training on reporting crime data to the MSHP and the FBI, collection of crime statistics, as well as the importance of safeguarding the security of criminal justice information (e.g. FBI UCR reporting rules, administration, offense terminology, forms, SRS and NIBRS reporting scenarios, crime statistics, etc.).
- Works with local agencies, the Missouri Department of Public Safety, and the MSHP Access Integrity Unit to keep all administrative documentation current, to include the Criminal Justice User Agency Agreements, Terminal Agency Agreements, Non-Terminal Agency Agreements, Missouri UCR Agency Reporting Status, N-DEx Agency Coordinator forms, Department Originating Agency Identifier Number (ORI) master files, and various MSHP forms.
- Researches proposed legislation, ordinances, federal laws, journal articles, and media reports to ensure MSHP policy is current, and all Missouri crime data involving homicide, domestic violence, hate crime, arson, human trafficking, animal cruelty, etc., is complete.
- Works with other Trainer/Auditors and shares deficiencies that may require adjustments to the training and/or auditing curriculum.
- Formulates, writes, and/or updates CJIS Division policy and standards manuals, CJIS Newsletter articles, the CJIS Annual Report, and other documentation as assigned.
- Conducts peer reviews of other regional audit findings. May serve as a lead and mentor to other staff members within the Criminal Justice Training and Auditing Unit.
- Performs work-related travel as necessary.
- Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Comprehensive knowledge of state and federal laws, rules, and regulations pertaining to the collection, storage, and dissemination of criminal history record information, criminal justice information, and closed records, pursuant to Missouri Sunshine Law.
- Comprehensive knowledge of CJIS Systems including MULES, N-DEx, and UCR as it relates to the technical connectivity and FBI/MSHP policies.
- Comprehensive knowledge of MSHP General Orders, CJIS Division Units, and Manuals.
- Comprehensive knowledge of training material design, as well as the principles and methods of instruction.
- Comprehensive knowledge of Policy Compliance Review audit program, procedures, and methodology pursuant to Generally Accepted Government Auditing Standards (GAGAS).
- Comprehensive knowledge of disposal policies for both physical and electronic media including the procedures for the sanitization or destruction process of electronic media, including hard drives.
- Comprehensive knowledge of access control mechanisms for internal and external networks, controlled interfaces, and segmented networks.
Missouri Position Descriptions

- Comprehensive knowledge of administrative, technical, and physical safeguards required to ensure the protection of CHRI, as well as the policies and procedures for handling, processing, storing, and communicating Criminal Justice Information (CJI).
- Ability to work independently and be self-motivated.
- Ability to develop skills with word processing, spreadsheet, and presentation software (i.e. Lotus Notes, Microsoft Office, Excel, PowerPoint, etc.).
- Possess skills in time management techniques and prioritization and the ability to work under pressure while maintaining a high quality of work.
- Possess skills in data analysis and problem solving and the ability to summarize information in concise reports to ensure understanding and for utilization in presentations.
- Ability to learn the principles of computer programming and system analysis, design, testing, and documentation.
- Ability to learn the aspects of computer networking and telecommunications (e.g. network diagrams, communication paths, circuits, software reference libraries, utility programs, security systems and procedures, database management systems, and systems management processes).
- Ability to learn the general operating principles, systems and capabilities of computer hardware and software, various computer platforms, and their trends and developments.
- Ability to understand the principals of information system audits and security testing.
- Ability to complete a Technical Security/Information Technology (IT) Security Audit and develop a general understanding of an agency’s automated information systems, functions, and the interrelationships with computer systems.
- Ability to understand and interpret encryption certificates and passphrase standards used to unlock ciphers. Ability to effectively research, plan, develop, and organize materials for use in training and auditing programs.
- Ability to review, interpret, apply, and prepare computer program documentation related to MULES, NCIC, NDEx, SRS/NIBRS, and fingerprint-based criminal history data.
- Ability to conduct training, meetings, briefings and/or auditing sessions and presentations independently to various law enforcement agencies, public entities, and personnel in a professional manner.
- Ability to prepare and maintain standards, policies, procedures, guidelines, and technical manuals.
- Ability to operate basic office equipment as detailed in the description of duties.
- 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 perform job-related travel and work flexible hours.
• 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.)

• Possess a Bachelor’s Degree from an accredited college or university and two years as a CJIS Trainer/Auditor III within the Criminal Justice Training and Auditing Unit of the Missouri State Highway Patrol, or comparable experience.
• Duties involving public speaking, administration, training, curriculum development, and policy and procedure experience is preferred, but not required.

NECESSARY SPECIAL REQUIREMENTS:

• Must possess and maintain a valid driver license.
• Must be able to obtain and maintain MULES certification within six (6) months of appointment.
• Must attend and successfully pass CJIS - IT Security Training within six (6) months of appointment.
• Must attend and successfully pass Police Instructor School within twelve (12) months of appointment.
• Must be able to obtain and maintain Missouri Department of Public Safety (DPS) Law Enforcement Instructor License within twelve (12) months of appointment.

FLSA STATUS: Partial-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.
Classification: CJIS Technician II
Title Code: V00674
Pay Range: 18

POSITION SUMMARY: This is an intermediate-level position assigned to one of the following units: Biometrics, Criminal History Research (CHR), Expungements, Record Check Processing (RCP), or Sex Offender Registration (SOR). An employee’s work in the Biometrics Unit will include fingerprinting individuals, to include comparing, coding and processing fingerprints. An employee’s work in the CHR, Expungements, RCP, and SOR may include receiving, processing, and disseminating criminal record histories requested by the general public and authorized agencies and is responsible for entering, updating, verifying, and maintaining records within various databases and manual files. An employee in this position is closely supervised until training is successfully completed; then general supervision is received from a designated supervisor.

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.)

- Performs quality control and comparisons on fingerprints within the Automated Fingerprint Identification System (AFIS) and other related systems.
- Fingerprints individuals for employment, license applications, etc.; classifies, compares and verifies positive matches from existing databases.
- Assists with coding and processing fingerprint cards received by law enforcement agencies through AFIS.
- Scans and indexes fingerprint cards and other source documents into the imaging system; retrieves old case files from archives for electronic conversion.
- Assists with processing criminal history records, documents, and dispositions received hard copy and electronically; includes sorting, verification, updating, disseminating, and storing according to Missouri Sunshine Law and departmental policy.
- Processes and warrant checks for the public window (including collecting fees, obtaining fingerprints, etc.).
- Processes petitions for expungement pursuant to policies and procedures.
- Assists with responding to inquiries, in person and via telephone, regarding criminal history records according to Missouri Sunshine Law and departmental policy.
- Verifies information relating to interpretation of statutes, expungement of criminal arrest records, criminal history reporting, Missouri Uniform Law Enforcement Systems (MULES) policies, Sex Offender Hotline, etc., with law enforcement representatives and the general public in person, via telephone, and in writing.
- Assists with responding to inquiries made by the Federal Bureau of Investigation in reference to firearm background checks being conducted through the National Instant Criminal Background Check System (NICS).
• Updates criminal history records based on confirmed final dispositions from courts, prosecuting attorneys, and law enforcement officials to ensure the quality of criminal records databases.
• Greets the public, screens and authorizes individuals into secured building.
• Operates standard office equipment (e.g., personal computer, facsimile machine, telephone, duplicating machine, shredder, electronic card files and printer, etc.).
• May testify in a court of law on matters relating to fingerprint identification.
• Performs other related work as assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

• Knowledge of Missouri Sunshine Laws and departmental regulations governing the dissemination of criminal history information.
• Ability to learn to perform entries and updates of data within various computerized databases.
• Ability to receive technical training related to the analysis and comparison of fingerprint images and work within a high level of detail and accuracy.
• Ability to work with criminal history records in a confidential and professional manner. Ability to operate standard office equipment as detailed above in the description of duties and learn to operate television monitor and intercom building security system.
• Ability to enter data or information into a computer terminal using a keyboard, mouse, or other input device. Ability to transport boxes and/or trays of documents, criminal history records, fingerprint cards, etc. up to 30 pounds.
• Ability to proofread and edit computer entries.
• Ability to maintain clerical records and files.
• Ability to work independently with general supervision.
• 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 respond to work related incidents on an on-call basis.
• 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.)
Missouri Position Descriptions

- Possess a Bachelor's degree in a related field. OR Two consecutive years of experience as a CJIS Technician I within the Missouri State Highway Patrol's CJIS Division, and may be required to successfully complete skill assessment evaluations for a CJIS Technician I.

NECESSARY SPECIAL REQUIREMENTS:

- May be required to be able to obtain and maintain MULES certification within six months of appointment.
- May be required to be able to obtain and maintain Livescan certification within six months of appointment.
- May be required to be able to obtain and maintain AFIS certification within six months of appointment.

FLSA STATUS: Non-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.
Classification: CJIS Program Manager (Access Integrity/MULES)
Title Code: V00681
Pay Range: 34

POSITION SUMMARY: This is advanced professional, technical, and consultative work that involves developing, organizing, implementing, and directing all activities associated with a specific criminal history system, including coordination of computer information technology services and activities. This position is responsible for the administration of the statewide Missouri Uniform Law Enforcement System (MULES)/National Crime Information Center (NCIC), Criminal History and training and the Access Integrity of MULES. This includes ensuring that mandated training is performed in all areas of CJIS and guidance is provided in the development and administration of instruction, certification, and recertification of MULES terminal operators. The individual assigned to this position must possess a great deal of initiative and independent judgment in carrying out daily work activities. General direction is received from a superior, but the employee is given wide latitude for using independent judgment and initiative in attaining overall objectives.

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.)

• Responsible for the administration of statewide CJIS Training; serving as the Project Manager for statewide projects with national/international scope, including the development, implementation, and execution of new or revised programs, departmental or legislated initiatives, policy development and technical review, and planning, scheduling, and leading of regular project review meetings.
• Develop, analyze, and coordinate highly complex project specifications such as project plans, workflow diagrams, interface control documents, statements of work, data dictionaries, etc., as relates to MULES, and Criminal History, to include providing cost benefit analysis of technology solutions to meet business needs.
• Represents and/or serves as liaison for Criminal Justice Information Services between the Patrol and other divisions, commercial vendors, criminal justice agencies, the state repository, numerous federal agencies, state, county, and local law enforcement personnel, and the general public.
• Instructs state, county, and local law enforcement personnel on state and federal regulations and procedures for MULES, Criminal History, which includes providing technical advice and/or assistance to said agencies as well as the general public.
• Supervises designated supervisory personnel, including the monitoring of personnel issues and providing guidance to supervisors on motivation and training of employees, as well as
assisting front line supervisors with personnel issues, as well as selecting, training, supervising, and evaluating personnel.

- Designs, plans, schedules, coordinates, and administers complex software systems that may include systems administration, systems development, programming assistance/advisement and operations support.
- Develops, coordinates, and communicates software requirements with contracted and prospective vendors, systems programmers, system administrators, and Patrol personnel, ensuring that contractual agreements are met, technical specifications are followed, and CJIS Security Policy is complied with.
- Provides technical support for both internal and external organizational computer systems and databases that span multiple platforms and contain numerous interfaces relating to MULES; serves as a liaison for the organization in the areas of technology and/or infrastructure development. Provides consultative guidance in specific areas of expertise, i.e., MULES and Criminal History.
- Provides technical expertise in computer systems analysis and design, database and/or network administration relating to relational databases developed and utilized as part of MULES and MoDEx/NDEx, systems programming, and/or other information technology specialties, including the development and evaluation of quality control procedures and hardware/software standards.
- Assists in the development of technical and/or budget documentation as it relates to grant requests, decision items, preparation of fiscal notes, drafting of state rules and regulations, disaster planning, etc. as needed. This includes the drafting and submission of grant applications for federal funding for current and future MULES initiatives.
- Evaluates system performance and efficiency relating to both current performance and future anticipated workload requirements. Assists the Assistant Director in organizing and planning annual training conferences and symposiums; coordinates workshops and makes presentations on the latest developments and changes to MULES, Criminal History, to criminal justice agencies, civil agencies, and/or the general public as needed.
- Coordinates, communicates, and provides advisement to Staff as requested in the development of short and long range MULES planning, participate in policy development and implementation, and evaluate impact of policy changes on the MULES and MoDEx/NDEx environment.
- Researches agency programs, policies, objectives, regulations, and operating procedures to determine the “Best Practices” for methods of MULES and Criminal History.
- Provides training/information to law enforcement agencies throughout the state via information submitted for publication in the CJIS newsletter, MSHP CJIS Website, CJIS Launchpad, etc. Coordinates and assists the writing/development of requests for proposals and/or bid specifications for hardware and/or software purchases as well as evaluate bid responses; assists in vendor conferences relating to specific areas of expertise during the bid process as needed.
Missouri Position Descriptions

- Organizes, facilitates, and provides research and support for FBI audits, to include the modification of training curriculums addressing any identified deficiencies.
- Reviews and finalizes all MULES and Criminal History training classes for statewide POST certification.
- Administers the CJIS Launchpad and NexTEST application.
- Performs job related travel, as necessary.
- Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Thorough knowledge of the criminal justice system and law enforcement procedures as they relate to CJIS Security Policy, MULES Policy, and EBTS specifications.
- Thorough knowledge of state and federal laws, rules and regulations pertaining to the collection, storage and dissemination of criminal records.
- Thorough knowledge of criminal history systems.
- Thorough knowledge of AFIS functionality, fingerprint classifications, and comparison techniques.
- Thorough knowledge of Electronic Biometric Transmissions Standard (EBTS) Considerable knowledge of basic principles and practices of supervisory and management techniques.
- Considerable knowledge of the principles of project management.
- Knowledge of decision-making techniques and fundamentals of oral and written communications.
- Knowledge of Missouri State Highway Patrol policies, procedures, rules, and regulations.
- Knowledge of the procurement process.
- Knowledge of the strategic planning process.
- Working knowledge of the agency's functions and their inter-relationships.
- Must possess excellent communication skills, both oral and written.
- Must be skilled in time management techniques and prioritization.
- Must possess excellent interpersonal skills to deal effectively with various personalities.
- Ability to analyze, direct and manage the implementation of special projects, assignments and programs.
- Ability to prepare and maintain standards, policies, procedures, guidelines, and technical manuals.
- Ability to provide training sessions, meetings, and briefings at the request of supported agency personnel, and law enforcement or civic entities in a professional manner.
- Ability to make presentations before large groups of people in a professional manner.
- Ability to monitor and evaluate the work of others.
- Ability to perform job related travel. Ability to multi-task.
- Ability to demonstrate excellent management skills.
• Ability to provide technical assistance and guidance in work methods and program procedures.
• Ability to compare two fingerprint images to determine if prints are a positive match.
• Ability to operate basic office equipment as detailed in the description of duties.
• 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.)

• Possess a Bachelor’s degree from an accredited college or university and three years’ experience in the field of criminal justice, criminal record systems, latent prints, etc.

NECESSARY SPECIAL REQUIREMENTS:

• Must possess (within the first six months of employment or as soon as scheduling will allow) and maintain MULES Certification.
• Must possess (within the first six months of employment or as soon as scheduling will allow) and maintain Livescan Certification.
• Successful completion of the Patrol’s Supervision School and other management related courses within 12 months of appointment or as soon as scheduling will allow.
• Must attend and successfully pass Police Instructor School within 12 months of appointment or as soon as scheduling will allow.

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.
Classification: CJIS Program Manager (Biometrics)

Title Code: V00681

Pay Range: 34

POSITION SUMMARY: This is advanced professional, technical, and consultative work that involves developing, organizing, implementing, and directing all activities associated with a specific criminal history system, including coordination of computer information technology services and activities. This position is responsible for the administration of the statewide Automated Fingerprint Identification System (AFIS). This includes serving as a liaison with law enforcement agencies and being responsible for the training of all fingerprint and palmprint identification specialists utilizing the state system. The individual assigned to this position must possess a great deal of initiative and independent judgment in carrying out daily work activities. General direction is received from a superior, but the employee is given wide latitude for using independent judgment and initiative in attaining overall objectives.

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.)

- Responsible for the administration of the statewide AFIS system; serving as the Project Manager for statewide projects with national/international scope, including the development, implementation, and execution of new or revised programs, departmental or legislated initiatives, policy development and technical review, and planning, scheduling, and leading of regular project review meetings.

- Works closely with Information Technology (IT) personnel in the development, implementation, and operation of current and future biometric technology in the configuration of systems and applications and the implementation of biometric solutions, to include providing cost benefit analysis of technology solutions to meet business needs.

- Represents and/or serves as liaison for Criminal Justice Information Services between the Patrol and other divisions, commercial vendors, criminal justice agencies, the state repository, numerous federal agencies, state, county, and local law enforcement personnel, and the general public.

- Instructs state, county, and local law enforcement personnel on state and federal regulations and procedures for biometric capture, submission, and standards, which includes providing technical advice and/or assistance to said agencies as well as the general public.

- Supervises designated supervisory personnel, including the monitoring of personnel issues and providing guidance to supervisors on motivation and training of employees, as well as assisting front line supervisors with personnel issues, as well as selecting, training, supervising, and evaluating personnel.
• Designs, plans, schedules, coordinates, and administers complex software systems that may include systems administration, systems development, programming assistance/advisement and operations support.

• Develops, coordinates, and communicates software requirements with contracted and prospective vendors, systems programmers, system administrators, and Patrol personnel, ensuring that contractual agreements are met, technical specifications are followed, and CJIS Security Policy is complied with.

• Provides technical support for both internal and external organizational computer systems and databases that span multiple platforms and contain numerous interfaces relating to biometrics; serves as a liaison for the organization in the areas of technology and/or infrastructure development.

• Provides consultative guidance in specific areas of expertise, i.e., NIST standards, Electronic Biometric Transmission Specifications (EBTS), and all matters pertaining to biometric capture and submission methods and standards.

• Provides technical expertise in computer systems analysis and design, database and/or network administration relating to relational databases developed and utilized as part of AFIS, systems programming, and/or other information technology specialties, including the development and evaluation of quality control procedures and hardware/software standards.

• Assists in the development of technical and/or budget documentation as relates to grant requests, decision items, preparation of fiscal notes, drafting of state rules and regulations, disaster planning, etc. as needed. This includes the drafting and submission of grant applications for federal funding for current and future biometric initiatives.

• Evaluates system performance and efficiency relating to both current performance and future anticipated workload requirements.

• Assists the Assistant Director in organizing and planning annual training conferences and symposiums; coordinates workshops and makes presentations on the latest developments and changes in the field of biometrics to criminal justice agencies, civil agencies, and/or the general public as needed.

• Coordinates, communicates, and provides advisement to Staff as requested in the development of short and long range biometric planning, participate in policy development and implementation, and evaluate impact of policy changes on the AFIS environment.

• Researches agency programs, policies, objectives, regulations, and operating procedures to determine the “Best Practices” for methods of biometric capture and submission. Prepares monthly statistical reports and billing reports for Patrol staff and remote agencies.

• Provides training/information to law enforcement agencies throughout the state via information submitted for publication in the CJIS newsletter, MSHP CJIS Website, CJIS Launchpad, etc. Coordinates and assists the writing/development of requests for proposals and/or bid specifications for hardware and/or software purchases as well as evaluate bid
responses; assists in vendor conferences relating to specific areas of expertise during the bid process as needed.

- Organizes, facilitates, and provides research and support for FBI audits, to include the modification of training curriculums addressing any identified deficiencies. Serves as AFIS Users' Group Chairperson.
- Develops lesson plan and training materials associated with AFIS Certification training, coordinates all state users training programs, monitors and recertifies all AFIS users throughout the state every two years.
- Conducts yearly, as well as occasional, accuracy testing on all aspects of the state AFIS system, communicates the results, and works with the vendor to resolve any findings.
- Performs job related travel as necessary.
- Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Thorough knowledge of the criminal justice system and law enforcement procedures as they relate to CJIS Security Policy, MULES Policy, and EBTS specifications.
- Thorough knowledge of state and federal laws, rules and regulations pertaining to the collection, storage and dissemination of criminal records.
- Thorough knowledge of criminal history systems.
- Thorough knowledge of AFIS functionality, fingerprint classifications, and comparison techniques.
- Thorough knowledge of Electronic Biometric Transmissions Standard (EBTS)
- Considerable knowledge of basic principles and practices of supervisory and management techniques.
- Considerable knowledge of the principles of project management.
- Knowledge of decision-making techniques and fundamentals of oral and written communications. Knowledge of Missouri State Highway Patrol policies, procedures, rules, and regulations. Knowledge of the procurement process.
- Knowledge of the strategic planning process. Working knowledge of the agency's functions and their inter-relationships.
- Must possess excellent communication skills, both oral and written.
- Must be skilled in time management techniques and prioritization.
- Must possess excellent interpersonal skills to deal effectively with various personalities. Ability to analyze, direct and manage the implementation of special projects, assignments and programs.
- Ability to prepare and maintain standards, policies, procedures, guidelines, and technical manuals.
- Ability to provide training sessions, meetings, and briefings at the request of supported agency personnel, and law enforcement or civic entities in a professional manner.
- Ability to make presentations before large groups of people in a professional manner.
• Ability to monitor and evaluate the work of others.
• Ability to perform job related travel.
• Ability to multi-task. Ability to demonstrate excellent management skills.
• Ability to provide technical assistance and guidance in work methods and program procedures.
• Ability to compare two fingerprint images to determine if prints are a positive match.
• Ability to operate basic office equipment as detailed in the description of duties.
• 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.)

• Possess a Bachelor's degree from an accredited college or university and three years’ experience in the field of criminal justice, criminal record systems, latent prints, etc.

NECESSARY SPECIAL REQUIREMENTS:

• Must possess (within the first six months of employment or as soon as scheduling will allow) and maintain MULES Certification.
• Must possess (within the first six months of employment or as soon as scheduling will allow) and maintain Livescan Certification.
• Successful completion of the Patrol’s Supervision School and other management related courses within 12 months of appointment or as soon as scheduling will allow.
• Must attend and successfully pass Police Instructor School within 12 months of appointment or as soon as scheduling will allow.

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.
Classification: CJIS Program Manager (Civil Training and Auditing)

Title Code: V00681

Pay Range: 34

POSITION SUMMARY: This is advanced professional, technical, and consultative work that involves developing, organizing, implementing, and directing all activities associated with a specific criminal history system, including coordination of computer information technology services and activities. This position is responsible for the maintenance of the Missouri Automated Criminal History Site (MACHS) and imaging/archival services for the Central Repository. This includes administering and serving as the liaison for all statewide applicant processing services. The individual assigned to this position must possess a great deal of initiative and independent judgment in carrying out daily work activities. General direction is received from a superior, but the employee is given wide latitude for using independent judgment and initiative in attaining overall objectives.

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.)

- Responsible for the administration of the statewide applicant processing services; serving as the Project Manager for statewide projects with national/international scope, including the development, implementation, and execution of new or revised programs, departmental or legislated initiatives, policy development and technical review, and planning, scheduling, and leading of regular project review meetings.
- Represents and/or serves as liaison for Criminal Justice Information Services between the Patrol and other divisions, commercial vendors, criminal justice agencies, the state repository, numerous federal agencies, state, county, and local law enforcement personnel, and the general public.
- Instructs state, county, and local law enforcement personnel on state and federal regulations and procedures for biometric capture, submission, and standards, which includes providing technical advice and/or assistance to said agencies as well as the general public.
- Supervises designated supervisory personnel, including the monitoring of personnel issues and providing guidance to supervisors on motivation and training of employees, as well as assisting front line supervisors with personnel issues, as well as selecting, training, supervising, and evaluating personnel.
- Develop, analyze, and coordinate highly complex project specifications such as project plans, workflow diagrams, interface control documents, statements of work, data dictionaries, etc., as it relates to applicant processing and the MACHS site, to include providing cost benefit analysis of technology solutions to meet business needs.
• Designs, plans, schedules, coordinates, and administers complex software systems that may include systems administration, systems development, programming assistance/advisement and operations support.

• Develops, coordinates, and communicates software requirements with contracted and prospective vendors, systems programmers, system administrators, and Patrol personnel, ensuring that contractual agreements are met, technical specifications are followed, and CJIS Security Policy is complied with.

• Provides technical support for both internal and external organizational computer systems and databases that span multiple platforms and contain numerous interfaces relating to biometrics; serves as a liaison for the organization in the areas of technology and/or infrastructure development.

• Provides consultative guidance in specific areas of expertise, i.e., legislative initiatives, federal rules and regulations, state statutory authority, and all matters pertaining to application processing, submission methods and standards.

• Provides technical expertise in computer systems analysis and design, database and/or network administration relating to relational databases developed and utilized as part of MACHS, systems programming, and/or other information technology specialties, including the development and evaluation of quality control procedures and hardware/software standards.

• Assists in the development of technical and/or budget documentation as relates to grant requests, decision items, preparation of fiscal notes, drafting of state rules and regulations, disaster planning, etc. as needed. This includes the drafting and submission of grant applications for federal funding for current and future biometric initiatives.

• Evaluates system performance and efficiency relating to both current performance and future anticipated workload requirements.

• Assists the assistant director in organizing and planning annual training conferences and symposiums; coordinates workshops and makes presentations on the latest developments and changes in the field of biometrics to criminal justice agencies, civil agencies, and/or the general public as needed.

• Coordinates, communicates, and provides advisement to Staff as requested in the development of short and long range applicant processing and archives planning, participate in policy development and implementation, and evaluate impact of policy changes on the applicant processing and records archival environment.

• Researches agency programs, policies, objectives, regulations, and operating procedures to determine the “Best Practices” for methods of applicant processing and records storage systems.

• Provides training/information to law enforcement agencies throughout the state via information submitted for publication in the CJIS newsletter, MSHP CJIS Website, CJIS Launchpad, etc.
• Coordinates and assists the writing/development of requests for proposals and/or bid specifications for hardware and/or software purchases as well as evaluate bid responses; assists in vendor conferences relating to specific areas of expertise during the bid process as needed.
• Organizes, facilitates, and provides research and support for FBI audits, to include the modification of training curriculums addressing any identified deficiencies. Performs job related travel as necessary.
• Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

• Thorough knowledge of the criminal justice system and law enforcement procedures as they relate to CJIS Security Policy, MULES Policy, and EBTS specifications.
• Thorough knowledge of state and federal laws, rules and regulations pertaining to the collection, storage and dissemination of criminal records.
• Thorough knowledge of criminal history systems.
• Thorough knowledge of Electronic Biometric Transmissions Standard (EBTS).
• Considerable knowledge of basic principles and practices of supervisory and management techniques.
• Considerable knowledge of the principles of project management.
• Knowledge of decision-making techniques and fundamentals of oral and written communications.
• Knowledge of Missouri State Highway Patrol policies, procedures, rules, and regulations. Knowledge of the procurement process.
• Knowledge of the strategic planning process.
• Working knowledge of the agency's functions and their inter-relationships.
• Must possess excellent communication skills, both oral and written.
• Must be skilled in time management techniques and prioritization.
• Must possess excellent interpersonal skills to deal effectively with various personalities.
• Ability to analyze, direct and manage the implementation of special projects, assignments and programs.
• Ability to prepare and maintain standards, policies, procedures, guidelines, and technical manuals.
• Ability to provide training sessions, meetings, and briefings at the request of supported agency personnel, and law enforcement or civic entities in a professional manner.
• Ability to make presentations before large groups of people in a professional manner.
• Ability to monitor and evaluate the work of others.
• Ability to perform job related travel. Ability to multi-task.
• Ability to demonstrate excellent management skills.
• Ability to provide technical assistance and guidance in work methods and program procedures.
• Ability to compare two fingerprint images to determine if prints are a positive match.
• Ability to operate basic office equipment as detailed in the description of duties.
• 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.)

• Possess a Bachelor's degree from an accredited college or university and three years’ experience in the field of criminal justice, criminal record systems, latent prints, etc.

NECESSARY SPECIAL REQUIREMENTS:

• Must possess (within the first six months of employment or as soon as scheduling will allow) and maintain MULES Certification.
• Must possess (within the first six months of employment or as soon as scheduling will allow) and maintain Livescan Certification.
• Successful completion of the Patrol’s Supervision School and other management related courses within 12 months of appointment or as soon as scheduling will allow.
• Must attend and successfully pass Police Instructor School within 12 months of appointment or as soon as scheduling will allow.

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.
Classification: CJIS Program Manager (Criminal History/Sex Offender Registry)

Title Code: V00681

Pay Range: 34

POSITION SUMMARY: This is advanced professional, technical, and consultative position that serves as the administrator of the Missouri State Computerized Criminal History (CCH) System, the Missouri Sex Offender Registry (SOR) and the Missouri SOR System, to include managing the Criminal Justice Information Services (CJIS) Division’s SOR Unit and Criminal History Research (CHR) Unit. Work is focused in administration of technical systems within CJIS, to include coordinating with local, state and federal criminal justice agencies on issues related to criminal history, sex offender registration, and/or applicant background checks. This position works with contracted vendors in supporting changes to any of these critical systems due to policy changes, to include development, testing and implementation. The individual assigned to this position must possess a great deal of initiative and independent judgment in carrying out daily work activities. General direction is received from a superior, but the employee is given wide latitude for using independent judgment and initiative in attaining overall objectives.

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.)

- Serves as administrator and project manager for statewide projects, to include the development, testing and implementation of new and/or revised SOR and criminal history programs with national/international implications.
- Develops, coordinates, and communicates SOR and CCH related software requirements with contracted vendors, systems programmers and administrators, and Patrol personnel, ensuring that contractual agreements are met, technical specifications are followed, and compliance with CJIS Security Policy is attained.
- Represents and/or serves as CJIS’ liaison on SOR and CCH related issues to other Patrol components, commercial vendors, criminal justice agencies, the state repository, the general public, and numerous federal agencies, state, county and local law enforcement personnel.
- Coordinates with a variety of federal, state, and local criminal justice agencies as well as vendors to ensure that all SOR and CCH interfaces functioning properly.
- Oversees and evaluates the SOR and CCH system performance and efficiency relating to both current performance and future anticipated workload requirements by means of testing and utilization of SOR CCH reports.
- Develops technical and/or budget documentation as it relates to grant requests, decision items, preparation of fiscal notes, drafting of state rules and regulations, disaster planning, etc. as they relate to SOR and CCH needs, to include requests for proposals and/or bid specifications for hardware and/or software purchases, as well as evaluation of bid responses.
• Researches agency programs, policies, objectives, regulations, and operating procedures to determine best practices for SOR and CCH methods of system functionality.
• Assists with the organization and planning of annual training conferences and symposiums; coordinates workshops and makes presentations on the latest developments and changes in SOR and CCH related topics.
• Monitors and participates in the Federal Bureau of Investigation (FBI) CJIS Advisory Policy Board (APB) and Compact Council topic papers and decisions related to criminal history topics, as well as attends trainings and conferences, as needed.
• Researches, prepares and compiles SOR and CCH related statistical information for various CJIS reports, MSHP reports, Custodian of Records Requests, and requests received from media sources, as well as research and support for audits, surveys and training curriculum.
• Develops training and provides instruction to state, county, and local law enforcement personnel on state and federal regulations and procedures for Missouri state SOR and CCH information capture, submission, dissemination, and general standards.
• Serves as the SOR and CCH subject matter expert and provides technical advice/assistance/support to state, county, and local law enforcement agencies on, to include researching developments technology and new and/or proposed legislation, as well as ensuring Office of Sex Offender Sentencing, Monitoring, Apprehending compliance in the state of Missouri.
• Compiles training/information on SOR and CCH related topics for law enforcement agencies throughout the state via information submitted for publication in the CJIS newsletter, MSHP CJIS Website, CJIS Launchpad, etc.
• Coordinates with Patrol Legal Counsel and the Missouri Attorney General’s Office on SOR related issues and questions raised by current state law, proposed legislation, registering agencies and general public inquiry.
• Serves and participates as a member of the statewide Sex Offender Management Committee to assist in drafting procedural and legislative changes. Evaluates and provides mentorship to all staff, to include fostering a collaborative culture among those directly supervised, as well as external components.
• Conducts formal and informal training of personnel. Performs job related travel as necessary.
• Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

• Thorough knowledge of state and federal laws, rules and regulations pertaining to the collection, storage and dissemination of criminal records, to include criminal history record information and personally identifiable information.
• Thorough knowledge of Missouri’s CCH system, the Electronic Biometric Transmission Standards (EBTS), the National Crime Information Center (NCIC) manual, Missouri’s SOR system, CJIS Security Policy, and the Missouri state contract and procurement process.
• Comprehensive knowledge of General Accepted Accounting Principles (GAAP) and methods, as well as the conceptual and applied practices of governmental accounting, to include state and federal laws, rules and regulations governing the expenditure and reporting of state funds.
• Considerable knowledge of the principles of project management, the procurement process and the strategic planning process.
• Considerable knowledge of basic principles and practices of supervisory and management techniques. Working knowledge of modern office practices and procedures.
• Working knowledge of the agency's functions and their inter-relationships, to include MSHP’s policies, procedures, rules and regulations.
• Knowledge of the flow of cases through the criminal justice system, to include the operation of local and state court systems. Must possess excellent communication skills, both oral and written.
• Must be skilled in time management techniques and prioritization.
• Must possess excellent interpersonal skills to deal effectively with various personalities.
• Ability to analyze, direct and manage the implementation of special projects, assignments and programs.
• Ability to prepare and maintain standards, policies, procedures, guidelines, and technical manuals.
• Ability to analyze and interpret monthly statistics, to include developing new and improved methods and techniques in response to CJIS data.
• Ability to provide training sessions, meetings, and briefings at the request of supported agency personnel, and law enforcement or civic entities in a professional manner.
• Ability to make presentations before large groups of people in a professional manner.
• Ability to work closely as a cooperative team and display professionalism and team leadership in the training and supervision of others, to include the monitoring and evaluation of others.
• Ability to work independently in an organized, efficient manner and exercise judgement and discretion.
• Ability to demonstrate excellent management skills.
• Ability to provide technical assistance and guidance in work methods and program procedures.
• Ability to operate basic office equipment as detailed in the description of duties.
• 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 perform job related travel.
• 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.)

• Possess a Bachelor's degree from an accredited college or university and three years’ experience in the field of criminal justice, criminal record systems, latent prints, etc.

**NECESSARY SPECIAL REQUIREMENTS:**

• Must possess (within the first six months of employment or as soon as scheduling will allow) and maintain MULES Certification.
• Must possess (within the first six months of employment or as soon as scheduling will allow) and maintain Livescan Certification.
• Successful completion of the Patrol’s Supervision School and other management related courses within 12 months of appointment or as soon as scheduling will allow.
• Must attend and successfully pass Police Instructor School within 12 months of appointment or as soon as scheduling will allow.

**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.
Classification: CJIS Program Manager (UCR/Auditing)

Title Code: V00681

Pay Range: 34

POSITION SUMMARY: This is advanced professional, technical, and consultative work that involves developing, organizing, implementing, and directing all activities associated with a specific criminal history system, including coordination of computer information technology services and activities. This position is responsible for the management of the CJIS Audit Unit within the Program Support Services Section of the CJIS Division. The CJIS Audit Unit consists of the Missouri Uniform Crime Reporting (UCR) Program & Missouri Incident Based Reporting System (MIBRS), the Missouri Uniform Law Enforcement System (MULES)/National Crime Information Center (NCIC) Audit Program, the Non-Criminal Justice Audit Program, and the MoDEx Audit Program. An employee in this position is also responsible for conducting statewide training for UCR and MIBRS. The individual assigned to this position must possess a great deal of initiative and independent judgment in carrying out daily work activities. General direction is received from a superior, but the employee is given wide latitude for using independent judgment and initiative in attaining overall objectives.

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.)

- Responsible for the administration of the statewide Missouri UCR Program, MIBRS, the MULES/NCIC Audit Program, the Non-Criminal Justice Audit Program, and the MoDEx Audit Program; serving as the Project Manager for statewide projects with national/international scope, including the development, implementation, and execution of new or revised programs, departmental or legislated initiatives, policy development and technical review, and planning, scheduling, and leading of regular project review meetings.

- Develop, analyze, and coordinate highly complex project specifications such as project plans, workflow diagrams, interface control documents, statements of work, data dictionaries, grant proposals, and marketing options as is relates to each project of MSHP Program, to include providing cost benefit analysis of technology solutions to meet business needs.

- Represents and/or serves as liaison for Criminal Justice Information Services between the Patrol and other divisions, commercial vendors, criminal justice agencies, the state repository, numerous federal agencies, state, county, and local law enforcement personnel, and the general public.

- Instructs state, county, and local law enforcement personnel on state and federal regulations and procedures for UCR/MIBRS, MULES, MoDEx, and non-criminal justice background checks, which includes providing technical advice and/or assistance to said agencies as well as the general public.
• Supervises designated supervisory personnel, including the monitoring of personnel issues and providing guidance to supervisors on motivation and training of employees, as well as assisting front line supervisors with personnel issues, as well as selecting, training, supervising, and evaluating personnel.

• Designs, plans, schedules, coordinates, and administers complex UCR/MIBRS systems and software that may include systems administration, systems development, programming assistance/advisement and operations support.

• Develops, coordinates, and communicates software requirements with contracted and prospective vendors, systems programmers, system administrators, and Patrol personnel, ensuring that contractual agreements are met, technical specifications are followed, and CJIS Security Policy is complied with.

• Provides technical support for both internal and external organizational computer systems and databases that span multiple platforms and contain numerous interfaces relating to UCR/MIBRS, MULES, and MoDEx; serves as a liaison for the organization in the areas of technology and/or infrastructure development.

• Provides consultative guidance in specific areas of expertise, i.e., UCR/MIBRS, MULES, MoDEx, Non-Criminal Justice background checks, auditing, and training. Provides technical expertise in computer systems design and/or network administration of databases developed and utilized as part of UCR/MIBRS, MULES, and MoDEx systems and/or other information technology specialties, including the programming, development, and/or evaluation of quality control procedures and hardware/software standards.

• Assists in the development of technical and/or budget documentation as it relates to grant requests, decision items, preparation of fiscal notes, drafting of state rules and regulations, disaster planning, etc. as needed. This includes the drafting and submission of grant applications for federal funding for current and future UCR/MIBRS, MULES, and MoDEx initiatives.

• Evaluates system performance and efficiency relating to both current performance and future anticipated workload requirements.

• Assists the Assistant Director in organizing and planning annual training conferences and symposiums; coordinates workshops and makes presentations on the latest developments and changes to UCR/MIBRS, MULES, MoDEx, and Non-Criminal Justice background checks to criminal justice agencies, civil agencies, and/or the general public as needed.

• Coordinates, communicates, and provides advisement to Staff as requested in the development of short and long range training and auditing goals, participate in policy development and implementation, and evaluate impact of policy changes both the staff and client criminal justice community.

• Researches agency programs, policies, objectives, regulations, and operating procedures to determine the “Best Practices” for methods of auditing, training, statistical analysis, and publication. Provides training/information to law enforcement agencies throughout the
state via information submitted for publication in the CJIS newsletter, MSHP CJIS Website, CJIS Launchpad, etc.

• Coordinates and assists the writing/development of requests for proposals and/or bid specifications for hardware and/or software purchases as well as evaluate bid responses; assists in vendor conferences relating to specific areas of expertise during the bid process as needed.

• Organizes, facilitates, and provides research and support for FBI audits, to include the modification of training curriculums addressing any identified deficiencies.

• Acts as editor of the quarterly CJIS Newsletter and CJIS Annual Report; develop and disseminate UCR, NCIC, MULES, NDEx, MoDEx, and IT Security information to the Missouri criminal justice community.

• Serves as editor and contributing author on the Missouri Statistical Analysis Center's annual "Crime in Missouri" publication.

• Research, compile, and submit monthly UCT compliance reports to the Missouri Department of Public Safety. Reviews all UCR/MIBRS, MULES/NCIC, Non-Criminal Justice, and MoDEx audit documentation.

• Performs job related travel as necessary.

• Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

• Thorough knowledge of the criminal justice system and law enforcement procedures as they relate to CJIS Security Policy, MULES Policy, and EBTS specifications.

• Thorough knowledge of state and federal laws, rules and regulations pertaining to the collection, storage and dissemination of criminal records.

• Thorough knowledge of criminal history systems.

• Thorough knowledge of AFIS functionality, fingerprint classifications, and comparison techniques. Thorough knowledge of Electronic Biometric Transmissions Standard (EBTS).

• Considerable knowledge of basic principles and practices of supervisory and management techniques.

• Considerable knowledge of the principles of project management.

• Knowledge of decision-making techniques and fundamentals of oral and written communications. Knowledge of Missouri State Highway Patrol policies, procedures, rules, and regulations.

• Knowledge of the procurement process.

• Knowledge of the strategic planning process.

• Working knowledge of the agency's functions and their inter-relationships.

• Must possess excellent communication skills, both oral and written.

• Must be skilled in time management techniques and prioritization.

• Must possess excellent interpersonal skills to deal effectively with various personalities.
• Ability to analyze, direct and manage the implementation of special projects, assignments and programs.
• Ability to prepare and maintain standards, policies, procedures, guidelines, and technical manuals.
• Ability to provide training sessions, meetings, and briefings at the request of supported agency personnel, and law enforcement or civic entities in a professional manner.
• Ability to make presentations before large groups of people in a professional manner.
• Ability to monitor and evaluate the work of others.
• Ability to perform job related travel.
• Ability to multi-task.
• Ability to demonstrate excellent management skills.
• Ability to provide technical assistance and guidance in work methods and program procedures.
• Ability to compare two fingerprint images to determine if prints are a positive match.
• Ability to operate basic office equipment as detailed in the description of duties.
• 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.)

• Possess a Bachelor's degree from an accredited college or university and three years’ experience in the field of criminal justice, criminal record systems, latent prints, etc.

NECESSARY SPECIAL REQUIREMENTS:

• Must possess (within the first six months of employment or as soon as scheduling will allow) and maintain MULES Certification.
• Must possess (within the first six months of employment or as soon as scheduling will allow) and maintain Livescan Certification.
• Successful completion of the Patrol’s Supervision School and other management related courses within 12 months of appointment or as soon as scheduling will allow.
• Must attend and successfully pass Police Instructor School within 12 months of appointment or as soon as scheduling will allow.

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.
STATE OF NORTH CAROLINA
invites applications for the position of:

Sex Offender Registration Processor

**JOB CLASS TITLE:** Administrative Specialist I

**POSITION NUMBER:** 60011178

**DEPARTMENT:** Dept of Public Safety

**DIVISION/SECTION:** Field Operations/Criminal Information & Identification Section

**SALARY GRADE / SALARY GRADE EQUIVALENT:** GN06

**COMPETENCY LEVEL:** Not Applicable

**APPOINTMENT TYPE:** Permanent Full-Time

**WORK LOCATION:** Wake County

**OPENING DATE:** 09/16/19

**CLOSING DATE:** 09/20/19 5:00 PM Eastern Time

**DESCRIPTION OF WORK:**
Salary Grade: GN06

This Administrative Specialist I is a non-sworn position located in the Sex Offender Coordination Unit within the Criminal Information and Identification Section of the North Carolina State Bureau of Investigation (SBI). It is a full-time position (40 hours per week, M-F 8:00 a.m.-5:00 p.m.) with state benefits including retirement, health insurance, vacation leave, sick leave, and paid holidays.

The primary purpose of this position is to support the North Carolina Sex Offender Registration Program mandate by Federal and State regulations. The unit is responsible for mailing in-state and out-of-state verification letters, uploading offender photos to the public registry website, processing court ordered petitions, preparing written correspondence, as well as reviewing court records, criminal records and other law enforcement related documents. This position requires an individual with excellent customer service skills to be comfortable answering general questions and providing assistance to law enforcement and the general public. The Administrative Specialist I position coordinates the State's community notification efforts, serves as a liaison with law enforcement, responds to specialized requests from both the public and law enforcement, directly supports the unit supervisor with training initiatives, and provides first line administrative support as new public/private sex offender projects/grants are instituted. This position also assists the unit supervisor in processing offender registration terminations. Finally, this position serves as a quality assurance coordinator to ensure accurate entry of information to the public website and into the state law enforcement database. This position must maintain current knowledge and understanding in all areas of this field. Obtaining Division of Criminal Information (DCI) Network certification within 6 months of hire is required for this position.
KNOWLEDGE, SKILLS AND ABILITIES / COMPETENCIES:
Listed below are the knowledge, skills and abilities (KSA’s) associated with this position. These KSA’s, along with the minimum education and experience listed, are required in order to be deemed “eligible” for the position. Therefore, you must demonstrate or provide supporting information within the body of your application to demonstrate your possession of each KSA listed.

- Experience handling and maintaining sensitive and confidential information in a business setting.
- Demonstrated experience with Microsoft Word in a business setting.
- Experience with reviewing documents/files for accuracy and appropriate documentation including spelling, punctuation and grammatical correctness.
- Strong skills in communicating effectively both orally, especially with people by telephone, and in writing with the ability to compose memos and emails to local, state, and federal law enforcement; judicial agencies; and other law enforcement partners.
- Ability to review and process information to determine conclusions, actions or compliance with applicable laws, rules and regulations.
- Ability to record, compile, summarize and analyze data.
- Ability to answer inquires independently and coordinate a variety of resources in acquiring information.
- Ability to analyze work situations and interpret program content in making decisions and explaining policies, regulations and programs.
- Ability to exercise judgment, discretion and negotiation skills in problem situations. Ability to learn State and federal laws and requirements regarding criminal information systems.
- Ability to obtain and maintain DCI certification.

Management prefers applicants that have experience working with a local, state or federal sex offender registration process and have or previously held DCIN certification in Module 5 (Sex Offender Registry).

Selected candidates will undergo and must successfully complete a comprehensive background investigation which includes: pre-employment polygraph examination; credit and arrest checks; interviews with associates, personal and business references; verification interviews of employers; verification of education achievement; urinalysis drug screening; and submission of fingerprints.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:
High school diploma or General Educational Development (GED) diploma and two years of related administrative experience; or equivalent combination of education and experience.

SUPPLEMENTAL AND CONTACT INFORMATION:
The State Bureau of Investigation is an Equal Opportunity Employer. The SBI uses the Merit-Based Recruitment and Selection Policy to fill positions subject to the State Human Resources Act with the most qualified individuals. Hiring salary will be based on relevant qualifications, internal equity and budgetary considerations pertinent to the advertised position.

- Online applications are only accepted through http://www.oshr.nc.gov/jobs/
- To receive credit for all of your work history and credentials, you must list the information on the State of North Carolina application. Any information omitted cannot be considered for qualifying credit. Resumes will not be accepted in lieu of the state application.
- The Knowledge, Skills and Abilities AND the Minimum Education and Experience are REQUIRED in order to be considered qualified for the position. Therefore, you MUST provide supporting information within the body of the application that clearly demonstrates your possession of the KSA’s and the Education/Experience requirements. SBI will NOT accept "see attached resume" in lieu of education and work experience completed on the application.
- Degrees must be received from appropriately accredited institutions.
- Applicants seeking Veteran’s Preference must attach a DD form 214, Certificate of Release.
or Discharge from Active Duty, along with your application.

- During the online application process, if additional documentation is required, attach the documentation at the bottom of Step 4 in the application process. If applying for a position certified through the North Carolina Department of Justice-Criminal Justice Standards Division, refer to [http://www.ncdoj.gov/getdoc/831a884b-7b81-42bf-aa64-6d725b0bd49c/Criminal-Justice-Education-and-Training-Standards.aspx](http://www.ncdoj.gov/getdoc/831a884b-7b81-42bf-aa64-6d725b0bd49c/Criminal-Justice-Education-and-Training-Standards.aspx) for specific certification requirements.


Due to the volume of applications received, we are unable to provide information regarding the status of your application over the phone. You can check the status of the application by logging into your account at [www.oshr.nc.gov](http://www.oshr.nc.gov) and clicking "Application Status."

For technical assistance with completing the application please contact our applicant customer support line at 855-524-5627. If there are any questions specific to this posting, please contact SBI Human Resources at 919-662-4500.

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### Sex Offender Registration Processor Supplemental Questionnaire

#### 1. What is your highest level of education?

- [ ] Did not graduate from high school or receive GED
- [ ] Graduated from high school or completed GED
- [ ] Received an Associate’s degree
- [ ] Received a Bachelor’s degree or higher
- [ ] Other – Please provide information in the Education Section of the application

#### 2. How many years of administrative experience do you have? (All years of experience should be reflected in the work history section of your application.)

- [ ] None
- [ ] Less than 2 years
- [ ] 2 years or more

#### 3. Do you have experience handling and maintaining sensitive and confidential information in a business setting? If you answer yes, this experience MUST be clearly documented and the duties/responsibilities fully explained on the application.

- [ ] Yes  
- [ ] No

#### 4. If you answered ‘Yes’ to questions 3, please briefly describe your experience with handling and maintaining sensitive and confidential information and indicate in which positions you gained this experience.

- [ ] Yes  
- [ ] No
* 5. Do you have experience using Microsoft Word in a business setting? If you answer yes, this experience MUST be clearly documented and the duties/responsibilities fully explained on the application.
   Yes ☐ No ☐

* 6. Do you have experience reviewing documents/files for accuracy and appropriate documentation including spelling, punctuation and grammatical correctness? If you answer yes, this experience MUST be clearly documented and the duties/responsibilities fully explained on the application.
   Yes ☐ No ☐

* 7. Are you currently DCI Certified or have been previously DCICertified?
   Yes ☐ No ☐

* 8. In order to receive credit for the supplemental questions that you answered, you must provide supporting information within the body of the application to validate your answers. Your application should also reflect all education, work experience, and certifications/licenses obtained. Work experience must clearly demonstrate that you possess the Knowledge, Skills and Abilities AND the Minimum Education and Experience requirements listed on the job posting. Please remember to include all relevant training, knowledge, experience, education, and certifications on the application. If you did not do so, please go back and do so before submitting your application. Is your application complete?
   Yes ☐ No ☐

* Required Question
STATE OF NORTH CAROLINA
invites applications for the position of:

Expungement Technician

**JOB CLASS TITLE:** Administrative Specialist I

**POSITION NUMBER:** 60011175

**DEPARTMENT:** Dept of Public Safety

**DIVISION/SECTION:** Field Operations/Criminal Information & Identification Section

**SALARY GRADE / SALARY GRADE EQUIVALENT:** GN06

**COMPETENCY LEVEL:** Not Applicable

**APPOINTMENT TYPE:** Permanent Full-Time

**WORK LOCATION:** Wake County

**OPENING DATE:** 01/27/20

**CLOSING DATE:** 01/31/20 5:00 PM Eastern Time

**DESCRIPTION OF WORK:**

Salary Grade: GN06

This Administrative Specialist I position is located in the SBI Criminal Information and Identification Section of the North Carolina State Bureau of Investigation. It is a fulltime position (40 hours per week, M-F 8:00 a.m.-5:00 p.m.) with state benefits including retirement, health insurance, vacation leave, sick leave, and paid holidays.

The primary purpose of this position is to update NC Computerized Criminal History (CCH) records and ensure the NC criminal history has been linked to the FBI NCIC (National Criminal Information System). This position modifies records based on the contributor modification requests forms from arresting agencies; receives requests from the FBI NICS (National Instant Criminal Background Check System) for disposition information or to update CCH records on individuals trying to purchase a gun; reviews each Petition and Order of Expunction received to verify compliance and accuracy; conducts a comprehensive search and comparison for any Computerized Criminal History (CCH); reviews criminal history, court documents and petition to ensure that all request comply with State and Federal regulations; and provides information to the Clerk of Courts, as needed, regarding receipt and status of Petition and Order of Expunction. Obtaining Division of Criminal Information (DCI) Network certification within six months of hire is required for this position.

**KNOWLEDGE, SKILLS AND ABILITIES / COMPETENCIES:**

Listed below are the knowledge, skills and abilities (KSA’s) associated with this position. These KSA’s, along with the minimum education and experience listed, are required in order to be deemed "eligible" for the position. Therefore, you must demonstrate or provide supporting information within the body of your application to demonstrate your possession of each KSA listed.
Demonstrated skill in handling confidential information in a business setting. Demonstrated skills in using Microsoft Word in a business setting.

Ability to obtain a thorough working knowledge of the Division of Criminal Information (DCI) Network and the North Carolina Applicant Tracking System (NCATS).

Ability to work independently and follow specific instructions. Willingness and ability to process repetitive material and processes. Knowledge of office techniques and processes.

Ability to analyze and troubleshoot. Ability to prioritize, organize, and file.

Selected candidates will undergo and must successfully complete a comprehensive background investigation which includes: pre-employment polygraph examination; credit and arrest checks; interviews with associates, personal and business references; verification interviews of employers; verification of education achievement; urinalysis drug screening; and submission of fingerprints.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:
High school diploma or General Educational Development (GED) diploma and two years of related administrative experience; or equivalent combination of education and experience.

SUPPLEMENTAL AND CONTACT INFORMATION:
The State Bureau of Investigation is an Equal Opportunity Employer. The SBI uses the Merit-Based Recruitment and Selection Policy to fill positions subject to the State Human Resources Act with the most qualified individuals. Hiring salary will be based on relevant qualifications, internal equity and budgetary considerations pertinent to the advertised position.

Online applications are only accepted through http://www.oshr.nc.gov/jobs/

To receive credit for all of your work history and credentials, you must list the information on the State of North Carolina application. Any information omitted cannot be considered for qualifying credit. Resumes will not be accepted in lieu of the state application.

The Knowledge, Skills and Abilities AND the Minimum Education and Experience are REQUIRED in order to be considered qualified for the position. Therefore, you MUST provide supporting information within the body of the application that clearly demonstrates your possession of the KSA's and the Education/Experience requirements. SBI will NOT accept "see attached resume" in lieu of education and work experience completed on the application.

Degrees must be received from appropriately accredited institutions.

Applicants seeking Veteran's Preference must attach a DD form 214, Certificate of Release or Discharge from Active Duty, along with your application.

During the online application process, if additional documentation is required, attach the documentation at the bottom of Step 4 in the application process. If applying for a position certified through the North Carolina Department of Justice-Criminal Justice Standards Division, refer to http://www.ncdoj.gov/getdoc/831a884b-7b81-42bf-aa64-6d725bbbd49e/Criminal-Justice-Educationand-Training-Standards.aspx for specific certification requirements.


Due to the volume of applications received, we are unable to provide information regarding the status of your application over the phone. You can check the status of the application by logging into your account at www.oshr.nc.gov and clicking "Application Status."

For technical assistance with completing the application please contact our applicant customer support line at 855-524-5627. If there are any questions specific to this posting, please contact SBI Human Resources at 919-662-4500.
Expungement Technician Supplemental Questionnaire

* 1. What is your highest level of education?
   - [ ] Did not graduate from high school or receive GED
   - [ ] Graduated from high school or completed GED
   - [ ] Received an Associate’s degree
   - [ ] Received a Bachelor’s degree or higher
   - [ ] Other – Please provide information in the Education Section of the application

* 2. How many years of administrative experience do you have? (All years of experience should be reflected in the work history section of your application.)
   - [ ] None
   - [ ] Less than 2 years
   - [ ] 2 years or more

* 3. Do you have demonstrated skill in handling confidential information in a business setting? If you answer yes, this experience MUST be clearly documented and the duties/responsibilities fully explained on the application.
   - [ ] Yes
   - [ ] No

* 4. Do you have demonstrated skill in using Microsoft Word in a business setting? If you answer ‘Yes’ to question 4, this experience MUST be clearly documented and the duties/responsibilities fully explained on the application.
   - [ ] Yes
   - [ ] No

* 5. In order to receive credit for the supplemental questions that you answered, you must provide supporting information within the body of the application to validate your answers. Your application should also reflect all education, work experience, and certifications/licenses obtained. Work experience must clearly demonstrate that you possess the Knowledge, Skills and Abilities AND the Minimum Education and Experience requirements listed on the job posting. Please remember to include all relevant training, knowledge, experience, education, and certifications on the application. If you did not do so, please go back and do so before submitting your application. Is your application complete?
   - [ ] Yes
   - [ ] No

* Required Question
STATE OF NORTH CAROLINA

invites applications for the position of:

Expungement Specialist

JOB CLASS TITLE: Administrative Specialist II

POSITION NUMBER: 65019779

DEPARTMENT: Dept of Public Safety

DIVISION/SECTION: SBI/Criminal Information & Identification Section

SALARY GRADE / SALARY GRADE EQUIVALENT: GN07

COMPETENCY LEVEL: Not Applicable

APPOINTMENT TYPE: Permanent Full-Time

WORK LOCATION: Wake County

OPENING DATE: 01/27/20

CLOSING DATE: 01/31/20 5:00 PM Eastern Time

DESCRIPTION OF WORK:
Salary Grade: GN07

This non-sworn Administrative Specialist II position is located in the Expungement Unit within the Criminal Information and Identification Section of the North Carolina State Bureau of Investigation (SBI). It is a full-time position (40 hours per week) with state benefits including retirement, health insurance, vacation leave, sick leave, and paid holidays.

The Expungement Unit is responsible for reviewing and processing complex orders and petitions to ensure compliance with applicable statutes, codes and procedures. The primary purpose of this position is to process all petitions for criminal history information and orders for expungement for the State of North Carolina. This Expungement Specialist will analyze each Petition and Order of Expungement to verify compliance and accuracy. This position will ensure the integrity of any computerized North Carolina arrest record is preserved by deleting, modifying, or retaining the content in strict accordance with the Court’s Order for Expunction. This position is also responsible for a variety of assignments which may include review of applicable expungement guidelines and procedures to ensure compliance with North Carolina General Statutes. This position will be the point of contact for petitioners and attorneys seeking status updates. Obtaining Division of Criminal Information (DCI) Network certification within 6 months of hire is required for this position.

KNOWLEDGE, SKILLS AND ABILITIES / COMPETENCIES:

Listed below are the knowledge, skills and abilities (KSA’s) associated with this position. These KSA’s, along with the minimum education and experience listed, are required in order to be deemed "eligible" for the position. Therefore, you must demonstrate or provide supporting information within the body of your application to demonstrate your possession of each KSA listed.
- Experience handling and maintaining sensitive and confidential information in a business setting.
- Demonstrated experience reviewing documents/files for accuracy and appropriate documentation in a business setting.
- Ability to obtain and maintain DCI certification.
- Ability to research and interpret data in AOC (Administrative Office of the Courts) automated files.
- Ability to analyze and disseminate information in a clear and concise manner.
- Ability to establish and maintain favorable working relationships with others and ability to work independently and as a team member.

Selected candidates will undergo and must successfully complete a comprehensive background investigation which includes: pre-employment polygraph examination; credit and arrest checks; interviews with associates, personal and business references; verification interviews of employers; verification of education achievement; urinalysis drug screening; and submission of fingerprints.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:
High school diploma or General Educational Development (GED) diploma and four years of related administrative experience; or equivalent combination of education and experience.

SUPPLEMENTAL AND CONTACT INFORMATION:
The State Bureau of Investigation is an Equal Opportunity Employer. The SBI uses the Merit-Based Recruitment and Selection Policy to fill positions subject to the State Human Resources Act with the most qualified individuals. Hiring salary will be based on relevant qualifications, internal equity and budgetary considerations pertinent to the advertised position.

- Online applications are only accepted through http://www.oshr.nc.gov/jobs/
- To receive credit for all of your work history and credentials, you must list the information on the State of North Carolina application. Any information omitted cannot be considered for qualifying credit. Resumes will not be accepted in lieu of the state application.
- The Knowledge, Skills and Abilities AND the Minimum Education and Experience are REQUIRED in order to be considered qualified for the position. Therefore, you MUST provide supporting information within the body of the application that clearly demonstrates your possession of the KSA's and the Education/Experience requirements. SBI will NOT accept "see attached resume" in lieu of education and work experience completed on the application.
- Degrees must be received from appropriately accredited institutions.
- Applicants seeking Veteran's Preference must attach a DD form 214, Certificate of Release or Discharge from Active Duty, along with your application.
- During the online application process, if additional documentation is required, attach the documentation at the bottom of Step 4 in the application process. If applying for a position certified through the North Carolina Department of Justice - Criminal Justice Education and Training Standards Division, refer to https://ncdoj.gov/law-enforcement-training/criminal-justice/ for specific certification requirements.

Due to the volume of applications received, we are unable to provide information regarding the status of your application over the phone. You can check the status of the application by logging into your account at www.oshr.nc.gov and clicking "Application Status."
For technical assistance with completing the application please contact our applicant customer support line at 855-524-5627. **If there are any questions specific to this posting, please contact SBI Human Resources at 919-662-4500.**

APPLICATIONS MAY BE FILED ONLINE AT:
http://www.oshr.nc.gov/jobs/index.html

NOTE: Apply to the department listed on posting
An Equal Opportunity Employer, NC State Government

noreply@nc.gov

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**Expungement Specialist Supplemental Questionnaire**

* 1. What is your highest level of education?
  - [ ] Did not graduate from high school or receive GED
  - [ ] Graduated from high school or completed GED
  - [ ] Received an Associate's degree
  - [ ] Received a Bachelor's degree or higher
  - [ ] Other – Please provide information in the Education Section of the application

* 2. How many years of administrative experience do you have? (All years of experience should be reflected in the work history section of your application.)
  - [ ] None
  - [ ] Less than 4 years
  - [ ] 4 years or more

* 3. Do you have experience handling and maintaining sensitive and confidential information in a business setting? If you answer yes, this experience MUST be clearly documented and the duties/responsibilities fully explained on the application.
  - [ ] Yes
  - [ ] No

* 4. Do you have experience reviewing documents/files for accuracy and appropriate documentation? If you answer yes, this experience MUST be clearly documented and the duties/responsibilities fully explained within the body of the application.
  - [ ] Yes
  - [ ] No

* 5. Please indicate the Microsoft Office computer applications you have experience utilizing in a work setting? For each item that is checked, this experience/knowledge MUST be clearly documented on the application.
  - [ ] Word
  - [ ] Excel
  - [ ] None of the Above

* 6. Do you have experience scanning documents and maintaining electronic files? If you answer yes, this experience MUST be clearly documented and the duties/responsibilities fully explained within the body of the application.
  - [ ] Yes
  - [ ] No

* 7. In order to receive credit for the supplemental questions that you answered, you must provide supporting information within the body of the application to validate your answers. Your application should also reflect all education, work experience, and certifications/licenses
obtained. Work experience must clearly demonstrate that you possess the Knowledge, Skills and Abilities AND the Minimum Education and Experience requirements listed on the job posting. Please remember to include all relevant training, knowledge, experience, education, and certifications on the application. If you did not do so, please go back and do so before submitting your application. Is your application complete?

☐ Yes  ☐ No

* Required Question
STATE OF NORTH CAROLINA
invites applications for the position of:

Fingerprint ID Technician

JOB CLASS TITLE: Fingerprint Identification Tech

POSITION NUMBER: 60011130

DEPARTMENT: Dept of Public Safety

DIVISION/SECTION: Special Operations/Criminal Information & Identification Section

SALARY GRADE / SALARY GRADE EQUIVALENT: GN07

COMPETENCY LEVEL: Not Applicable APPOINTMENT

TYPE: Permanent Full-Time WORK LOCATION: Wake County

OPENING DATE: 06/18/20

CLOSING DATE: 06/29/20 5:00 PM Eastern Time

DESCRIPTION OF WORK:
Salary Grade: GN07

This Fingerprint Identification Tech position is located within the Criminal Information and Identification Section of the North Carolina State Bureau of Investigation (SBI). It is a full-time position (40 hours per week) with state benefits including retirement, health insurance, vacation leave, sick leave, and paid holidays.

The primary purpose of this position is to determine previous criminal activity status based on fingerprint examination and comparison. This position verifies current arrest, custody, applicant, and concealed handgun permit fingerprint submissions based on fingerprint comparison to ensure identical status. This position provides limited technical support to all State Automated Fingerprint Identification System (SAFIS) users.

In addition, this position is responsible for data entry on applicant fingerprint cards submitted via mail. Once electronically scanned and entered, each fingerprint card is processed through SAFIS and then checked in the Computerized Criminal History (CCH) system. Obtaining Division of Criminal Information Network (DCIN) certification within 6 months of hire is required for this position.

KNOWLEDGE, SKILLS AND ABILITIES / COMPETENCIES:
Listed below are the knowledge, skills and abilities (KSA's) associated with this position. These KSA's, along with the minimum education and experience listed, are required in order to be deemed "eligible" for the position. Therefore, you must demonstrate or provide supporting information within the body of your application to demonstrate your possession of each KSA listed.
Demonstrated knowledge of the State Automated Fingerprint Identification System (SAFIS) with a solid understanding of fingerprint classification, identification and verification standards.

- Demonstrated experience working with confidential and sensitive information. Proficient in
- Microsoft Word and Excel.
- Working knowledge of state laws governing access to criminal history information. Willingness and
- ability to process repetitive material and processes.
- Considerable knowledge of office techniques and processes.
- Ability to maintain a favorable working relationship with the criminal justice community. Ability to complete
- an accredited course in the Science of Fingerprints to include SAFIS operations.

Management prefers applicants that have knowledge of the Division of Criminal Information Network (DCIN) and the Computerized Criminal History (CCH) system.

**Selected candidates will undergo and must successfully complete a comprehensive background investigation which includes: pre-employment polygraph examination; credit and arrest checks; interviews with associates, personal and business references; verification interviews of employers; verification of education achievement; urinalysis drug screening; and submission of fingerprints.**

**MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:**

High School or General Educational Development (GED) diploma and completion of an acceptable course in fingerprint science, or completion of coursework within one year of employment, and one year of experience in fingerprint classification and identification; or an equivalent combination of education and experience.

**SUPPLEMENTAL AND CONTACT INFORMATION:**

The State Bureau of Investigation is an Equal Opportunity Employer. The SBI uses the Merit-Based Recruitment and Selection Policy to fill positions subject to the State Human Resources Act with the most qualified individuals. Hiring salary will be based on relevant qualifications, internal equity and budgetary considerations pertinent to the advertised position.

- Online applications are only accepted through http://www.oshr.nc.gov/jobs/
- To receive credit for all of your work history and credentials, you must list the information on the State of North Carolina application. Any information omitted cannot be considered for qualifying credit. Resumes will not be accepted in lieu of the state application.
- The Knowledge, Skills and Abilities AND the Minimum Education and Experience are REQUIRED in order to be considered qualified for the position. Therefore, you MUST provide supporting information within the body of the application that clearly demonstrates your possession of the KSA's and the Education/Experience requirements. SBI will NOT accept "see attached resume" in lieu of education and work experience completed on the application.
- Degrees must be received from appropriately accredited institutions.
- Applicants seeking Veteran's Preference must attach a DD form 214, Certificate of Release or Discharge from Active Duty, along with your application.
- During the online application process, if additional documentation is required, attach the documentation at the bottom of Step 4 in the application process. If applying for a position certified through the North Carolina Department of Justice - Criminal Justice Education and Training Standards Division, refer to https://ncdoj.gov/law-enforcement-training/criminal-justice/ for specific certification requirements.
- The NC State Bureau of Investigation does not sponsor candidates needing work authorization.
Due to the volume of applications received, we are unable to provide information regarding the status of your application over the phone. You can check the status of the application by logging into your account at www.oshr.nc.gov and clicking "Application Status."

For technical assistance with completing the application please contact our applicant customer support line at 855-524-5627. If there are any questions specific to this posting, please contact SBI Human Resources at 919-662-4500.

APPLICATIONS MAY BE FILED ONLINE AT:
http://www.oshr.nc.gov/jobs/index.html

NOTE: Apply to the department listed on posting
An Equal Opportunity Employer, NC State Government

Fingerprint ID Technician Supplemental Questionnaire

* 1. What is your highest level of education?
   - Did not graduate from high school or receive GED
   - Graduated from high school or completed GED
   - Received an Associate's degree
   - Received a Bachelor's degree or higher
   - Other – Please provide information in the Education Section of the application

* 2. How many years of experience do you have in fingerprint classification and identification? (All years of experience should be reflected in the work history section of your application.)
   - None
   - Less than 1 year
   - 1 year or more

* 3. Do you have demonstrated knowledge of the State Automated Fingerprint Identification System (SAFIS)?
   - Yes   No

* 4. Please briefly describe your experience with the State Automated Fingerprint Identification System (SAFIS)?

* 5. Do you have demonstrated experience working with confidential and sensitive information?
   If you answer yes, this experience MUST be clearly documented and the duties/responsibilities fully explained on the application.
   - Yes   No

* 6. Which of the following best describes your skill level utilizing Microsoft Word and Excel?
   - No skill
   - Basic
   - Proficient
   - Expert

* 7. Do you have knowledge of state laws governing access to criminal history information?
   - Yes   No
8. If you answered 'Yes' to question 7, briefly explain your knowledge of state laws governing access to criminal history information.

9. Do you have knowledge of the Division of Criminal Information Network (DCIN) and the Computerized Criminal History (CCH) system?

   - Yes
   - No

10. In order to receive credit for the supplemental questions that you answered, you must provide supporting information within the body of the application to validate your answers. Your application should also reflect all education, work experience, and certifications/licenses obtained. Work experience must clearly demonstrate that you possess the Knowledge, Skills and Abilities AND the Minimum Education and Experience requirements listed on the job posting. Please remember to include all relevant training, knowledge, experience, education, and certifications on the application. If you did not do so, please go back and do so before submitting your application.

   Is your application complete?

   - Yes
   - No

* Required Question
STATE OF NORTH CAROLINA
invites applications for the position of:

Criminal Justice Specialist/Investigator I

JOB CLASS TITLE: Criminal Justice Specialist/invest I

POSITION NUMBER: 60011142

DEPARTMENT: Dept of Public Safety

DIVISION/SECTION: SBI/CIS-Compliance Unit

SALARY GRADE / SALARY GRADE EQUIVALENT: 66

COMPETENCY LEVEL: Not Applicable

APPOINTMENT TYPE: Permanent Full-Time

WORK LOCATION: Wake County

OPENING DATE: 04/29/15

CLOSING DATE: 05/05/15 5:00 PM Eastern Time

DESCRIPTION OF WORK:
This position is located in the Criminal Information and Identification section of the SBI. The primary purpose of this position is to conduct audit and investigative analysis in support of the States Criminal Justice & Non Criminal Justice program. This position also provides assistance to Criminal information Training Specialists and Criminal Information Auditors conducting Administrative Investigations into State and Federal policy violations. This includes collecting, collating, and organizing developed records and other files to assist with investigations. The Criminal Justice Specialist is responsible for information management, to include maintaining electronic databases of Criminal Justice/Law Enforcement contact information. This position is responsible for responding to agency issues with the Concealed Handgun Permit Program and insuring law enforcement/criminal justice agencies complete monthly validations of their NCIC entries in the Enhanced Validations On-Line Verified Electronically (EVOLVE) system. The criminal justice specialist is also responsible for the coordination of ORI requests with the FBI.

KNOWLEDGE, SKILLS AND ABILITIES / COMPETENCIES:
Ability to make references/deductions from a vast array of intelligence and information sources pertaining to criminal activities and organizations. Ability to provide written and oral briefings, reports and training to Law Enforcement agencies on trends & patterns of record integrity and new and existing analytical techniques in criminal information gatherings. Ability to exercise judgement and discretion in establishing, applying, interpreting policies, procedures and administrative rules. Ability to establish and maintain effective working relationships with multi-agency personnel, co-workers and administrators. Thorough knowledge of criminal justice concepts and procedures. Thorough knowledge of procedures used in the performance of records and file review. Knowledge of the laws pertaining to confidentiality of personal information. Knowledge of State and Federal laws and requirements regarding criminal information systems.
Management Preference: Management Preferences: Microsoft Office experience and the ability to obtain and maintain DCI Certification in Modules 1-6.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:
Graduation from a four-year college or university and one year of administrative and/or technical experience in criminal justice or law enforcement as it relates to the area of assignment; or completion of a two-year degree in criminal justice or closely related area, and two years of administrative and/or technical experience in criminal justice or law enforcement as it relates to the area of assignment; or completion of high school or equivalent and five years of progressive administrative and/or technical experience in criminal justice or law enforcement as it relates to the area of assignment; or an equivalent combination of training and experience.

SUPPLEMENTAL AND CONTACT INFORMATION:
The N.C. Department of Public Safety (DPS) is an Equal Opportunity Employer and encourages qualified men and women to apply. DPS uses the Merit-Based Recruitment and Selection Plan to fill positions subject to the State Personnel Act with the most qualified individuals. Hiring salary will be based on relevant qualifications, internal equity and budgetary considerations pertinent to the advertised position.

- Online applications are only accepted through [http://www.oshr.nc.gov/jobs/](http://www.oshr.nc.gov/jobs/)

- To receive credit for all of your work history and credentials, you must list the information on the State of North Carolina application. Any information omitted cannot be considered for qualifying credit. Resumes will not be accepted in lieu of the state application. Embedded or Attached resumes ARE NOT accepted as a substitution for completed application.

- Applicants seeking Veteran’s Preference must attach a DD form 214, Certificate of Release or Discharge from Active Duty, along with your application.

- During the online application process if additional documentation is required, attach the documentation at the bottom of Step 4 in the application process.

- Degrees must be received from appropriately accredited institutions.


- The N.C. Department of Public Safety must adhere to the United States Department of Justice Final Rule on the “national Standards to Prevent, Detect, and Respond to Prison Rape” under the Prison Rape Elimination Act (PREA) Standards at 28 C.F.R. Part 115 Docket No. OAG-131 RIN 1105-AB34. Refer to [https://www.ncdps.gov/index2.cfm? a=00122_002149](https://www.ncdps.gov/index2.cfm? a=00122_002149) for hiring and promotion prohibition requirements for all positions in the North Carolina Department of Public Safety.

Contact Information:

Due to the volume of applications received, we are unable to provide information regarding the status of your application over the phone. To check the status of your application, please log into your account and click “Application Status.”
If there are any questions specific to this posting, please contact DPS Human Resources at (919) 716-3800.

APPLICATIONS MAY BE FILED ONLINE AT:
http://www.oshr.nc.gov/jobs/index.html

NOTE: Apply to the department listed on posting
An Equal Opportunity Employer, NC State Government

Criminal Justice Specialist/Investigator I Supplemental Questionnaire

* 1. Do you have any experience with collecting, collating and organizing developed records/files?
   - Yes   - No

* 2. Do you have any experience in maintaining electronic databases?
   - Yes   - No

* 3. What is your level of proficiency using Microsoft Office products?
   - beginner
   - intermediate
   - advanced

* 4. Do you currently hold DCI certification in Modules 1-6?
   - Yes   - No

* Required Question
Criminal Information Tech II (ABC)

JOB DESCRIPTION:

The incumbent will provide advanced level support in the Applicant Background Check (ABC) Section of the Bureau of Criminal Identification. Duties may include assisting both walk-in and telephone customers with requests, entering data in UCJIS (Utah Criminal Justice Information System), researching information in UCJIS, criminal history databases, and court records, fingerprinting customers, fingerprint comparison, background checks.

EXAMPLE OF DUTIES:

- Searches, retrieves and/or researches public and private records in accordance with applicable state and federal laws governing access to these records.
- Enters data into a computer system and retrieves, corrects, or deletes previously entered data.
- Writes or drafts correspondence, reports, documents and/or other written materials.
- Performs initial background and history research on individual(s) being investigated as well as screens, composes and/or controls sensitive data/documentation.
- Ensures that agency and/or state records are properly classified, processed and controlled.
- Maintains accurate records and logs.

TYPICAL QUALIFICATIONS:

(Includes knowledge, skills, and abilities required upon entry into position and trainable after entry into position)

- Must pass a thorough background investigation
- Must be able to maintain confidentiality, have excellent customer service skills, and be able to thrive in a hectic, constantly changing environment.
- Ability to perform detail-oriented work accurately and efficiently
- Ability to analyze complex information.
- Make a decision or solve a problem by using logic to identify key facts, explore alternatives, and propose quality solutions.
- Operate scanning/imaging and/or photographic, audio-visual, or related equipment.
- Review and/or edit documents for accuracy and completeness.
- Agency and/or organizational program(s).
- Communicate information and ideas clearly, and concisely, in writing; read and understand information presented in writing.
- Applicable laws, rules, regulations and/or policies and procedures
- Enter, transcribe, record, store, or maintain information in either written or electronic form.
- Follow written and/or oral instructions.
- Use automated software applications.
- Operate a computer, fax machine, copier and other office equipment.
- Excellent customer service and interpersonal skills.
Utah Position Descriptions

- Speak clearly, concisely and effectively; listen to and understand information and ideas as presented verbally.
- Communicate fluently in English, both oral and written.
- Entering, retrieving, and researching data in the Utah Criminal Justice Information System.

SUPPLEMENTAL INFORMATION:

- Risks found in the typical office setting, which is adequately lighted, heated and ventilated, e.g., safe use of office equipment, avoiding trips and falls, observing fire regulations, etc.
Criminal Information Tech II (Brady)

JOB DESCRIPTION:

The incumbent will provide advanced level support in Brady Section of the Bureau of Criminal Identification. Duties may include assisting both walk-in and telephone customers with requests, entering data in UCJIS (Utah Criminal Justice Information System), researching information in UCJIS, criminal history databases, and court records, working with Federal Firearms Licensees (FFL).

EXAMPLE OF DUTIES:

• Searches, retrieves and/or researches public and private records in accordance with applicable state and federal laws governing access to these records.
• Enters data into a computer system and retrieves, corrects, or deletes previously entered data.
• Writes or drafts correspondence, reports, documents and/or other written materials.
• Performs initial background and history research on individual(s) being investigated as well as screens, composes and/or controls sensitive data/documentation.
• Ensures that agency and/or state records are properly classified, processed and controlled.
• Maintains accurate records and logs.

TYPICAL QUALIFICATIONS:

(Includes knowledge, skills, and abilities required upon entry into position and trainable after entry into position)

• Must pass a thorough background investigation
• Must be able to maintain confidentiality, have excellent customer service skills, and be able to thrive in a hectic, constantly changing environment.
• Ability to perform detail-oriented work accurately and efficiently
• Ability to analyze complex information.
• Make a decision or solve a problem by using logic to identify key facts, explore alternatives, and propose quality solutions.
• Operate scanning/imaging and/or photographic, audio-visual, or related equipment.
• Review and/or edit documents for accuracy and completeness.
• Agency and/or organizational program(s).
• Communicate information and ideas clearly, and concisely, in writing; read and understand information presented in writing.
• Applicable laws, rules, regulations and/or policies and procedures
• Enter, transcribe, record, store, or maintain information in either written or electronic form.
• Follow written and/or oral instructions.
• Use automated software applications.
• Operate a computer, fax machine, copier and other office equipment.
• Excellent customer service and interpersonal skills.
• Speak clearly, concisely and effectively; listen to and understand information and ideas as presented verbally.
• Communicate fluently in English, both oral and written.
• Entering, retrieving, and researching data in the Utah Criminal Justice Information System.

SUPPLEMENTAL INFORMATION:

• Risks found in the typical office setting, which is adequately lighted, heated and ventilated, e.g., safe use of office equipment, avoiding trips and falls, observing fire regulations, etc.
Criminal Information Tech II (ABIS)

JOB DESCRIPTION:
The incumbent will provide advanced level support in the Automated Biometric Identification Section (ABIS) of the Bureau of Criminal Identification. Duties may include assisting both walk-in and telephone customers with requests, entering data in UCJIS (Utah Criminal Justice Information System), researching information in UCJIS, criminal history databases, and court records, fingerprinting customers, fingerprint comparison.

EXAMPLE OF DUTIES:

• Searches, retrieves and/or researches public and private records in accordance with applicable state and federal laws governing access to these records.
• Enters data into a computer system and retrieves, corrects, or deletes previously entered data.
• Writes or drafts correspondence, reports, documents and/or other written materials.
• Performs initial background and history research on individual(s) being investigated as well as screens, composes and/or controls sensitive data/documentation.
• Ensures that agency and/or state records are properly classified, processed and controlled.
• Maintains accurate records and logs.

TYPICAL QUALIFICATIONS:

(Includes knowledge, skills, and abilities required upon entry into position and trainable after entry into position)

• Must pass a thorough background investigation
• Must be able to maintain confidentiality, have excellent customer service skills, and be able to thrive in a hectic, constantly changing environment.
• Ability to perform detail-oriented work accurately and efficiently
• Ability to analyze complex information.
• Make a decision or solve a problem by using logic to identify key facts, explore alternatives, and propose quality solutions.
• Operate scanning/imaging and/or photographic, audio-visual, or related equipment.
• Review and/or edit documents for accuracy and completeness.
• Agency and/or organizational program(s).
• Communicate information and ideas clearly, and concisely, in writing; read and understand information presented in writing.
• Applicable laws, rules, regulations and/or policies and procedures
• Enter, transcribe, record, store, or maintain information in either written or electronic form.
• Follow written and/or oral instructions.
• Use automated software applications.
• Operate a computer, fax machine, copier and other office equipment.
• Excellent customer service and interpersonal skills.
Utah Position Descriptions

- Speak clearly, concisely and effectively; listen to and understand information and ideas as presented verbally.
- Communicate fluently in English, both oral and written.
- Entering, retrieving, and researching data in the Utah Criminal Justice Information System.

SUPPLEMENTAL INFORMATION:

- Risks found in the typical office setting, which is adequately lighted, heated and ventilated, e.g., safe use of office equipment, avoiding trips and falls, observing fire regulations, etc.
Criminal Information Tech II (Records)

JOB DESCRIPTION:
The incumbent will provide advanced level support in the Records Section of the Bureau of Criminal Identification. Duties include assisting both walk-in and telephone customers with requests, entering data in UCJIS (Utah Criminal Justice Information System), researching information in UCJIS, criminal history databases, and court records, updating criminal history information.

EXAMPLE OF DUTIES:
- Searches, retrieves and/or researches public and private records in accordance with applicable state and federal laws governing access to these records.
- Enters data into a computer system and retrieves, corrects, or deletes previously entered data.
- Writes or drafts correspondence, reports, documents and/or other written materials.
- Performs initial background and history research on individual(s) being investigated as well as screens, composes and/or controls sensitive data/documentation.
- Ensures that agency and/or state records are properly classified, processed and controlled.
- Maintains accurate records and logs.

TYPICAL QUALIFICATIONS:
(Includes knowledge, skills, and abilities required upon entry into position and trainable after entry into position)
- Must pass a thorough background investigation
- Must be able to maintain confidentiality, have excellent customer service skills, and be able to thrive in a hectic, constantly changing environment.
- Ability to perform detail-oriented work accurately and efficiently
- Ability to analyze complex information.
- Make a decision or solve a problem by using logic to identify key facts, explore alternatives, and propose quality solutions.
- Operate scanning/imaging and/or photographic, audio-visual, or related equipment.
- Review and/or edit documents for accuracy and completeness.
- Agency and/or organizational program(s).
- Communicate information and ideas clearly, and concisely, in writing; read and understand information presented in writing.
- Applicable laws, rules, regulations and/or policies and procedures
- Enter, transcribe, record, store, or maintain information in either written or electronic form.
- Follow written and/or oral instructions.
- Use automated software applications.
- Operate a computer, fax machine, copier and other office equipment.
- Excellent customer service and interpersonal skills.
• Speak clearly, concisely and effectively; listen to and understand information and ideas as presented verbally.
• Communicate fluently in English, both oral and written.
• Entering, retrieving, and researching data in the Utah Criminal Justice Information System.

SUPPLEMENTAL INFORMATION:

• Risks found in the typical office setting, which is adequately lighted, heated and ventilated, e.g., safe use of office equipment, avoiding trips and falls, observing fire regulations, etc.
Criminal Information Compliance Specialist (Field Services)

JOB DESCRIPTION:

The incumbent will perform compliance audits on criminal justice agencies throughout the state, in accordance with FBI and state laws and policies. The incumbent will also train criminal justice agencies on the use of the Utah Criminal Justice Information System (UCJIS) and all associated local, state, and national files. Some other audit related duties, such as validations, warrant functions, etc. may be included. Some travel, including overnight is required.

EXAMPLE OF DUTIES:

• Searches, retrieves and/or researches public and private records in accordance with applicable state and federal laws governing access to these records.
• Enters data into a computer system and retrieves, corrects, or deletes previously entered data.
• Writes or drafts correspondence, reports, documents and/or other written materials.
• Performs initial background and history research on individual(s) being investigated as well as screens, composes and/or controls sensitive data/documentation.
• Ensures that agency and/or state records are properly classified, processed and controlled.
• Maintains accurate records and logs.

TYPICAL QUALIFICATIONS:

(Includes knowledge, skills, and abilities required upon entry into position and trainable after entry into position)

• Must pass a thorough background investigation
• Must be able to maintain confidentiality, have excellent customer service skills, and be able to thrive in a hectic, constantly changing environment.
• Ability to perform detail-oriented work accurately and efficiently
• Ability to analyze complex information.
• Make a decision or solve a problem by using logic to identify key facts, explore alternatives, and propose quality solutions.
• Operate scanning/imaging and/or photographic, audio-visual, or related equipment.
• Review and/or edit documents for accuracy and completeness.
• Agency and/or organizational program(s).
• Communicate information and ideas clearly, and concisely, in writing; read and understand information presented in writing.
• Applicable laws, rules, regulations and/or policies and procedures
• Enter, transcribe, record, store, or maintain information in either written or electronic form.
• Follow written and/or oral instructions.
• Use automated software applications.
• Operate a computer, fax machine, copier and other office equipment.
• Excellent customer service and interpersonal skills.
Utah Position Descriptions

- Speak clearly, concisely and effectively; listen to and understand information and ideas as presented verbally.
- Communicate fluently in English, both oral and written.
- Entering, retrieving, and researching data in the Utah Criminal Justice Information System.

SUPPLEMENTAL INFORMATION:

- Risks found in the typical office setting, which is adequately lighted, heated and ventilated, e.g., safe use of office equipment, avoiding trips and falls, observing fire regulations, etc.
CLASS SPECIFICATION

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SERIES CONCEPT

Administrative Assistants perform a broad variety of clerical, secretarial and administrative support duties in an assigned agency, program or other work unit within State government and the Nevada System of Higher Education (NSHE). Typical duties include maintaining records and files; composing and editing correspondence; data entry; office management; budget monitoring and accounts maintenance; typing and word processing; answering telephones and relaying information; reception; duplicating and distributing materials; preparing for meetings and taking minutes; ordering and stocking supplies and equipment; receiving, sorting and delivering mail; reviewing and processing applications, forms and other documents; operating office equipment such as copiers, personal computers, computer terminals, calculators, facsimile machines, printers, and other equipment; and performing related duties as assigned.

Positions allocated to this series may perform the full spectrum of duties described above, or they may specialize in one or more areas of management and program support. The work assigned to positions in this series ranges from basic clerical duties to specialized program support which may include office management. In addition, positions in this series perform many different combinations of duties.

Some duties may be performed at several levels within this series. For example, positions at each level in the series may photocopy materials. However, at the lowest level in the series photocopying may represent the preponderance of time, while at the highest level it takes a small percentage of time and is not representative of the complexity of the position’s major duties. In this example, there is little difference in the level of complexity associated with photocopying materials. A second example of a duty performed at various levels is scheduling meetings and taking minutes. At the lower levels in the series, this may involve less complex tasks such as notifying staff members of the meeting time and location, making notes regarding decisions reached in the meeting, and preparing simple summaries or verbatim transcriptions. At the higher levels, the duty becomes more complex and may involve arranging travel for individuals from multiple locations, coordinating attendance by internal agency management and external entities, and preparing detailed summaries of meeting discussions and decisions which require specific subject matter knowledge.

ALLOCATION OF POSITIONS

Allocation of positions to a level within the series is determined by a review of the nature and complexity of work performed; the knowledge, skills and abilities required; independence/supervision received; scope of responsibility/consequence of error; authority to take action/decision-making; and personal contacts necessary to complete work. Employees may be assigned supervisory or leadworker responsibility at any level in the series, but this responsibility does not, by itself, warrant allocation to a higher level.

In order to be reallocated from one level in the series to a higher level, a position must spend the preponderance of time performing higher-level duties. Some positions may perform one or two higher level duties, but this does not provide the basis for reallocation to the higher level. The duty statements listed are intended to be representative of the level, but all classification factors must be considered in relation to the duties assigned to a
CLASS SPECIFICATION

TITLE  
NCJIS PROGRAM SPECIALIST SUPERVISOR  
NCJIS PROGRAM SPECIALIST  
NCJIS PROGRAM SPECIALIST TRAINEE

GRADE  
33  
31  
29

EEO-4  
B  
B  
B

CODE  
11.128  
11.129  
11.130

SERIES CONCEPT

In the Records, Communications and Compliance Division of the Department of Public Safety, NCJIS (Nevada Criminal Justice Information System) Program Specialists provide training, conduct on-site compliance audits, provide quality control, and coordinate system access, upgrades, or enhancements for NCJIS users and recipients of the system’s criminal justice information to ensure compliance with user agreements, established policies and procedures, State and federal laws, and to maintain the integrity of the system.

Develop, plan, organize, and conduct system audits of all law enforcement, criminal justice, and public safety agencies utilizing NCJIS for the purpose of ensuring awareness and compliance with established policies and procedures as well as State and federal laws; conduct audits of the civil applicant and name check programs; coordinate audits with agency staff and develop detailed audit reports.

Monitor system and develop long range plans in conjunction with established policies and State and federal laws; monitor and review user programs and operations and develop system policies and procedures and various related publications to ensure compliance with State and federal requirements; work with designated agency terminal coordinator by providing training, direction, and assistance in the proper method of systems management and resolution of system problems.

Coordinate system access for approved agencies, including system upgrades or enhancements, ensuring that-access to the system conforms to State and federal regulations and department policies and procedures; interview users and conduct research to identify and document user requirements and changes; coordinate user acceptance testing prior to implementation.

Develop methods and procedures to ensure that agencies entering data and accessing criminal justice information comply with established State and federal guidelines; maintain records and reports and conduct follow-up reviews and audits; investigate findings or reported cases of noncompliance or misuse of confidential information.

Plan, develop, implement, coordinate, and conduct training programs for system users including system use and policies and procedures; develop a training curriculum and course outline, and conduct research regarding related training material, State and federal laws, policies and standards concerning system parameters; prepare training aids, material, and examinations; evaluate training and training materials effectiveness and recommend and/or implement changes in course curriculum.

Respond to agency inquiries and provide assistance regarding system operations, policies and procedures, and applicable laws to maintain compliance; explain provisions and application of laws.

Perform related duties as assigned.

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CLASS CONCEPTS

NCJIS Program Specialist Supervisor: Under general direction, incumbents perform the duties described in the series concept and train, supervise, and evaluate the performance of at least three NCJIS Program Specialists.

NCJIS Program Specialist: Under limited supervision, incumbents perform the duties described in the series concept. Incumbents may serve as a lead-worker as assigned. This is the journey level in the series.

NCJIS Program Specialist Trainee: Under close supervision, incumbents receive training in performing some or all of the duties outlined in the series concept. This is the trainee level in the series and provides for progression to the next level upon meeting minimum qualifications, satisfactory performance, and with the approval of the appointing authority.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

* A valid driver’s license or evidence of equivalent mobility is required at the time of appointment and as a condition of continuing employment.
* Pursuant to NRS 284.4066, some positions in this series have been identified as affecting public safety. Persons offered employment in those positions must submit to a pre-employment screening for controlled substances.

INFORMATIONAL NOTE:

* NCJIS/NCIC (National Crime Information Center) certification is required within six months of appointment and as a condition of continuing employment.

NCJIS PROGRAM SPECIALIST SUPERVISOR

EDUCATION AND EXPERIENCE: Associate’s degree from an accredited college or university in criminal justice, computer science, communications, business, or closely related field and 30 months of professional or technical experience providing training, conducting compliance audits, and providing quality control for a criminal justice information system (CJIS); OR graduation from high school or equivalent education and 42 months of professional or technical experience providing training, conducting compliance audits, and providing quality control for a criminal justice information system (CJIS); OR an equivalent combination of education and experience; OR 18 months of experience as an NCJIS Program Specialist in Nevada State service. (See Special Requirements and Informational Note)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Working knowledge of: criminal justice process including, but not limited to, records maintenance; functions of external regulatory agencies; law enforcement terminology and criminal law as applied to proper utilization of a criminal information system; criminal justice information system (CJIS) functionality. Ability to: identify noncompliance regarding established policies and procedures and make effective recommendations to resolve problems; analyze information, problems, situations, practices, policies and procedures to organize work flow and accomplish established objectives; suggest and assist with technological advancements to the program; evaluate the effectiveness of training programs conducted by subordinates; and all knowledge, skills, and abilities required at the lower levels.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Detailed knowledge of: State and federal laws pertaining to the storage and release of criminal history records and criminal justice information; NCJIS functionality. Ability to: train, supervise, and evaluate the performance of subordinates.
MINIMUM QUALIFICATIONS (cont’d)

NCJIS PROGRAM SPECIALIST

EDUCATION AND EXPERIENCE: Associate’s degree from an accredited college or university in criminal justice, computer science, communications, business, or closely related field and 12 months of professional or technical experience in one or more of the following areas: developing and conducting training programs; coordinating access to data systems, upgrades, or system enhancements; or establishing system policies and procedures and ensuring compliance with State and federal laws to maintain the integrity of the system; OR graduation from high school or equivalent education and 24 months of professional or technical experience in one or more of the following areas: developing and conducting training programs; coordinating access to data systems, upgrades, or system enhancements; or establishing system policies and procedures and ensuring compliance with State and federal laws to maintain the integrity of the system; OR an equivalent combination of education and experience OR 12 months of experience as an NCJIS Program Specialist Trainee in Nevada State service. (See Special Requirements and Informational Note)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Working knowledge of: federal laws pertaining to the storage and release of criminal history records and criminal justice information. General knowledge of: law enforcement terminology and criminal law as applied to proper utilization of a criminal information system. Ability to: develop and present training programs to large groups; read and interpret federal and State laws, court decisions, and statutory proposals to maintain compliance and disseminate information; evaluate effectiveness of training programs; maintain records and conduct follow-up reviews and audits; set priorities which accurately reflect the importance of job responsibilities; determine certification compliance by comparing course curricula and training records to certification standards; establish and maintain cooperative working relationships with law enforcement, criminal justice, public safety agencies, and others on the local, State, and federal levels; write and submit logical and professional correspondence, reports, and technical documents; and all knowledge, skills, and abilities required at the lower level.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills, and Abilities required for NCJIS Program Specialist Supervisor.)

NCJIS PROGRAM SPECIALIST TRAINEE

EDUCATION AND EXPERIENCE: Associate’s degree from an accredited college or university in criminal justice, computer science, communications, business, or closely related field; OR graduation from high school or equivalent education and 12 months of paraprofessional experience (equivalent to an Administrative Assistant III in Nevada State service) which included experience in one or more of the following areas: providing administrative/program support to professional staff and management; coordinating communications between the manager, staff, and program clientele; or researching information from internal and external sources; OR an equivalent combination of education and experience. (See Special Requirements and Informational Note)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Working knowledge of: research methods and techniques. Ability to: utilize a computer and associated equipment; track and maintain program statistics in spreadsheets and databases; utilize presentation software; communicate effectively both orally and in writing; receive and respond to inquiries involving complex and sensitive issues; interpret, apply, and explain complex laws and regulations.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills, and Abilities required for NCJIS Program Specialist.)

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this series.
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STATE OF NEVADA  
Department of Administration  
Division of Human Resource Management

CLASS SPECIFICATION

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SERIES CONCEPT

Fingerprint/Record Examiners and Supervisors perform or oversee detailed and precise analysis of fingerprints or palm prints submitted by federal, state and local criminal justice agencies and applicant contributors whereby prints are submitted for employment/licensing background checks. The purpose of the work is to identify and maintain identification files based solely on the use of fingerprints and palm prints in Nevada’s criminal history records. Separate files consisting of adult offenders, juvenile offenders and applicant records are maintained and updated using rolled and simultaneous ten-print fingerprint cards, palm prints, and the associated record entry contained in an automated record file, whereby authorized users may make computer inquiries of the file for arrest information and/or identification purposes.

Initiate and conduct appropriate automated and manual searches and recognize the need for searching other classifications not indicated in order to locate a matching record or determine that a prior record does not exist.

Operate fingerprint image scanner (FIS) by utilizing automated fingerprint identification system (AFIS) procedures to ensure the proper reading of fingerprint image and to set core and axis placement for minutiae reading; operate fingerprint image monitor (FIM) by visually verifying that the fingerprint image on the screen is the same as the corresponding image on the fingerprint card; review all required information for accuracy and completeness; correct any omitted or incomplete information; review/enter pattern types for each finger; set and/or correct core and axis placement to assist the system in setting correct geometric patterns and conducting subsequent search for the purpose of retrieving a candidate list; check list to determine if any candidate warrants review and display candidate file print image and search print image on split screen to verify and/or eliminate.

Perform file maintenance functions by sequencing and filing criminal masters according to the state identification order file; post and delete flags on all intrastate National Crime Information Center (NCIC) and Nevada Criminal Justice Information System (NCJIS) wanted fugitives; designate current submission as the new master as a result of a new scar, amputation or deformity; examine the quality of current fingerprints against that of existing AFIS file fingerprints to determine if a rolled print substitution is necessary to upgrade the fingerprint image in AFIS.

Process various transactions which update the database including making a temporary ID record permanent; recording changes; creating a record for a first time offender; and identifying a record as being a single arrest, multi-state record via NCIC inquiry.

Review file maintenance reports for error messages and take appropriate corrective action to ensure that transactions were encoded accurately from existing NCIC and/or state formats and code manuals and to ensure that all information contained in the record is accurate and ready for dissemination.

Obtain clear and concise ten-print impressions of subject’s fingers via manual ink impressions or LiveScan, including rolled and simultaneous impressions to ensure accuracy in classification and identification.

Retrieve, assemble and authenticate notarized or certified copies of recorded data and transmit data to appropriate authorities in response to court orders and/or requests from criminal and applicant users.
SERIES CONCEPT (cont’d)

Perform related duties as assigned.

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CLASS CONCEPTS

Fingerprint/Records Supervisor: Under general direction, Fingerprint/Records Supervisors function as unit supervisor for either the Criminal Program Unit or the Applicant Program Unit and perform and supervise the duties outlined in the series concept.

Plan and supervise the work of unit staff to ensure accurate and timely flow of work; assign and review work; resolve technical and procedural issues; propose changes in work systems and procedures to management; update standard operating procedures; establish work performance standards for subordinates and evaluate employee performance; and initiate or recommend personnel actions or resolution of grievances and disciplinary matters.

Plan and supervise electronic fingerprint submissions via LiveScan and proper processing of electronic/manual fingerprint submissions through the Western Identification Network Automated Fingerprint Identification System (WIN-AFIS) in accordance with state and Federal Bureau of Investigation Electronic Fingerprint Transmission Specifications.

Supervise and evaluate quality control procedures to ensure compliance with existing WIN, FBI, and state rules, regulations and procedures to safeguard against inaccurate data; conduct quality control checks by reviewing the integrity of existing fingerprint-based records via J-Link Arrest and Administrative System and the WIN-AFIS fingerprint database archive system; maintain fingerprint/file integrity in the WIN-AFIS electronic fingerprint archive database by monitoring submissions; ensure accurate and timely corrections are made when necessary.

Identify the most complex fingerprints and assign or perform searches for special work received by the unit.

Prepare unit statistical and special project reports using various computer applications.

Develop and deliver training for law enforcement agencies and applicant users in the principles and use of LiveScan and WIN-AFIS processing; provide assistance to agencies that roll fingerprints; oversee training of new fingerprint personnel and retraining of experienced personnel in the proper principles, practices and techniques of fingerprint searching and identification; prepare training materials for automated and manual operations; respond to requests for assistance from law enforcement agencies; resolve problems and respond to questions regarding fingerprint submissions.

Fingerprint/Records Examiner III: Under limited supervision, incumbents function as leadworkers and provide training and technical direction to lower level Fingerprint/Records Examiners, in addition to performing fingerprint identification duties described in the series concept.

Perform quality control procedure for fingerprinting processing to ensure compliance with existing instructions, rules, regulations and procedures and to safeguard against missed identifications; check fingerprint interpretations and classification formulas initiated by probationary personnel, verifying positive identifications, evaluating fingerprint quality, and maintaining file integrity by monitoring file growth and advising the supervisor when a problem arises.

Review, analyze, correct, consolidate, and update the records system database in NCJIS; analyze and correct fingerprint cards and AFIS images when two or more images are found to be identical with different state identification records; maintain and update manual/automated fingerprint image files.
CLASS CONCEPTS (cont’d)

Fingerprint/Records Examiner III: (cont’d)
Classify difficult fingerprints received into the unit by analyzing and identifying fingerprint patterns into unique filing group by applying Henry, NCIC, and AFIS methodology for conducting subsequent searching by pattern characteristics of manual and/or AFIS files; search difficult fingerprints in the manual fingerprint file; analyze defective prints and judge whether correct print patterns can be determined for the purpose of classifying; initiate and conduct appropriate searches, recognizing the need for searching other classifications not indicated in order to locate record or determine non-existence of prior record; establish the initial identification or non-identification of the print being searched and retain the most legible identified print for the master file/WIN-AFIS archive file.

Assist in the training of law enforcement agencies and applicant users in the use of unit services and the principles and use of WIN-AFIS; recommend re-training of experienced personnel in the proper principles, practices and techniques of fingerprint identification; train various agencies in the proper methods and techniques of taking and processing fingerprints using integrated, automated systems.

Fingerprint/Records Examiner II: Under general supervision, incumbents perform the full range of identification duties outlined in the series concept. In addition, the Fingerprint/Records Examiner II may perform various quality control checks and establish identifications on complex fingerprint classifications.

Technical work is audited for quality control with routine work being subject to random review by a Fingerprint/Records Examiner III or Fingerprint/Records Supervisor.

Fingerprint/Records Examiner I: Under close supervision, incumbents perform progressive assignments in order to learn the basic elements, methods, and procedures involved in fingerprint classification, identification and ordered filing. All work is reviewed for accuracy and quality and for determining the incumbent’s level of abilities, knowledge and progression. Incumbents normally progress to the Fingerprint/Records Examiner II level upon completion of 24 months of satisfactory performance and with the recommendation of the appointing authority.

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MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

* Pursuant to NRS 284.4066, some positions in this series have been identified as affecting public safety. Persons offered employment in these positions must submit to a pre-employment screening for controlled substances.
* Appointment is subject to successful completion of an extensive background investigation including State and FBI fingerprint submission.
* Working evenings, weekends, and/or holidays is required, and incumbents may be called back after hours to perform special fingerprint searches.

INFORMATIONAL NOTES:

* Incumbents are required to obtain NCIC and NCJIS certification within six months of appointment and be recertified every two years as a condition of continuing employment.
* A criminal justice agency is as defined in Chapter 179A of the Nevada Revised Statutes.
* A criminal justice degree above the Associate’s level is creditable towards qualifications to the same extent as an Associate’s degree.
FINGERPRINT/RECORDS SUPERVISOR

EDUCATION AND EXPERIENCE: Associate’s degree in criminal justice from an accredited college or university and four years of experience in a criminal justice agency applying the Henry and NCIC systems of fingerprint classification for the filing and retrieval of fingerprints for identification purposes; OR graduation from high school or equivalent education and five years of experience in a criminal justice agency applying the Henry and NCIC systems of fingerprint classification for the filing and retrieval of fingerprints for identification purposes; OR two years of experience as a Fingerprint/Records Examiner III in Nevada State service. (See Special Requirements and Informational Notes)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):
Detailed knowledge of: law enforcement technology, criminal and civil, relating to the identification of crimes and mandatory reporting of arrest and disposition for violations occurring within the state as prescribed by statute; manual and automated indexing systems as applied to referencing and consolidating arrest and court disposition information which is authenticated and cross-matched to fingerprint cards of accused persons; criminal justice processes involving the legal rights of citizens, arrest, prosecution and records; various federal, state and local agencies that are responsible for the administration of criminal justice; analysis and identification of latent prints. Working knowledge of: AFIS and LiveScan methodology. General knowledge of: supervisory principles and practices. Ability to: define unit and program problems, select the best course of action and make recommendations concerning an appropriate resolution; provide expert courtroom testimony regarding identification, processes and methodology; organize, coordinate and supervise the activities of subordinate staff engaged in the operations of the unit to ensure that goals and objectives are met; and all knowledge, skills and abilities required at the lower levels.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
Working knowledge of: networking and computer applications relating to fingerprint identification to participate in the design, implementation and modification of automated reporting formats, files and program concepts. Ability to: develop training materials and programs.

FINGERPRINT/RECORDS EXAMINER III

EDUCATION AND EXPERIENCE: Associate’s degree in criminal justice from an accredited college or university and two years of experience in a criminal justice agency applying the Henry and NCIC systems of fingerprint classification for the filing and retrieval of fingerprints for identification purposes; OR graduation from high school or equivalent education and three years of experience in a criminal justice agency applying the Henry and NCIC systems of fingerprint classification for the filing and retrieval of fingerprints for identification purposes; OR one year of experience as a Fingerprint/Records Examiner II in Nevada State service. (See Special Requirements and Informational Notes)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):
Detailed knowledge of: fingerprint classification system and methods of fingerprint analysis and identification as applied to the categorizing and filing of fingerprints into unique filing groups, positive identification of subjects and authenticating criminal records against subject’s fingerprints for comparison and possible court adjudication for elimination and identification purposes; implementation and utilization of automated fingerprint identification for the purpose of digitizing, storing and retrieving fingerprint minutiae related to criminal history records processing; federal and state regulations concerning the storage and release of confidential criminal history information for non-criminal justice licensing, regulatory and pre-employment purposes. Working knowledge of: law enforcement technology, criminal and civil, relating to the identification of crimes and mandatory reporting of arrest and disposition for violations occurring within the state as prescribed by statute; criminal justice processes involving the legal rights of citizens, arrest, prosecution and records; various federal, state and local agencies that are responsible for the administration of criminal justice; manual and automated indexing systems as applied to referencing and consolidating arrest
MINIMUM QUALIFICATIONS (cont’d)

FINGERPRINT/RECORDS EXAMINER III (cont’d)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application): (cont’d) and court disposition information which is authenticated and cross-matched to fingerprint cards of accused persons. Ability to: recognize and take legible fingerprints proficiently; provide expert courtroom testimony; maintain cooperative working relationships with law enforcement agencies, other users from the criminal justice community or private sector, and local and state officials; and all knowledge, skills and abilities required at the lower levels.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job): Working knowledge of: analysis and identification of latent prints. Ability to: interpret and communicate federal and State laws and regulations, court decisions and statutory proposals to maintain operational integrity and compliance.

FINGERPRINT/RECORDS EXAMINER II

EDUCATION AND EXPERIENCE: Associate’s degree in criminal justice from an accredited college or university and one year of experience in a criminal justice agency applying the Henry and NCIC systems of fingerprint classification for the filing and retrieval of fingerprints for identification purposes; OR graduation from high school or equivalent education and two years of experience in a criminal justice agency applying the Henry and NCIC systems of fingerprint classification for the filing and retrieval of fingerprints for identification purposes; OR two years of experience as a Fingerprint/Records Examiner I in Nevada State service. (See Special Requirements and Informational Notes)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):
Working knowledge of: fingerprint classification system and methods of fingerprint analysis and identification as applied to the categorizing and filing of fingerprints into unique filing groups, positive identification of subjects and authenticating criminal records against subject’s fingerprints for comparison and possible court adjudication or elimination and identification purposes; implementation and utilization of AFIS for the purpose of digitizing, storing and retrieving fingerprint minutiae related to criminal history records processing; manual and automated indexing systems as applied to referencing information that is authenticated and cross-matched to fingerprint cards of accused persons; federal and state regulations concerning the storage and release of confidential criminal history information for non-criminal justice licensing, regulatory and pre-employment purposes; policy, procedures, practices and regulations of NCIC and other shared networks that are available to statewide users of NCJIS. General knowledge of: criminal justice processes involving the legal rights of citizens, arrest, prosecution and records; various federal, state and local agencies that are responsible for the administration of criminal justice. Ability to: classify, search, compare and identify fingerprints utilizing complex techniques of fingerprint classification formulas; work independently; operate FIS, laser printer and FIM to perform various searches, registrations, inquiries, quality control checks and related work involving WIN-AFIS; recognize and take legible fingerprints; and all knowledge, skills and abilities required at the lower level.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
General knowledge of: departmental rules, regulations, policies and applicable Nevada Administrative Code; law enforcement technology, criminal and civil, relating to mandatory reporting of arrest and disposition for violations occurring within the state as prescribed by statute. Ability to: instruct user agencies in all aspects involving manual and automated records management; provide courtroom testimony.

FINGERPRINT/RECORDS EXAMINER I

EDUCATION AND EXPERIENCE: Associate’s degree in criminal justice from an accredited college or university; OR graduation from high school and one year of experience working in a criminal justice agency
MINIMUM QUALIFICATIONS (cont’d)

FINGERPRINT/RECORDS EXAMINER I (cont’d)

EDUCATION AND EXPERIENCE: (cont’d)
which included compiling and evaluating information, processing criminal justice documents, and/or explaining laws or regulations. Forty hours of course work in the classification and/or identification of fingerprints using the Henry and NCIC systems of classification may be substituted for six months of experience. (See Special Requirements and Informational Notes)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):
Working knowledge of: criminal justice processes, legal terminology, and confidentiality requirements. Ability to: learn the eight basic fingerprint pattern types and symbols used to classify standard fingerprint cards using the Henry system; understand and follow routine oral and written instructions; work as a team member and maintain harmonious working relationships with co-workers and others; write legibly and communicate clearly and concisely both orally and in writing in order to report correct and timely information; perceive minute differences in fingerprints and perform close work for extended periods of time; operate a computer to enter, update, extract and retrieve information from a criminal justice or case management system; maintain confidentiality of sensitive information; process criminal justice information.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills and Abilities required for Fingerprint/Records Examiner II.)

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this series.

ESTABLISHED: 7/1/91P 7/18/86 7/18/86 7/18/86
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SERIES CONCEPT

Information Technology (IT) Managers are responsible for planning, organizing, directing, and controlling the IT activities, in one or more IT specialization areas, of the State, a department, or a division.

Develop, maintain, and enforce operational standards in accordance with departmental and State policies to ensure operating specifications are met.

Develop physical and logical safety and security procedures for operating conditions and disaster recovery by analyzing procedures utilized at other agencies and organizations, reviewing literature on safety and security procedures, following State/federal guidelines, and consulting with subject matter experts.

Assess the effectiveness of current information systems technology resources and capacity analysis and initiate actions to reduce utilization, increase capacity, or address system replacement needs, if necessary.

Recommend or select hardware by reviewing system-generated reports, system logs, utilization reports, vendor presentations, and technical hardware manuals.

Design physical layout and installation requirements in response to the purchase of new equipment; analyze hardware technical manuals, floor space layouts, environmental requirements, and electrical requirements.

Evaluate and maintain inventory control, e.g., computer supplies, tape library, departmental equipment, and other items.

Write requests for proposals which detail proposed systems and serve as a reference document for system development, personnel, and IT management by utilizing information gathered and subsequent analysis relating to hardware, software, and personnel requirements including systems objectives, data security provisions, primary outputs, implementation plans, comprehensive cost estimates, time schedules, migration plans, and integration of multiple technologies.

Develop, examine, and evaluate contracts for purchases of materials and services.

Develop and monitor IT budgets by reviewing past expenditure patterns, current funding levels, projected personnel and equipment needs, and demands for additional services by clients/users.

Present and justify agency or division-wide IT budgets for review and approval and testify before Executive and Legislative groups as required.

Provide project management to ensure that projects are completed by the scheduled due date in accordance with project specifications and requirements and within the project budget; analyze personnel, hardware and software requirements, and all costs associated with the project; establish delivery dates, conduct periodic project

* Reflects a 1-grade, special salary adjustment granted by the 2017 Legislature to improve recruitment and retention.
reviews, provide training for project team members, supervise installation of the system, provide regular project status reports to senior management; and determine training required prior to installation.

Participate in State IT activities and policy-making activities and/or serve on various ad hoc committees and work groups as needed.

Maintain current knowledge of technological trends and advancements in the IT field and security management practices, laws, policies, and ethics.

Develop organizational structure, staffing patterns, and resource allocation to meet agency or division-wide goals and objectives.

Supervise subordinate managers, supervisors, and staff, including hiring, determining workload, delegating assignments, training, monitoring and evaluating performance, and taking disciplinary action.

Resolve problems presented by subordinate staff, users, and clients regarding work processes, policies, procedures, and methods.

Perform related duties as assigned.

Additional description for Information Security positions: administer security policies, security operations, and/or maintain oversight of information systems and data within the assigned area of information security responsibility. Incumbents work with management and technical staff to develop a comprehensive information security program for integrated IT systems within the State or agency and are responsible for seven or more of the following ten security domain areas:

- Access control – centralized / decentralized / remote / federated
- Application/system development security – validation / verification / guidelines
- Continuity of operations/disaster recovery planning – business recovery
- Cryptography – transport / storage / authentication / non-repudiation
- Information security management – awareness / policies / risk management / procedural standards
- Operational security (OPSEC) – threats / hostile code / techniques
- Physical technical security – access systems / structural / environmental controls
- Security architecture and models – methods / security operational standards
- Security law, investigation and ethics – cyber crime / incident response / security regulation
- Telecommunications/network security – enclave / monitoring / virtual private network / firewall / prevention

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**ALLOCATION OF POSITIONS**

Positions are allocated to a level within this series by a review of the totality of the duties assigned. Duties are evaluated based on the following established classification factors:

- Nature and complexity of work performed
- Knowledge, skills and abilities required
- Supervisory/managerial responsibility
- Independence/supervision received
- Scope of responsibility/consequence of error
- Authority to take action/decision-making
- Personal contacts necessary to complete work.
In relation to these factors, classifiers will evaluate the scope and complexity of the IT functions for which the position has management responsibility; the breadth/diversity of IT services managed; responsibility for managing vendor contracts to include development of the project, scope of work, budget and schedule control, approval of changes, and evaluation of deliverables; complexity of the infrastructure to include multiple system and development platforms, databases, and operating systems, in-house vs. outside support, geographic dispersion vs. concentration, and interface with internal and external entities; the number and level of subordinate managers, supervisors, and professional staff and the development/implementation of policies and work plans; the latitude to exercise initiative and discretion in managing staff and activities; the criticality of systems operations/results of failure in relation to legal, fiscal, and physical consequences; the financial and organizational actions for which the position has final decision-making authority; and the personal contacts with management internally and with external organizations to negotiate solutions to complex problems, resolve disputes, and justify actions/requests.

With regards to the consequence of error factor, IT initiatives (projects or major work products) for each class are judged (either critical, high, significant, or moderate) on four factors and their effects on the State, department, or citizens: financial risk (monetary impact of mistakes); legal/physical risk (legal risk or physical harm impact of mistakes); positive/negative consequences; and the effect of a sharp reduction or elimination of funding.

**Critical** – federal and/or State financial or legal/physical (injury risk) costs and penalties; has an effect on citizens and State government; the effect of sharp or eliminated funding for an initiative is not mitigated by the ability to fall back on legacy systems (manual processing is always an option).

**High** – likely federal and/or State financial or legal/physical (injury risk) costs and penalties; has an effect on citizens and most of State government; the effect of sharp or eliminated funding for an initiative is mitigated by the ability to fall back on legacy systems judged to be adequate for growth within a few years (manual processing is always an option).

**Significant** – limited federal and/or State financial or legal/physical (injury risk) costs and penalties; may have an effect on citizens and has an effect on several State departments; the effect of sharp or eliminated funding for an initiative is mitigated by the ability to fall back on legacy systems judged to be inadequate for long term growth (manual processing is always an option).

**Moderate** – limited State financial or legal/physical (injury risk) costs and penalties; may have an effect on citizens and has an effect on one or several State departments; the effect of sharp or eliminated funding for an initiative is mitigated by the ability to fall back on legacy systems (manual processing is always an option).

Benchmark descriptions have also been provided at each level for purposes of position comparison.

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**CLASS CONCEPTS**

**Chief IT Manager**: Under general administrative direction, incumbents perform IT managerial duties and interact with internal and external management levels as well as executives and officials to negotiate solutions to major or controversial issues within policy guidelines. Incumbents supervise a staff of lower level IT Managers and IT professionals on a regular and recurring basis and IT Technicians and support staff as required. Incumbents perform one of the following roles:

1) Incumbents direct and manage IT functions for a department or division with direct responsibility for an annual IT operation and maintenance budget and development projects’ funds. Incumbents plan and implement IT initiatives, where the responsibility for failure falls on the incumbent, with a critical level of financial risk, critical level of legal or physical risk, and at least high positive or negative consequences to State government and citizens. Sharply reducing or eliminating funding for these initiatives would have at least a high negative effect on the populace the initiative is intended to serve; or
CLASS CONCEPTS (cont’d)

Chief IT Manager (cont’d)

2) The incumbent works under the direction of the Nevada State Chief Information Officer (CIO) and manages the State’s information security program. The incumbent provides co-leadership to the State Security Committee in planning, developing, and implementing information security initiatives at the statewide level; or

3) Incumbents work under the direction of the director or executive of an agency that is excluded from Department of Information Technology oversight as established in NRS 242.111 and manage the agency’s information security program. Incumbents provide co-leadership to the State Security Committee in planning, developing, and implementing information security initiatives at the statewide/multi-agency/agency level.

Examples of Chief IT Manager positions include:

In the Welfare and Supportive Services Division of the Department of Health and Human Services, the incumbent reports to the division administrator and manages the Information Systems subdivision. The incumbent directly supervises an IT Manager III and two IT professionals (one of whom is a supervisor), and indirectly supervises 29 IT professionals, eight IT Technicians, 21 support staff positions, and 11 contractors. This position is responsible for IT initiatives that involve potential conflicts with federal financial regulations and penalties, potential conflicts with federal and State laws and risks to families, and eliminating funding would necessitate continued usage of a legacy system for public assistance processing and reporting. The incumbent has direct authority for budgets for operations and maintenance in excess of $14 million and developmental projects in excess of $7 million.

In the Department of Information Technology, the incumbent reports to the deputy director and manages the Communications Division. The incumbent directly supervises three IT Manager I’s and one IT Technician and indirectly supervises 17 IT professionals, three IT Technicians, and 15 support staff positions. This position is responsible for IT initiatives that involve financial risk related to potential outage of the State’s communication system, public safety and health risks involving legal and physical risks of potential communications outages, and eliminating funding would harm efforts to support growing law enforcement communications needs. The incumbent has direct authority for budgets for operations and maintenance in excess of $21 million and developmental projects.

IT Manager III: Under administrative direction, incumbents perform IT managerial duties and interact with internal and external management levels as well as executives and officials to solve problems involving conflict or controversy requiring interpretation/application of policy. Incumbents supervise a staff of IT professionals on a regular and recurring basis and lower level IT Managers, IT Technicians, and support staff as required. Subordinates may include Master IT Professional II’s. Incumbents perform one of the following roles:

1) Incumbents direct and manage IT functions within or for a department or division with direct or indirect responsibility for an annual IT operation and maintenance budget or funds on a regular and recurring basis and development projects’ funds as required. Incumbents plan and implement IT initiatives, where the responsibility for failure falls on the incumbent, with a critical level of financial risk, at least high level of legal or physical risk, and at least high positive or negative consequences to State government and citizens. Sharply reducing or eliminating funding for these initiatives would have at least a significant negative effect on the populace the initiative is intended to serve; or

2) Incumbents work under the direction of a Chief IT Manager, or director of a large department and manage the department’s information security program. Positions at this level are wholly dedicated to information security. Incumbents maintain departmental adherence to security policies and must serve as the department’s representative on the State Security Committee.
CLASS CONCEPTS (cont’d)

IT Manager III (cont’d)

Examples of IT Manager III positions include:

In the Health Division of the Department of Health and Human Services, the incumbent reports to the financial executive officer and manages the division’s IT functions. The incumbent directly supervises five IT professionals (two of whom are supervisors), one IT Technician (who is a supervisor), and one support staff position and indirectly supervises four IT professionals and eight IT Technicians. This position is responsible for IT initiatives that involve federal and State financial regulations and penalties and potential lost revenues, potential conflicts with federal laws and the risk of exposure of citizens’ health data, and elimination of funding would result in downgrades of planned initiatives. The incumbent has indirect responsibility for funds for operations and maintenance and developmental projects.

In the Motor Vehicle Information Technology Division of the Department of Motor Vehicles, the incumbent reports to the division administrator and manages the Network subdivision. The incumbent directly supervises three IT professionals (all of whom are supervisors) and indirectly supervises seven IT professionals. This position is responsible for IT initiatives that involve financial risk of potential delayed collection of revenues for the State, legal risk due to potential exposure of citizens’ identities, and elimination of funding could cause loss of service and denied law enforcement access to driver and vehicle records. The incumbent has direct authority for budgets for operations and maintenance in excess of $8 million and developmental projects.

IT Manager II: Under general direction, incumbents perform IT managerial duties and interact with internal management levels or external peers and higher supervisory levels to solve problems involving conflict or controversy requiring interpretation/application of policy. Incumbents supervise a staff of IT professionals on a regular and recurring basis and lower level IT Managers, IT Technicians, and support staff as required. Subordinates may include Master IT Professional II’s.

Incumbents direct and manage IT functions within or for a department or division with direct or indirect responsibility for an annual IT operation and maintenance budget or funds on a regular and recurring basis and developmental projects’ funds as required. Incumbents plan and implement IT initiatives, where the responsibility for failure falls on the incumbent, with at least a high level of financial risk, at least a high level of legal or physical risk, and at least significant positive or negative consequences to State departments and citizens. Sharply reducing or eliminating funding for these initiatives would have at least a significant negative effect on the populace the initiative is intended to serve.

In the Office of the Controller, the incumbent reports to the Deputy Controller and manages IT functions for the agency. The incumbent directly supervises seven IT professionals (one of whom is a supervisor) and one IT Technician and indirectly supervises two IT Technicians. This position is responsible for IT initiatives that involve financial risk of potential failure of the department’s financial and billing system, legal risk of potential improperly routed transactions and debt collections, and elimination of funding would result in a reduction in available historical data and require users to access microfiche. The incumbent has direct authority for budgets and operations and maintenance in excess of $300,000 and developmental projects in excess of $100,000.

In the Motor Vehicle Information Technology Division of the Department of Motor Vehicles, the incumbent reports to the division administrator and manages the Applications subdivision. The incumbent directly supervises six IT professionals (four of whom are supervisors) and indirectly supervises 21 IT professionals. This position is responsible for IT initiatives that involve financial risk of potential misinterpretation of user requirements for taxes and fees, legal risk due to potential misinterpretation of law, and elimination of funding would affect the ability to prevent voter fraud and register new voters. The incumbent has indirect responsibility for funds for operations and maintenance and developmental projects.
CLASS CONCEPTS (cont’d)

**IT Manager I:** Under limited supervision, incumbents perform IT managerial duties and interact with others at similar levels or external peers and higher supervisory levels for the purpose of answering questions requiring explanations or interpretations of standard procedures and solving problems involving some conflict and requiring interpretation/application of policy. Incumbents supervise a staff of IT professionals on a regular and recurring basis and IT Technicians and support staff as required. Subordinates may include IT Professional IV’s or Master IT Professionals.

Incumbents direct and manage IT functions within or for a department or division with direct or indirect responsibility for an annual IT operation and maintenance budget or funds on a regular and recurring basis and developmental projects’ funds as required. Incumbents plan and implement IT initiatives, where the responsibility for failure falls on the incumbent, with at least a significant level of financial risk, at least a significant level of legal or physical risk, and at least moderate positive or negative consequences to State departments and citizens. Sharply reducing or eliminating funding for these initiatives would have at least a significant negative effect on the populace the initiative is intended to serve.

**Examples of IT Manager I positions include:**

In the Communications Division of the Department of Information Technology, the incumbent reports to a Chief IT Manager and manages the Network Engineering subdivision. The incumbent directly supervises six IT professionals (four of whom are supervisors) and indirectly supervises six IT professionals, three IT Technicians, and one support staff position. This position is responsible for IT initiatives that involve financial risk due to potential problems with transactional systems used by State departments, legal risk due to a potential compromise of the SilverNet, and elimination of funding could harm communications on the SilverNet. The incumbent has direct authority for a budget for operations and maintenance in excess of $500,000.

In the Department of Taxation, the incumbent reports to the deputy director and manages IT functions for the department. The incumbent directly supervises two IT professionals (both of whom are supervisors), one IT Technician, and five support staff positions (one of whom is a supervisor) and indirectly supervises six IT professionals, one IT Technician, eight support staff positions, and one contractor. This position is responsible for IT initiatives that involve financial risk due to potential delayed collection of taxes, legal risk due to potential insufficient notification and collection of interest and penalties, and elimination of funding would harm the department’s ability to collect taxes. The incumbent has direct authority for a budget for operations and maintenance in excess of $3 million.

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**MINIMUM QUALIFICATIONS**

**SPECIAL REQUIREMENTS:**

* Pursuant to NRS 284.4066, some positions in this series have been identified as affecting public safety. Persons offered employment in these positions must submit to a pre-employment screening for controlled substances.
* Some positions are subject to call-out or call-back.
* Some positions require specialized certification that will be identified at the time of recruitment.
* Some positions require statewide travel.

**INFORMATIONAL NOTES:**

* Some positions require an applicant to undergo a background investigation prior to appointment. These positions will be identified at the time of recruitment.
MINIMUM QUALIFICATIONS (cont’d)

For Information Security Positions Only:

* International Information Systems Security Certification Consortium, Inc (ISC²) – Certified Information System Security Professional (CISSP) is equivalent to three years of experience.
* Information Systems Audit and Control Association (ISACA) – Certified Information Security Manager (CISM) is equivalent to two years of experience.
* Global Information Assurance Certification (GIAC) – GIAC Security Expert (GSE) is equivalent to two years of experience.
* Other nationally recognized information security certifications may be substituted for up to one year of experience.
* Chief IT Manager – CISSP and CISM certification must be obtained within 12 months of appointment and maintained as a condition of continued employment.
* IT Manager III – Nevada Information Security Professional (NISP) or CISSP certification must be obtained within 12 months of appointment and maintained as a condition of continued employment.

CHIEF IT MANAGER

EDUCATION AND EXPERIENCE: Bachelor’s degree from an accredited college or university with major course work in computer science, management information systems, or closely related field and eight years of progressively responsible professional IT experience which involved strategic planning, project management, quality assurance, and computer operations, systems administration, network administration, database administration, applications analysis and development, or information security. Five years of this experience must have been in a supervisory or project manager capacity; OR one year of experience as an IT Manager III in Nevada State service; OR an equivalent combination of education and experience. (See Special Requirements and Informational Notes)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Detailed knowledge of: strategic planning. Ability to: define complex problems, select the best course of action, assess costs, and present alternatives to high levels of government; and all knowledge, skills and abilities required at the lower levels.

Additional Entry Level Knowledge, Skills, and Abilities Required for Information Security Positions:
Detailed knowledge of: eight of the ten information security domains. Ability to: analyze data, solve problems and make appropriate decisions within eight of the ten domains; plan, organize, and manage the functional core components for information security including disaster prevention/recovery, assessment and awareness, and technical security administration and accreditation; and all knowledge, skills and abilities required at the lower levels.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
Detailed knowledge of: Nevada Revised Statutes pertaining to information systems, services and security; organizational regulations, policies and procedures and State administrative processes.

IT MANAGER III

EDUCATION AND EXPERIENCE: Bachelor’s degree from an accredited college or university with major course work in computer science, management information systems, or closely related field and seven years of progressively responsible professional IT experience which involved strategic planning, project management, quality assurance, and computer operations, systems administration, network administration, database administration, applications analysis and development, or information security. Four years of this experience must have been in a supervisory or project manager capacity; OR one year of experience as an IT Manager II in Nevada State service; OR two years of experience as an IT Professional IV in Information Security in Nevada State service for Information Security positions; OR an equivalent combination of education and experience. (See Special Requirements and Informational Notes)
MINIMUM QUALIFICATIONS (cont’d)

IT MANAGER III (cont’d)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Detailed knowledge of: budget preparation and control; project management; quality control. Working knowledge of: strategic planning; and all knowledge, skills and abilities required at the lower levels.

Additional Entry Level Knowledge, Skills, and Abilities Required for Information Security Positions:
Detailed knowledge of: current information security trends and technology; current principles, theories, practices and procedures of information security management; methods and techniques used to safeguard against accidental or unauthorized modification, destruction or disclosure of data to meet security needs. Working knowledge of: seven of the ten security domains; business practices and principles common to a large, complex organization. Ability to: select the best course of mitigation actions for security issues with respect to public and private sector information.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
Working knowledge of: Nevada Revised Statutes pertaining to information systems, services, and security; organizational regulations, policies, and procedures and Nevada State administrative processes.

IT MANAGER II

EDUCATION AND EXPERIENCE: Bachelor’s degree from an accredited college or university with major course work in computer science, management information systems, or closely related field and six years of progressively responsible professional IT experience which involved strategic planning, project management, quality assurance, and computer operations, systems administration, network administration, database administration, or applications analysis and development. Three years of this experience must have been in a supervisory or project manager capacity; OR one year of experience as an IT Manager I in Nevada State service; OR an equivalent combination of education and experience. (See Special Requirements and Informational Notes)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Detailed knowledge of: current computer technology and trends, including information management, communications, networking data administration, data processing, systems design, programming, operations, and controls; supervisory practices. Working knowledge of: budget preparation and control; project management; quality control. General knowledge of: strategic planning. Ability to: interpret current and/or proposed legislation to determine its intent and impact; plan, organize, coordinate and direct IT projects, initiatives, and strategies; and all knowledge, skills and abilities required at the lower level.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
Working knowledge of: Nevada Revised Statutes pertaining to information systems, services, and security; organizational regulations, policies, and procedures and Nevada State administrative processes.

IT MANAGER I

EDUCATION AND EXPERIENCE: Bachelor’s degree from an accredited college or university with major course work in computer science, management information systems, or closely related field and five years of progressively responsible professional IT experience which involved project management, quality assurance, and computer operations, systems administration, network administration, database administration, or applications analysis and development. Two years of this experience must have been in a supervisory or project manager capacity; OR an equivalent combination of education and experience. (See Special Requirements and Informational Notes)
MINIMUM QUALIFICATIONS (cont’d)

IT MANAGER I (cont’d)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Detailed knowledge of: the capabilities of various computer hardware and software products. Working knowledge of: current computer technology and trends, including information management, communications, networking data administration, data processing, systems design, programming, operations, and controls; supervisory practices. General knowledge of: budget preparation and control; project management; quality control. Ability to: administer multiple projects and allocate resources to each project; communicate effectively both orally and in writing; define complex problems, select the best course of action, assess costs and present alternatives; develop and implement procedures, formulate policies, and evaluate programs; establish work performance standards, review employee performance, and take appropriate action in order to optimize productivity; manage and administer change; train, supervise, and evaluate the performance of assigned personnel.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
Detailed knowledge of: State regulations related to IT, purchasing, and personnel administration.

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this series.

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SERIES CONCEPT

Information Technology (IT) Professionals analyze, develop, implement, maintain, and modify computer operations, systems, networks, databases, applications, and/or information security. Incumbents may perform duties in one or more IT specialization areas depending on the needs of the agency.

Conduct detailed alternative analyses and determine end-user requirements through consultation with end-users, technicians, vendors, management, and others.

Maintain documentation related to the assigned IT specialization’s architecture, operations, and other records of work activities as required.

Maintain current knowledge of technological trends and advancements in the IT field as well as security management practices, laws, policies, and ethics.

Participate in recommending and justifying resource allocations and expenditure decisions, tracking and recording expenditures, preparing purchase requests, and writing technical requirements for grant proposals.

Perform related duties as assigned.

SPECIALTY AREAS

Positions in this series focus on one of the specialty areas indicated below, perform a combination of duties in two or more areas, or function as generalists. The descriptions illustrate the nature of work commonly performed in an IT environment, but are not intended to be comprehensive. As technology evolves, other areas of specialization may emerge.

**Computer Operations:** direct help desk support and mainframe and server operations in order to ensure that all user files and reports are created, processed, and available in a timely manner and systems are maintained and monitored. Incumbents establish goals and objectives, arrange for emergency coverage, schedule staff rotations, and coordinate planned shutdowns of the system, system maintenance, and application software upgrades.

**Systems Administration:** select, analyze, maintain, and modify computer, communications, mainframe, and server hardware, operating systems, and auxiliary software packages required to support various information systems and back-up and recover the agency’s software and data. Incumbents install and test new system components, troubleshoot hardware and software problems, and modify and enhance systems to improve performance.

* Reflects a 1-grade, special salary adjustment granted by the 2017 Legislature to improve recruitment and retention.
SPECIALTY AREAS (cont’d)

Systems Administration: (cont’d)
Incumbents improve file organization, solve job control language or systems programming language problems, analyze program failures, and develop or suggest utility program uses. Incumbents provide technical assistance and training to system users that require them to analyze computer output and programs, code, research programming manuals, and solicit vendors and other professional staff for technical information.

Network Administration: plan, design, develop, and verify the physical deployment of an integrated geographically dispersed information processing network. Incumbents administer networks comprised of multiple platforms, information resources, large grade applications, communications protocols, and physical network topologies.

Database Administration: model agency data, configure databases, tune performance, and back-up and recover data. Incumbents develop and implement standards and procedures to convert, transfer, and interface data within and between databases; maintain data dictionaries, repositories, and related software; control the authorized sharing of information with multiple users within and/or outside the organization; and provide technical consultation regarding application development and utility executions within various database environments.

Applications Analysis and Development: analyze, develop (design, program, and construct), implement, maintain, and modify various platforms of information systems. Incumbents are required to define and implement a solution to a given problem that requires an individually tailored response for end-user requirements. Incumbents must have the ability to program in a general purpose programming language, develop written requirements for proposed applications, develop and present applications training materials to users, and possess knowledge of the necessary interfaces to the computer operating system.

Information Security: administer security policies, security operations, and/or maintain oversight of information systems and data within the assigned area of information security responsibility. Incumbents work with management and technical staff to develop a comprehensive information security program for integrated IT systems within the State or agency and are responsible for three or more of the following ten security domain areas:

- Access control – centralized / decentralized / remote / federated
- Application/system development security – validation / verification / guidelines
- Continuity of operations/disaster recovery planning – business recovery
- Cryptography – transport / storage / authentication / non-repudiation
- Information security management – awareness / policies / risk management / procedural standards
- Operational security (OPSEC) – threats / hostile code / techniques
- Physical technical security – access systems / structural / environmental controls
- Security architecture and models – methods / security operational standards
- Security law, investigation and ethics – cyber crime / incident response / security regulation
- Telecommunications/network security – enclave / monitoring / virtual private network / firewall / prevention

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CLASS CONCEPTS

IT Professional IV: Under administrative direction, incumbents either:

1) perform duties described at this level and supervise at least one IT Professional III or II or Master IT Professional; or
IT Professional IV: (cont’d)

2) perform duties described at this level within the Department of Information Technology for enterprise-level IT systems utilized by multiple departments; or

3) perform IT project management a preponderance of the time to include serving as the project leader; planning, organizing, and directing project activities; resolving design conflicts; data administration; resource allocation; contract negotiation; timeline development; critical path tracking; justifying the need for additional resources; and coordinating activities with other work units within and outside the organization as assigned; or

4) perform Information Security duties described at this level with at least 70% of the daily activities devoted solely to information security; or

5) perform technology planning and consultation duties within the Department of Information Technology. Technology planning and consultation duties include providing and/or performing: initial contact with agencies to assess their needs and develop their information technology plans; technical support for the Request for Proposal (RFP) process and software and hardware evaluations; guidance and technical assistance in completing appropriate Information Technology (IT) budget request forms; recommendations for feasible and cost effective technical solutions to customer agencies and reviewing agency IT project requests; research, information, testing and training for IT related issues to ensure viable, cost effective technology implementation; and enterprise-wide planning, policy and research.

Incumbents may supervise subordinate staff which may include Master IT Professionals.

Systems Administration: Incumbents perform the technical and professional work associated with the analysis, enhancement, maintenance, and installation of major information systems including different platforms of mainframes or servers, and participate in strategic planning for future information systems activity. Incumbents typically work with multiple complex information systems and have departmental and external scope.

Typical tasks include serving as a principal technical resource person for a department’s strategic information systems planning group and as a liaison to vendor technical personnel; evaluating and making technical recommendations regarding equipment configurations and associated software; performing system design work in situations of unusual difficulty or in the presence of critical or conflicting requirements; coordinating with other agencies and departments concerning technical issues; and designing monitoring techniques and/or equipment to assess system and application operation and performance.

Network Administration: Incumbents typically have responsibility for server deployment and agency architecture and participate in the fiscal decision making process and may have primary responsibility for decisions made. Incumbents spend the majority of their time on network design/architecture and less time on troubleshooting and maintenance than lower levels in the same IT specialization; typically have administrative control of routers; and serve as project managers and regularly interact with vendors. Failure typically has agency-wide effects.

Typical tasks include diagnosing and optimizing distributed applications interconnectivity issues; designing agency network architecture; placing, testing, and verifying distributed applications interconnectivity; integrating directory services; configuring distributed authentication; supporting multiple platforms; configuring firewalls; designing, configuring, and installing virtual private networks; comparing departmental security policies to State policies; writing security compliance and exception reports; and analyzing authentication logs.

Database Administration: Incumbents plan, direct, design and coordinate multiple agency databases; establish agency database policies and procedures that are compliant with Statewide policy and procedures;
IT Professional IV: (cont’d)

**Database Administration:** (cont’d)
determine information needs to include planning, analyzing, modeling, documenting and designing statewide database systems; enforce established standards and procedures; ensure that databases are available to authorized persons; and participate in State IT activities and policy-making activities and/or serve on various committees and work groups.

**Applications Analysis and Development:** Incumbents perform the most advanced professional work to solve current and anticipated user problems using the capabilities of an information system; review present and prospective software and/or hardware methodologies in order to keep agency practices current with advancing technology; analyze and resolve implementation design issues in situations of unusual difficulty or in the presence of critical or conflicting requirements; translate user or project requirements characterized by conflicting or critical design parameters into a computer based solution; act as an acknowledged authority on a broad range of developmental and implementation issues and serve as the primary technical resource for lower level personnel; and discover general solution approaches to entire classes of related problems.

Typical tasks include serving as a liaison to IT personnel, vendors, outside users, and others; coordinating with other agencies and departments concerning technical issues; developing and documenting appropriate standards and criteria for acceptable programming, documentation, and systems development life cycle practice; maintaining technical currency in coding techniques; programming proof of concept and implementable applications as assigned; developing, implementing, coding, testing, and documenting a program written in a general purpose programming language.

**Information Security:** Under general direction, incumbents perform advanced journey level duties and are responsible for directing and managing the division/unit information security program with direct authority for the design, establishment, administration, and execution of a portion of the division/unit information security program which typically has statewide effects.

Incumbents perform all or some of the duties described in the series concept at the division/unit level with at least 70% of their daily activities devoted solely to information security. Incumbents interact with internal and external peers and higher supervisory levels in order to answer questions requiring explanation or interpretation of information security standard procedures; identify complex information security risks, vulnerabilities and problems; select the best course of mitigation actions for security issues; and solve security problems involving some conflict and requiring interpretation/application of policy.

IT Professional III: Under general direction, incumbents perform advanced journey level duties and may train, supervise, and evaluate the performance of subordinate staff and/or serve as a project leader as assigned. Incumbents may function as a unit leader to include directing the activities of a branch IT support unit, overseeing projects of limited scope, and coordinating activities with other work groups. This is a supervisory level for Computer Operations and the journey level for Information Security positions.

**Computer Operations:** Under general direction, incumbents supervise IT Technician Trainees, I’s, II’s, III’s, IV’s and subordinate supervisors, in a large computer operations center. Incumbents may be required to supervise IT Technician V’s and/or VI’s. The operations center (full function data center) has a complex environment and does not depend on any other systems to complete tasks.

**Systems Administration:** Incumbents perform advanced professional work associated with the analysis, enhancement, maintenance, and installation of application-independent hardware and/or software components of one or more information systems including mainframes or servers. Incumbents typically work with systems that are large and complex, involve multi-user and multi-tasking capabilities, and have departmental scope.
CLASS CONCEPTS (cont’d)

IT Professional III: (cont’d)

Systems Administration: (cont’d)
Problems encountered are diverse and occasionally unprecedented so that unique solutions must be researched and implemented.

Typical tasks include evaluating and making technical recommendations regarding equipment configurations and associated software; serving as a liaison to vendor technical personnel; coordinating with other agencies and departments concerning technical issues; and designing and implementing monitoring techniques and/or equipment to assess system and application operation and performance.

Network Administration: Incumbents verify and validate purchase costs and fulfillment of requirements; may integrate servers into a geographically dispersed network; and may have administrative control of routers. Failure could have agency-wide effects.

Typical tasks include configuring virtual local area networks (LANs), verifying interconnectivity of distributed applications, configuring data storage networks, deciding correct and optimal devices to solve service or configuration issues, reporting network capacity and statistics, and designing directory services in a large geographically dispersed network.

Database Administration: Incumbents perform the full range of duties described in the series concept, function independently, exercise administrative control in defining database architecture at an advanced level, and are typically located in large State agencies and are responsible for managing multiple statewide databases. Incumbents work independently as the agency’s database administrator.

Applications Analysis and Development: Incumbents perform advanced professional work in the analysis of user requirements and development and implementation of computer based solutions; review available hardware and/or software tools to choose implementation platform; perform advanced level analytical and technical work where user or project requirements are of considerable complexity; determine project objectives by analyzing user needs and developing an overall logical model and sequencing of the tasks to be implemented; require detailed knowledge of the user’s subject matter; and develop a detailed plan for problem segmentation, inter-module linkage, and implement individual components.

Typical tasks include providing mid-level consultation and/or training for IT personnel and systems users; coordinating with other agencies and departments concerning technical issues; following agency test and validation procedures and suggest improvements; maintaining technical currency in coding techniques; programming prototype and implementable applications as assigned; and developing, implementing, coding, testing, and documenting multiple program segments written in a general purpose programming language.

Incumbents’ work potentially involves errors that disable or delay the project in question, causing inconvenience to others and costly repairs; are assigned projects having broad scope and are responsible for successful operation of the project; carry full responsibility for information systems projects of significant size and scope and are expected to resolve design conflicts and perform comparative analysis on the costs/benefits of various implementation alternatives; and work directly affects numerous users and agency programs.

Information Security: Under limited supervision, incumbents perform journey level duties and implement program/project information security tasks with responsibility for the design, establishment, administration, and execution of the assigned portion of the department/division/unit information security program; and for the planning and implementation of information security initiatives at the functional, project or program level. Incumbents perform some or all of the duties described in the series concept at a program/project level with
CLASS CONCEPTS (cont’d)

IT Professional III: (cont’d)

**Information Security:** (cont’d)

at least 70% of their daily activities devoted solely to information security. Incumbents interact with internal and external peers and supervisory levels in order to answer questions requiring explanations or interpretations of information security standard procedures and to solve security problems involving some conflict and requiring interpretation/application of policy.

IT Professional II: Under general supervision, incumbents perform journey level duties and may serve as a lead worker to lower level IT staff as assigned. This is a supervisory level for the Computer Operations function.

**Computer Operations:** Under limited supervision, incumbents supervise a shift of IT Technician Trainees, I’s, II’s, III’s, IV’s and subordinate supervisors in a large computer operations center, or multiple shifts in a smaller environment. Incumbents may be required to supervise IT Technician V’s and/or VI’s.

**Systems Administration:** Incumbents perform professional work in the analysis, enhancement, maintenance, and installation of application-independent hardware and/or software components of one or more information systems including mainframes or servers. Incumbents typically work with systems that involve multi-user and multi-tasking capabilities. Problems encountered tend to be of a recurring kind and solutions are derived through application of standard professional practices and procedures.

Typical tasks include making technical recommendations regarding equipment configurations and associated software and communicate with vendor technical support; performing general system upkeep such as installing vendor supplied changes, backing up and restoring systems and files, monitoring directory services, logging changes, and updating documentation; and implementing monitoring techniques and/or equipment to assess system operation and performance.

**Network Administration:** Incumbents may configure and deploy servers, may provide technical training and guidance to other networking staff members, and may be asked to obtain quotes and vendor names and provide resource allocation recommendations. Failure is mitigated by limited scope of influence.

Typical tasks include designing directory services, choosing distributed services methodologies, administering data storage networks, configuring primary and secondary authentication, monitoring device capacity, providing basic troubleshooting of network devices using limited administrative access, and implementing limited transport and server security policies.

Incumbents may install workstations or troubleshoot and repair hardware and software problems, however, the focus of positions in this specialty is to plan, design, develop, and verify the logical design and administer the physical deployment of an integrated geographically dispersed information processing network.

**Database Administration:** Incumbents monitor and maintain the database; install software utilities, tools, and programming languages; and resolve problems in the database caused by application design or processing in a database management environment.

**Applications Analysis and Development:** Incumbents perform professional and technical work in the analysis of user requirements and development and implementation of computer based solutions; review available hardware and/or software tools in order to make appropriate recommendations; perform technical work that involves identifying user requirements, coding, development, and implementation of computer based solutions, problem analysis and implementation of a solution in situations of moderate difficulty; analytical and technical work where user or project requirements are of moderate complexity; develop a detailed plan for problem segmentation and inter-module linkage and implement individual components;
CLASS CONCEPTS (cont’d)

IT Professional II: (cont’d)

Applications Analysis and Development: (cont’d)
determine project objectives by analyzing user needs; and determine the nature and sequence of the tasks that must be implemented in order to produce a solution.

Typical tasks include providing basic consultation and/or training for IT personnel and systems users; following agency test and validation procedures; maintaining technical currency in coding techniques; programming prototype applications as assigned; and developing, implementing, coding, testing, and documenting one or more significant program segments written in a general purpose programming language.

Incumbents’ work potentially involves errors that disable or delay the project in question, causing inconvenience to others and additional costs to correct; are assigned projects that tend to be limited in scope and are responsible for successful operation of the project; and work directly affects users of the project and actions and decisions affect important, ongoing projects within an agency.

IT Professional I: Under general supervision, incumbents perform duties as continuing trainees. This is a supervisory level for the Computer Operations function.

Computer Operations: Under general supervision, incumbents supervise IT Technician Trainees, I’s, II’s, III’s, and IV’s. Some incumbents may be required to supervise IT Technician V’s and/or VI’s.

Systems Administration, Network Administration, Database Administration, Applications Analysis and Development: Incumbents receive training in the performance of many of the duties described in the series concept. Progression to the next level in the series may occur upon meeting minimum qualifications and with the approval of the appointing authority.

IT Professional Trainee: Under close supervision of a higher-level IT Professional, incumbents acquire the requisite knowledge, skills, and abilities and gain experience in a specialized information technology area such as systems administration, network administration, database administration, or applications analysis and development. Incumbents perform a variety of IT-related duties as trainees. Progression to the next level in the series may occur upon meeting minimum qualifications and with the approval of the appointing authority.

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MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

* Pursuant to NRS 284.4066, some positions in this series have been identified as affecting public safety. Persons offered employment in these positions must submit to a pre-employment screening for controlled substances.
* Some positions are subject to call-out or call-back.
* Some positions require specialized certification that will be identified at the time of recruitment.
* Some positions require statewide travel.
* Some positions require work on evenings, weekends, and/or holidays.

In addition, some positions in Computer Operations require:

* IT Professional III – One year of the required experience must have been in a supervisory capacity.
INFORMATIONAL NOTES:

* Some positions require an applicant to undergo a background investigation prior to appointment. These positions will be identified at the time of recruitment.
* Applicants for positions in this series may have a combination of complementary education, experience, knowledge, skills, and abilities that qualify for the class level and specialty being recruited.

Additional Informational Notes for Information Security positions:

* International Information Systems Security Certification Consortium, Inc (ISC²) – Certified Information System Security Professional (CISSP) is equivalent to three years of experience.
* Information Systems Audit and Control Association (ISACA) – Certified Information Security Manager (CISM) is equivalent to two years of experience.
* Global Information Assurance Certification (GIAC) – Security Expert is equivalent to two years of experience.
* Other nationally recognized information security certifications may be substituted for up to one year of experience.

IT PROFESSIONAL IV

EDUCATION AND EXPERIENCE: Bachelor’s degree from an accredited college or university with major course work in computer science, management information systems, or closely related field and five years of progressively responsible professional IT experience relevant to the duties of the position which may include systems administration, network administration, database administration, applications analysis and development, and/or information security, two years of which were at the advanced journey level or in a supervisory or project management capacity; OR bachelor’s degree from an accredited college or university with major course work in computer science, management information systems, or closely related field and five years of progressively responsible professional IT experience which may include systems administration, network administration, database administration, applications analysis and development, and/or information security, relevant to the duties of the position, two years of which were at the journey level in information security; OR two years of relevant experience as an IT Professional III in Nevada State service; OR an equivalent combination of education and experience. (See Special Requirements and Informational Notes)

Systems Administration:

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Detailed knowledge of: principles of designing test procedures; principles, practices, and procedures required to design, analyze, and maintain software; principles, tools, and techniques as applied to writing and modifying programs; systems programming languages and techniques. Working knowledge of: capacity planning techniques; performance monitoring principles and related software products; telecommunication technology and related systems software; various systems software products and their interrelationships; vendor procedures for applying maintenance and temporary fixes. General knowledge of: supervisory principles and techniques if applicable to the assignment. Ability to: analyze and diagnose operational hardware and software problems occurring in a computer environment; anticipate and plan for future information system technologies; assign work to and coordinate and train subordinate personnel; develop and prioritize task lists and resolve problems; develop technical specifications for bid requests and analyze vendor responses; implement state wide, multi-departmental operating systems; provide high-level technical consultation and training. Skill in: developing specialized programs for other programmers; improving the performance of complex computer systems; and all knowledge, skills, and abilities required at the lower levels in the same IT Professional specialization
MINIMUM QUALIFICATIONS (cont’d)

IT PROFESSIONAL IV

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

**Detailed knowledge of:** State regulations related to IT and purchasing. **Working knowledge of:** personnel administration. **Ability to:** train, supervise, and evaluate the performance of assigned personnel.

**Network Administration:**
ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

**Detailed knowledge of:** the methodology for implementing distributed applications; network authentication; data storage networks; network security design and implementation; network communications hardware such as routers, switches, and firewalls; systems integration, hardware, and data communications; virtual private networks and virtual LANs; network performance trending and network utilization; data processing systems; network design and architecture. **Working knowledge of:** network file and application servers, project management, directory services integration, intrusion detection/prevention systems logs, data encryption methodologies. **General knowledge of:** supervisory practices if applicable to the assignment. **Ability to:** configure and deploy firewalls, routers, and switches; present network design recommendations to management; implement network design changes; provide technical training, direction, and leadership; plan, organize, and direct projects; provide communications protocol analysis for large applications; design and configure virtual private networks; interpret authentication logs; and all knowledge, skills, and abilities required at the lower levels in the same IT Professional specialization.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

**Detailed knowledge of:** State regulations related to IT and purchasing. **Working knowledge of:** personnel administration. **Ability to:** train, supervise, and evaluate the performance of assigned personnel.

**Database Administration:**
ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

**Detailed knowledge of:** database and operating system performance tuning and monitoring; database backup and recovery scenarios and methodologies; software installation, configuration and maintenance; structured query language. **Ability to:** analyze and recommend the purchase/lease of client server applications, database products, and development and integration tools; provide effective and responsive customer service in a computing environment directly supporting business operations; design, code and debug stored procedures and functions; lead the architecture, design and implementation of new database applications; and all knowledge, skills, and abilities required at the lower levels in the same IT Professional specialization.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

**Detailed knowledge of:** State regulations related to IT and purchasing. **Working knowledge of:** personnel administration. **Ability to:** train, supervise, and evaluate the performance of assigned personnel.

**Applications Analysis and Development:**
ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

**Detailed knowledge of:** access methods and file structures; at least one formal systems design methodology; principles of designing test procedures; principles, practices and procedures required to develop, design and implement information system-based solutions in a wide range of problem domains; strengths and limitations of a number of general purpose programming languages (in software-oriented positions). **Working knowledge of:** project control techniques, including cost estimating and resource scheduling. **General knowledge of:** a network topology and protocol; computer platforms, capabilities and support software; supervisory principles and techniques if applicable to the assignment; telecommunications principles and support software. **Ability to:** assign work to and coordinate and train subordinate personnel; extract logical commonalities among classes of problems; select appropriate data structures and algorithms to achieve efficient problem representation and resolution; translate data structures and algorithms. **Skill in:** problem
MINIMUM QUALIFICATIONS (cont’d)

IT PROFESSIONAL IV (cont’d)

Applications Analysis and Development: (cont’d)
ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): (cont’d)
solving, analysis and synthesis; and all knowledge, skills and abilities required at the lower levels in the same
IT Professional specialization.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
Detailed knowledge of: State regulations related to IT and purchasing. Working knowledge of: personnel
administration. Ability to: train, supervise, and evaluate the performance of assigned personnel.

Information Security:
ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Working knowledge of: current principles, theories, practices and procedures related to information security
management; five of the ten information security domains; general-purpose security controls; current
information security trends and technologies; strategic planning and project management at the division/work
unit level; policy development and implementation; methods and techniques used to safeguard against
accidental or unauthorized modification, destruction or disclosure of data to meet security needs; interagency
business practices and principles. Ability to: identify complex information security risks, vulnerabilities and
problems; select the best course of mitigation actions for security issues; assess the security and/or
vulnerability of information assets to assist in developing a risk assessment of multiple security domains;
assess costs and present alternatives for the assigned area of responsibility; analyze data, solve problems and
make appropriate decisions within five of the ten domains; design appropriate solutions to complex security
problems; and all knowledge, skills, and abilities required at the lower levels in the same IT Professional
specialization

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
Working knowledge of: departmental regulations, policies, standards and procedures related to IT systems,
services and security. General knowledge of: State personnel and purchasing regulations.

IT PROFESSIONAL III

EDUCATION AND EXPERIENCE: Bachelor’s degree from an accredited college or university with major
course work in computer science, management information systems, or closely related field and three years
of progressively responsible professional IT experience relevant to the duties of the position which may
include computer operations, systems administration, network administration, database administration,
applications analysis and development, and/or information security, one year of which was at the journey
level; OR one year of relevant experience as an IT Professional II in Nevada State service; OR an equivalent
combination of education and experience. (See Special Requirements and Informational Notes)

Computer Operations:
ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Detailed knowledge of: basic elements of programming in order to generate all required reports and special
projects as required of the data processing section; computer operating system including all functions,
schedules, workflows, and processes; data communication networks; principles of operation, capabilities and
limitations of a computer system and related environmental equipment in order to efficiently and effectively
produce the final work product; supervisory principles and techniques. Working knowledge of: diagnostic
procedures as needed in verifying systems; principles of operation, capabilities and limitations of a multi-programming computer system and related
equipment. General knowledge of: computer programming documentation techniques as needed in setting
MINIMUM QUALIFICATIONS (cont’d)

IT PROFESSIONAL III (cont’d)

Computer Operations: (cont’d)
ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): (cont’d)
up and verifying systems programs. Ability to: analyze and develop current and proposed computer operation procedures for efficient and effective operations; anticipate changes and new directions within the data processing environment; plan, organize and direct a twenty-four hour, seven-day-a-week shift operation of a computer system; understand and apply technical manuals, environmental requirements and physical planning; and all knowledge, skills, and abilities required at the lower levels in the same IT Professional specialization.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
Detailed knowledge of: State regulations related to IT, purchasing, and personnel administration; workflow within the agency.

Systems Administration:
ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Detailed knowledge of: Some positions require knowledge of specific departmental information systems.
Working knowledge of: principles of designing test procedures; principles, practices, and procedures required to design, analyze, and maintain software; principles, tools, and techniques as applied to writing and modifying programs; systems programming languages and techniques. General knowledge of: capacity planning techniques; performance monitoring principles and related software products; telecommunication technology and related systems software; various systems software products and their interrelationships; vendor procedures for applying maintenance and temporary fixes. Ability to: communicate effectively orally and in writing; evaluate and tailor information system hardware and/or software to meet local requirements; implement auxiliary software and subsystems; maintain effective working relationships with others; provide mid-level technical consultation and training; recommend and implement system changes. Skill in: implementing changes to a variety of networking systems; managing large volumes of data on various storage media; and all knowledge, skills, and abilities required at the lower levels in the same IT Professional specialization.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
Detailed knowledge of: State purchasing procedures; the principles of training, coaching, and supervision if applicable to the position.

Network Administration:
ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Detailed knowledge of: directory services; network operating systems; network problem troubleshooting; concepts, characteristics, and capabilities of network based applications; current and emerging trends in developing computer networking technology; principles and practices of data backup and recovery; the principles, practices, and techniques used to install, maintain, and support LANs and wide area networks (WANs); computer network communication protocols; the concepts, characteristics, and capabilities of computer operating systems. Working knowledge of: the methodology for implementing distributed applications; network authentication and data storage networks; network security design and implementation; network communications hardware such as routers, switches, and firewalls; systems integration and optimization; virtual private networks and virtual LANs. Ability to: recommend hardware to solve network issues; verify router configuration and optimize routes; perform cost/benefit analysis; present network design concepts to management and users; integrate servers into a geographically dispersed network; participate in vendor interaction and verify that requirements are met; verify efficient interconnectivity of distributed applications; verify network capacity and provide utilization statistics; configure and upgrade data storage
MINIMUM QUALIFICATIONS (cont’d)

IT PROFESSIONAL III (cont’d)

Network Administration: (cont’d)
ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): (cont’d)
networks; solve network problems; interpret technical manuals; and all knowledge, skills, and abilities
required at the lower levels in the same IT Professional specialization.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
Working knowledge of: State purchasing procedures; the principles of training, coaching, and supervision if
applicable to the position.

Database Administration:
ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Detailed knowledge of: physical and logical database structure and design; database backup and recovery
scenarios and methodologies; database security management and data integrity. Working knowledge of:
computer and network operating systems, computer hardware, and communications systems; database and
operating system performance tuning monitoring; business practices and procedures; customer service
standards and procedures; business software, systems analysis, systems design, system development lifecycle,
and information architecture to effectively design and create databases; structured query language.
Ability to: coordinate system design, applications and software programming, and computer operations activities relative
to the database environment; and all knowledge, skills, and abilities required at the lower levels in the same
IT Professional specialization.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
Working knowledge of: State purchasing procedures; the principles of training, coaching, and supervision if
applicable to the position.

Applications Analysis and Development:
ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Detailed knowledge of: basic programming techniques such as table handling and on-line file updates;
general purpose programming languages (in software-oriented positions); principles, tools and techniques as
applied to writing, modifying and documenting programs; techniques of diagramming program flow.
Working knowledge of: access methods and file structures; at least one formal systems design methodology;
principles of designing test procedures; principles, practices and procedures required to develop, design and
implement information system-based solutions in a wide range of problem domains. General knowledge of:
project control techniques, including cost estimating and resource scheduling. Ability to: utilize interactive
programming techniques; logically analyze problems of considerable complexity; test and validate
information systems; and all knowledge, skills, and abilities required at the lower levels in the same IT
Professional specialization.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
Working knowledge of: State purchasing procedures; the principles of training, coaching, and supervision if
applicable to the position.

Information Security:
ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Working knowledge of: three of the ten security domains; current principles, theories, practices and
procedures of information security management. General knowledge of: general-purpose security controls;
current information security trends and technologies. Ability to: develop plans to safeguard against accidental
or unauthorized modification, destruction or disclosure of data to meet security needs; assess costs and present
alternatives for the assigned area of responsibility; participate in long-term projects and strategic planning;
MINIMUM QUALIFICATIONS (cont’d)

IT PROFESSIONAL III (cont’d)

Information Security: (cont’d)
ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): (cont’d) organize resources and materials in order to meet project timelines; assess the security and/or vulnerability of information assets to assist in developing a risk assessment; analyze data, solve problems and make appropriate decisions within three of the ten domains; provide effective and responsive customer service; establish and maintain positive working relationships with others; develop and implement information security training materials and workshops. **Skill in:** technical writing, report preparation and oral communication.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job): **Working knowledge of:** State and department regulations, policies, standards, and procedures; Nevada Revised Statutes pertaining to information systems, services and security. **General knowledge of:** State Personnel regulations and processes. **Ability to:** identify information security risks, vulnerabilities, and problems for an agency. **Skill in:** agency business principles, practices, and activities.

IT PROFESSIONAL II

EDUCATION AND EXPERIENCE: Bachelor’s degree from an accredited college or university with major course work in computer science, management information systems, or closely related field and two years of progressively responsible professional IT experience relevant to the duties of the position which may include computer operations, systems administration, network administration, database administration, and/or applications analysis and development; **OR** two years of experience as an IT Professional I in Nevada State service; **OR** four years of relevant technical experience as an IT Technician IV or above in Nevada State service; **OR** an equivalent combination of education and experience. (See Special Requirements and Informational Notes)

Computer Operations:
ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): **Working knowledge of:** basic elements of programming in order to generate all required reports and special projects as required of the data processing section; computer operating system including all functions, schedules, workflows, and processes: date communication networks; principles of operation, capabilities and limitations of a computer system and related environmental equipment in order to efficiently and effectively produce the final work product; supervisory principles and techniques. **General knowledge of:** diagnostic procedures as needed in verifying systems; principles of operation, capabilities and limitations of a computer system and related environmental equipment in order to efficiently and effectively produce the final work product; the principles of operation, capabilities and limitations of a multi-programming computer system and related equipment. **Ability to:** plan, organize and direct a shift or multi-shift operation of a computer system in order to facilitate the workflow; **and all knowledge, skills, and abilities required at the lower level in the same IT Professional specialization.**

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job): **Detailed knowledge of:** State regulations related to IT and purchasing; workflow within the agency. **Working knowledge of:** personnel administration. **Ability to:** train, supervise, and evaluate the performance of assigned personnel.

Systems Administration:
ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): **Detailed knowledge of:** strengths and limitations of a number of general purpose programming languages. **Working knowledge of:** specific departmental information systems (select positions). **General knowledge**
MINIMUM QUALIFICATIONS (cont’d)

IT PROFESSIONAL II (cont’d)

Systems Administration: (cont’d)
ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): (cont’d)
of: principles of designing test procedures; principles, practices, and procedures required to design, analyze, and maintain software; principles, tools, and techniques as applied to writing and modifying programs; systems programming languages and techniques. Ability to: make decisions and use independent judgment (independently choose appropriate action after reviewing alternatives); provide general technical consultation and training; recommend and implement systems change. Skill in: interviewing users to identify needs; problem solving, analysis and synthesis; solving information systems problems; some positions may require skill in the use of LAN management software, audio generating equipment, data concentrators, front-end processors, data scopes and recorders, tone modulation test sets, and voice frequency (VF) monitoring equipment; and all knowledge, skills, and abilities required at the lower level in the same IT Professional specialization.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
Detailed knowledge of: departmental policies and procedures related to systems administration.

Network Administration:
ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): Working knowledge of: directory services; network operating systems; network security practices; network problem troubleshooting; the concepts, characteristics, and capabilities of network based applications; current and emerging trends in developing computer networking technology; the principles and practices of data backup and recovery; the principles, practices, and techniques used to install, maintain, and support LANs and WANs; the concepts, characteristics, and capabilities of computer operating systems. General knowledge of: methodology for implementing distributed applications; network authentication; data storage networks. Ability to: write performance and utilization reports; collect and analyze data; implement network changes or additions; communicate complex technical concepts and terminology to agency management and network users; implement and maintain directory services; resolve issues quickly with minimal outside help; configure and deploy servers; configure user rights and permissions; monitor device utilization; interpret information security policies; install workstations; troubleshoot hardware and software; understand technical manuals; verify compliance with information security policies.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job): Detailed knowledge of: departmental policies and procedures related to network administration.

Database Administration:
ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): Working knowledge of: physical and logical database structure and design; database backup and recovery scenarios and methodologies; database security management and data integrity. General knowledge of: database and operating system performance tuning monitoring; business practices and procedures; customer service standards and procedures; business software, systems analysis, systems limitations of a computer system and related environmental equipment in order to efficiently and effectively produce the final work product; supervisory principles and techniques design, system development lifecycle, and information architecture to effectively design and create databases; computer and network operating systems, computer hardware, and communications systems; structured query language. Ability to: work effectively on multiple projects with overlapping deadlines; communicate and work well with changing priorities and frequent interruptions. Skill in: code migration, database change management, and data management through the various stages of the development life cycle; technical writing and report preparation; and all knowledge, skills, and abilities required at the lower level in the same IT Professional specialization.
MINIMUM QUALIFICATIONS (cont’d)

IT PROFESSIONAL II (cont’d)

Database Administration: (cont’d)
FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
Detailed knowledge of: departmental policies and procedures related to database administration.

Applications Analysis and Development:
ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Working knowledge of: at least one general purpose programming language (in software-oriented positions);
basic programming techniques such as table handling and on-line file updates; principles, practices, and
procedures required to design and implement information systems-based solutions; principles, tools and
techniques as applied to writing, modifying and documenting programs; techniques of diagramming program
flow. General knowledge of: access methods and file structures; at least one formal systems design
methodology; principles of designing test procedures; principles, practices and procedures required to
develop, design and implement information system-based solutions in a wide range of problem domains.
Ability to: decompose problems into constituent parts; interview users to identify needs; make decisions and
use independent judgment (independently choose appropriate action after reviewing alternatives); test and
validate systems; and all knowledge, skills, and abilities required at the lower level in the same IT
Professional specialization.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
Detailed knowledge of: departmental policies and procedures related to applications analysis and
development.

IT PROFESSIONAL I

EDUCATION AND EXPERIENCE: Bachelor’s degree from an accredited college or university with major
course work in computer science, management information systems, or closely related field and one year of
IT experience relevant to the duties of the position which may include computer operations, systems
administration, network administration, database administration, and/or applications analysis and
development; OR one year of experience as an IT Professional Trainee in Nevada State service; OR three
years of relevant technical experience equivalent to an IT Technician IV or above in Nevada State service;
OR an equivalent combination of education and experience. (See Special Requirements and Informational
Notes)

Computer Operations:
ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
General knowledge of: basic elements of programming in order to generate all required reports and special
projects as required of the data processing section; computer operating system including all functions,
schedules, workflows, and processes; data communication network; principles of operation, capabilities and
Ability to: analyze and develop current and proposed computer operation procedures for efficient and
effective operations; communicate effectively orally and in writing; correctly identify, diagnose, and rectify
problems related to computer operations; evaluate equipment utilization and output in order to provide
management with recommendations concerning hardware/software purchases; maintain effective working
relationships with others; make decisions and use independent judgment (independently choose appropriate
action after reviewing alternatives); order and maintain supplies; organize and direct disk and tape libraries;
understand and apply technical manuals; and all knowledge, skills, and abilities required at the lower level.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
Detailed knowledge of: workflow within the agency. Working knowledge of: State regulations related to
IT, purchasing and personnel administration.
MINIMUM QUALIFICATIONS (cont’d)

IT PROFESSIONAL I (cont’d)

Systems Administration:
ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Working knowledge of: strengths and limitations of a number of general purpose programming languages. General knowledge of: principles of designing test procedures; programming techniques; some positions require knowledge of specific departmental information systems. Ability to: communicate effectively orally and in writing; maintain effective working relationships with others. Skill in: problem solving, analysis and synthesis; and all knowledge, skills, and abilities required at the lower level.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills, and Abilities required for IT Professional II – Systems Administration.)

Network Administration:
ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
General knowledge of: directory services; network operating systems; network security practices; network problem troubleshooting; the concepts, characteristics, and capabilities of network based applications; current and emerging trends in developing computer networking technology; the principles and practices of data backup and recovery; the principles, practices, and techniques used to install, maintain, and support LANs and WANs; the concepts, characteristics, and capabilities of computer operating systems. Ability to: communicate effectively orally and in writing; establish and maintain effective working relationships with others; exercise judgment and creativity; investigate and analyze information and draw conclusions; learn and adapt to new technologies; logically analyze problems of limited complexity; maintain effective working relationships with others; and all knowledge, skills, and abilities required at the lower level.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills, and Abilities required for IT Professional II – Network Administration.)

Database Administration:
ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Working knowledge of: programming languages and techniques; application development. General knowledge of: current database methods and concepts; systems analysis and design; database systems and applications. Ability to: read and interpret technical manuals and specification documents on hardware and software; establish and maintain effective working relationships with others; communicate effectively orally and in writing; learn and adapt to new technologies; exercise judgment and creativity; investigate and analyze information and draw conclusions. Skill in: analysis, problem solving and decision-making; organization and time management; one or more application programming languages and techniques; and all knowledge, skills, and abilities required at the lower level.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills, and Abilities required for IT Professional II – Database Administration.)

Applications Analysis and Development:
ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
General knowledge of: at least one general purpose programming language (in software-oriented positions); basic programming techniques such as table handling and on-line file updates; principles, practices, and procedures required to design and implement information systems-based solutions; principles, tools and techniques as applied to writing, modifying and documenting programs; techniques of diagramming program
## MINIMUM QUALIFICATIONS (cont’d)

### IT PROFESSIONAL I (cont’d)

**Applications Analysis and Development**: (cont’d)

**ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES** (required at time of application): (cont’d) flow. **Ability to**: communicate effectively orally and in writing; logically analyze problems of limited complexity; maintain effective working relationships with others; *and all knowledge, skills, and abilities required at the lower level*.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES** (typically acquired on the job): *(These are identical to the Entry Level Knowledge, Skills, and Abilities required for IT Professional II – Applications Analysis and Development.)*

### IT PROFESSIONAL TRAINEE

**EDUCATION AND EXPERIENCE**: Bachelor’s degree from an accredited college or university with major course work in computer science, management information systems, or closely related field; **OR** two years of relevant technical experience equivalent to an IT Technician IV or above in Nevada State service; **OR** an equivalent combination of education and experience. *(See Special Requirements and Informational Notes)*

**ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES** (required at time of application): **Working knowledge of**: theories, principles, and concepts related to IT; modern computer hardware and software. **General knowledge of**: sources of information and research techniques; problem-solving methods. **Ability to**: communicate effectively both orally and in writing; establish and maintain effective working relationships with others; analyze data and reach logical conclusions; learn to perform professional level duties in a specialized area of information technology; write grammatically correct business correspondence; read and understand technical information.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES** (typically acquired on the job): **Working knowledge of**: practices and procedures common to the IT area to which assigned; agency policies related to assigned activities.

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this series.
CLASS SPECIFICATION

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SERIES CONCEPT

Program Officers administer a program or major component of a program by planning, coordinating and managing services and activities in accordance with legal and regulatory requirements and established program performance standards and objectives. Incumbents make decisions that significantly impact program direction and participants or clients and must determine the process required to achieve results within resource constraints.

Recommend, interpret, implement and disseminate regulations, policies and procedures related to program operations; and review amendments to applicable laws and regulations and incoming policy or procedural information for interpretation and distribution.

Research, develop, recommend and implement long term plans to enhance and maximize services provided; evaluate the success of the program and adapt to changes in funding, eligibility requirements and production/processing elements of the program.

Provide specialized information and services and serve as the technical expert regarding the assigned program services, activities and requirements; provide information, either verbally or in writing, to other State and federal agencies, management, department staff, program participants and the general public to ensure understanding and compliance; explain and apply laws, regulations, policies and procedures, and resolve high-level customer service issues and complaints; may develop and conduct presentations before State and federal agencies, management, program participants and/or other stakeholders as required.

Monitor program activities through on-site visits and/or the review of reports and records to ensure compliance with federal and/or State laws; evaluate and recommend changes to provider eligibility, client needs, vendor requirements, or identify client abuse or fraud; identify and project demographic and economic trends; conduct studies related to assigned program area; evaluate information and prepare reports requiring a thorough analysis of data and make recommendations on a course of action or problem resolution.

Conduct training and/or provide technical assistance for program participants and/or staff; write, revise and/or recommend the implementation of procedural manuals or program documentation; conduct ongoing clientele needs assessment and program evaluation by collecting and analyzing data.

Oversee the collection, maintenance and organization of required program records and documentation; prepare and ensure distribution of statistical, financial and narrative reports and summaries; and prepare information for management concerning program activities in order to make budget requests, identify problem areas, recommend solutions or facilitate policy decisions.

May supervise professional, technical or administrative staff to include performance evaluations, work performance standards, scheduling, work assignment and review, training and discipline.

Perform related duties as assigned.
DISTINGUISING CHARACTERISTICS

Programs are characterized by a sequence of operations providing direct services to entities such as individuals, groups, or other agencies. Programs are funded by the State, federal government, other granting agencies, or are self-supporting. The program requires detailed work plans, guidelines, and program performance standards and objectives for providing services, eligibility requirements, recordkeeping and financial reporting, and evaluation of program success.

Program Officers are professionals who are responsible and accountable for the activities of their work units. Incumbents delegate the routine processing of program documents, data entry and retrieval, and responses to routine inquiries to subordinate staff. Program Officers exist to administer a program or major component of a program, resolve problems, and diplomatically represent the program to the media, the public, and/or other agencies when important information needs to be disseminated or sensitive issues arise.

Program Officers are distinguished from Administrative Assistants in that they have direct accountability for the management of their program area and responsibility and authority to take action and make decisions within the program area, and a preponderance of time is spent on non-clerical duties. The focus of the work of Program Officers is on organization, administration and evaluation of a complex sequence of steps required to provide services to a specific clientele or programmatic area. Administrative Assistants prepare and maintain records, forms and other program related documentation in support of professional staff; follow established policy, procedures and direction of professional staff. In some instances they may be delegated operational responsibility for certain aspects of a program; however, the decision-making and authority to take action is the responsibility of the Program Officer.

Program Officers are distinguished from Management Analysts by the concentration and scope of analytical work performed by positions in the Management Analyst series. Management Analysts conduct studies, research and analysis of management and administrative areas such as budgeting and financial analysis; departmental operations including policies and workflow; legislative analysis; management research; and statistical and informational analysis. Incumbents make recommendations and implement new or revised procedures and systems. The focus of the work is research and analysis rather than program administration.

Program Officers are distinguished from Social Services Program Specialists in that Social Services Program Specialists perform administrative and professional work in conjunction with the administration of statewide public assistance, medical assistance, or social services programs. Social Services Program Specialists are primarily focused on program administration functions which include interpretation of regulations and laws, development of program policies and procedures, quality assurance and quality control, preparation of statistical and narrative reports for federal and State entities and division/department management and development and enhancement of automated systems that support program operations.

Although Program Officers typically have some responsibility for budget preparation, grants monitoring and financial reporting, this is not the focus of their work. Positions that are dedicated to fiscal activities such as accounts receivable, accounts payable, grants management, monitoring budget balances and/or preparation and maintenance of agency budgets should be allocated to an accounts maintenance, grants analyst or financial management class.

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ALLOCATION OF POSITIONS

Allocation of positions to a level within the series is determined by a review of the nature and complexity of work performed; the knowledge, skills and abilities required; independence/supervision received; scope of responsibility/consequence of error; authority to take action/decision-making; and personal contacts necessary to complete work. Specific considerations in allocating Program Officer positions include program size in terms of program budget, clientele, and number and distribution of locations served; number and type of subordinate positions; interagency coordination and cooperation; federal regulation; multiple funding source accountability;
program participation fees/funds/monies received/disbursed; number and types of legislatively mandated reports; public and legislative liaison duties; and the role of the program in relation to the overall agency mission. All factors are evaluated in the allocation process, and the level is determined by the duties of the position as a whole. Incumbents may be assigned supervisory responsibility at any level in the series, but this responsibility does not, by itself, warrant allocation to a higher level.

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**CLASS CONCEPTS**

**Program Officer III:** Under administrative direction, incumbents perform the full range of duties described in the series concept. Incumbents are responsible for administering a large and complex program which affects a significant number of people on a continuing basis; develop, revise, recommend, and implement changes to work plans, program performance standards and objectives for providing services, and eligibility requirements as permitted by program regulations and guidelines; ensure compliance with State, federal and/or other granting agencies rules and regulations; and draft laws, rules and/or regulation changes.

Positions allocated to a singular large, complex program may supervise subordinate staff; however, positions that are responsible for multiple sub-program areas must supervise professional staff which may include subordinate Program Officers or supervise a large support staff through at least one subordinate supervisor.

In addition to specific considerations outlined in the allocation of positions, this class is distinguished from the Program Officer II class by its increased latitude in decision making resulting from coordinating broad nonspecific rules and/or regulations.

**Program Officer II:** Under general direction, incumbents perform the duties described in the series concept. Incumbents administer one or more programs or a major component of a large, complex program which affects a more targeted number of customers or clients; revise, recommend, and implement changes to work plans, program performance standards and objectives for providing services, and eligibility requirements as permitted by program regulations and guidelines.

Positions allocated to a singular program may supervise subordinate staff; however, positions that are responsible for multiple sub-program areas must supervise one or more subordinate Program Officers or technical/administrative support staff performing duties of a more routine/technical nature.

**Program Officer I:** Under limited supervision, incumbents perform the duties described in the series concept either statewide or within a formally established region/district. Incumbents recommend and implement changes to work plans, program performance standards and objectives for providing services, and eligibility requirements as permitted by program regulations and guidelines; and may train, supervise, and evaluate the performance of subordinate staff and/or a staff consisting of several students, volunteers and/or contract staff.

Incumbents are distinguished from higher level Program Officers in that they administer a program or a program component of limited scope, within established parameters, and have limited authority to change program requirements and operations.

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MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

* Pursuant to NRS 284.4066, some positions in this series have been identified as affecting public safety. Persons offered employment in these positions must submit to a pre-employment screening for controlled substances.
* Some positions require a valid driver’s license or evidence of equivalent mobility at the time of appointment and as a condition of continuing employment.
* Some positions require a State of Nevada/FBI fingerprint based background check as a condition of appointment and as a condition of continuing employment.

INFORMATIONAL NOTES:

* Some positions may require agency specific experience which will be identified at the time of recruitment.
* Some positions may require additional certifications at the time of appointment and as a condition of continuing employment, which will be identified at the time of recruitment.

PROGRAM OFFICER III

EDUCATION AND EXPERIENCE: Bachelor’s degree from an accredited college or university in business or public administration, or other discipline related to the program assignment and two years of professional experience in planning, coordinating or administering a program which included interpretation of laws and regulations; development of program policy and procedures; development and implementation of program performance standards and objectives for providing services; and development and implementation of eligibility requirements; OR graduation from high school or equivalent education and four years of professional experience as described above; OR one year of experience as a Program Officer II in Nevada State service; OR an equivalent combination of education and experience as described above. (See Special Requirements and Informational Notes)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Detailed knowledge of: research techniques sufficient to collect, analyze, interpret and report data in both a narrative and statistical format; principles and practices of funding sources and administrative techniques for delivery of programs. Ability to: motivate others to effective action; coordinate diverse activities to ensure completion of projects, tasks and assignments; work within specific agency programs or operations, policies and procedures affecting assigned work; participate with management in the development of short and long range goals and objectives; prepare clear, concise, effective presentations using presentation software; and all knowledge, skills and abilities required at the lower levels.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Detailed knowledge of: purpose, goals, rules and regulations of the program administered. Working knowledge of: State budgetary and legislative processes; management concepts and practices as applied to public administration; organizational structure, policies and administrative procedures of the State agency. Ability to: make independent judgments and decisions in the application and explanation of laws and regulations or policies and procedures; use initiative and independent judgment within general policy guidelines; analyze information/situations, project consequences of proposed actions, formulate alternative solutions and make appropriate responses or recommendations; evaluate programs to determine their effectiveness in meeting goals and objectives and develop and implement program modifications; plan, organize, and direct the activities of varied program functions to accomplish established goals and optimize efficiency; plan, monitor and evaluate program goals and objectives and service delivery effectiveness in the programmatic area to which assigned; read, interpret, apply and explain pertinent laws, statutes, codes, regulations and standards including administrative and departmental policies and procedures; evaluate programs to determine their effectiveness in meeting goals and objectives and develop and implement program modifications; analyze, research, develop and implement improved operational work methods consistent with program requirements, State regulations, pertinent laws and departmental policies;
MINIMUM QUALIFICATIONS (cont’d)

PROGRAM OFFICER III (cont’d)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job): (cont’d) communicate verbally to explain decisions, services, or programs or to resolve problems through cooperative negotiations. **Skill in:** preparing and presenting public presentations.

PROGRAM OFFICER II

EDUCATION AND EXPERIENCE: Bachelor’s degree from an accredited college or university in business or public administration, or other discipline related to the program assignment and one year of professional experience in planning, coordinating and administering a program which included interpretation of laws and regulations; development of program policy and procedures; development and implementation of program performance standards and objectives for providing services; and development and implementation of eligibility requirements; **OR** graduation from high school or equivalent education and three years of professional experience as described above; **OR** one year of experience as a Program Officer I in Nevada State service; **OR** an equivalent combination of education and experience as described above. (See Special Requirements and Informational Notes)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):
**Working knowledge of:** terminology, acronyms and subject matter relative to assigned program; the purpose, goals, and regulations of the program administered; administrative principles and practices, including goal setting, program development and implementation; program organization, planning and evaluation; research techniques, data collection, analysis and report preparation; budgetary practices and terminology. **Ability to:** identify programmatic and operational problems, investigate and evaluate alternatives and implement effective solutions; resolve problems and obtain cooperation from others; interpret, apply and explain applicable laws, regulations, policies and procedures and apply interpretations to specific situations; analyze, evaluate and solve procedural problems; **and all knowledge, skills and abilities required at the lower level.**

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job): (These are identical to the Entry Level Knowledge, Skills and Abilities required for Program Officer III.)

PROGRAM OFFICER I

EDUCATION AND EXPERIENCE: Bachelor’s degree from an accredited college or university in business or public administration, or other discipline related to the program assignment; **OR** graduation from high school or equivalent education and two years of para-professional program support experience equivalent to an Administrative Assistant III in Nevada State service which required the application of State and/or federal laws, policy and procedures; reviewing documents prepared by others for program compliance determinations; or preparing reports which summarize financial and statistical information; **OR** an equivalent combination of education and experience as described above. (See Special Requirements and Informational Notes)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):
**Working knowledge of:** methods and practices used in developing and presenting information; English grammar, spelling and punctuation sufficient to compose reports and business correspondence; basic mathematical computation. **Ability to:** analyze and interpret policies, regulations and technical materials; compose clear, grammatically correct and concise written communications such as responses to inquiries, narrative reports and instructional materials and other written materials; contribute effectively to accomplish team or work unit goals, objectives and activities; effectively interact and communicate with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds; independently analyze and resolve problems and determine appropriate action and implement solutions; communicate verbally to explain decisions, services, or programs or resolve problems through negotiation; establish and maintain effective working relationships with those contacted in the course of work assignments; contribute ideas and assist


MINIMUM QUALIFICATIONS (cont’d)

PROGRAM OFFICER I (cont’d)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application): (cont’d)
management in the development of short and long range goals and objectives; develop and implement
program components and services; supervise assigned staff. Skill in: operation of a personal computer to
effectively input, retrieve and manipulate data. (See Special Requirements and Informational Notes)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills and Abilities required for Program Officer II.)

This class specification is used for classification, recruitment and examination purposes. It is not to be considered
a substitute for work performance standards for positions assigned to this class.

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SERIES CONCEPT

Statisticians gather statistical and other data and perform routine analysis and computations; compile reports and prepare charts, graphs, maps and diagrams to display the data and analysis.

Gather statistical data by assisting in preparing, distributing and reviewing survey forms and questionnaires and/or contacting sources to obtain necessary information.

Compile, edit, compute and perform routine analysis of collected data such as verifying its consistency with previously submitted information or to determine if it falls within established statistical parameters.

Review survey results from other sources.

Create summary tables, charts graphs and simple narrative text of compiled data for incorporation into reports or publications.

Maintain databases by inputting information gathered and generate ad hoc reports for use by professional and/or management staff.

Perform related duties as assigned.

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CLASS CONCEPTS

Statistician II: Under general supervision, incumbents perform the full range of duties described in the series concept at the journey level.

Statistician I: Under close supervision, incumbents receive training in performing the duties described in the series concept and may progress to the journey level upon meeting the minimum qualifications and with the approval of the appointing authority.

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MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENT:

* Pursuant to NRS 284.4066, some positions in this series have been identified as affecting public safety. Persons offered employment in these positions, must submit to pre-employment screening for controlled substances.

INFORMATIONAL NOTE:

* Applicants must attach a copy of their college or university transcripts at the time of application.
MINIMUM QUALIFICATIONS (cont’d)

STATISTICIAN II

EDUCATION AND EXPERIENCE: Associate’s degree from an accredited college or university with major coursework in economics, mathematics, statistics or closely related field and one year of paraprofessional experience assisting in the preparation, collection and analysis of data; and preparing visual displays using computer software; OR graduation from high school or equivalent education and two years of paraprofessional experience as described above; OR one year of experience as a Statistician I in Nevada State service; OR an equivalent combination of education and experience as described above. (See Special Requirement).

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):
Working knowledge of: database software; statistical methods and techniques; data collection and analysis; graphic, pictorial and tabular presentations. Ability to: perform statistical computations such as sum, average and counts using spreadsheets and pivot tables to generate statistically accurate generalizations; draw survey samples according to established principles and methodology; compose routine business reports; review data for accuracy. Skill in: statistical analysis; and all knowledge, skills and abilities required at the lower level.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
Working knowledge of: the assigned program or functional area, and federal and State rules and regulations governing its operation.

STATISTICIAN I

EDUCATION AND EXPERIENCE: Associate’s degree from an accredited college or university with major coursework in economics, mathematics, statistics or closely related field and two years of experience assisting in the preparation, collection and analysis of data; and preparing visual displays using computer software; OR graduation from high school or equivalent education and three years of experience as described above; OR an equivalent combination of education and experience as described above.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):
General knowledge of: data collection methods; word processing, spreadsheet and database software; graphic, pictorial and tabular presentations of information. Ability to: compose routine business correspondence. Skill in: mathematical calculations including percentages, fractions and decimals.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills and Abilities required for Statistician II.)

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.
ADMINISTRATIVE ASSISTANT IV 29 F 2.210
ADMINISTRATIVE ASSISTANT III 27 F 2.211
ADMINISTRATIVE ASSISTANT II 25 F 2.212
ADMINISTRATIVE ASSISTANT I 23 F 2.213
ADMINISTRATIVE AID 21 F 2.221

Page 2 of 12

ALLOCATION OF POSITIONS (cont’d)

position in order to determine the appropriate classification.

CLASS CONCEPTS

ADMINISTRATIVE ASSISTANT IV: Positions at this level provide secretarial, clerical and administrative support to the administrator of a complex division or the manager of multiple statewide programs, services and activities. Or, they perform specialized duties in support of a program or function which require previous knowledge and experience in the subject area. Assignments are broadly stated in terms of objectives to be met, and/or they are specialized and require the use of analytical and critical thinking to determine appropriate action. Problem resolution often requires research, comparison and examination of detailed agency/program-specific information. Errors directly affect the customized services provided to specific clientele or members of the general public; the content, quality, adequacy and timeliness of services provided; and frequently have monetary consequences to the program or loss of agency credibility. Incumbents interpret and explain complex regulations, laws and program requirements; convince others to take a specific course of action; resolve difficult problems; and defend and justify agency actions to individuals or groups. Critical assignments are reviewed to ensure conformance to standards of quality and general acceptability. Positions at this level may or may not supervise lower level staff.

Representative duties for ADMINISTRATIVE ASSISTANT IV include:

Act as liaison for the administrator regarding agency activities, operations and programs; coordinate communications with other administrators, agency managers, leaders of external entities, community groups and the general public; relay specialized and sensitive information which impacts division programs and activities; defuse irate callers who insist upon speaking with the administrator; schedule, organize and coordinate meetings, conferences and publicized events.

Research and investigate complaints, public inquiries and issues raised by external entities including the legislature and governor’s office staff; review and evaluate historical information, precedents and applicable regulations, statute and guidelines; develop alternative courses of action and probable outcomes based on available information and projections for the supervisor’s review.

Receive, review and evaluate information concerning the eligibility and/or activities of program clientele; interpret and explain program policies, regulations and requirements to individuals who may have opposing viewpoints, varying agendas, and vested personal interests; provide information in a professional manner to individuals who may be confrontational, uncooperative and unpleasant.

Perform specialized duties in support of one or more agency programs; implement, coordinate and oversee a major component of a complex program; develop and produce informational materials as requested by the supervisor; ensure program activities conform to established goals and policies; represent the program by participating in ongoing and ad hoc committees and work groups as assigned.

Assist professional staff in developing fiscal, operational and procedural program plans by studying historical precedents, present requirements, and projected costs and trends; plan the sequence of detailed steps required to accomplish program objectives; develop, revise and maintain specific procedures and manuals.

Compile, organize and consolidate financial and statistical data required to assist in the development of the budget of a major work unit; analyze and reconcile numerical data and narrative information; develop spreadsheets to facilitate data analysis; compile cost sheets; prepare reports and budget documents according to specific instructions from the Budget Office.
CLASS CONCEPTS (cont’d)

Representative duties for ADMINISTRATIVE ASSISTANT IV (cont’d)

Assist professional staff with projects and assignments; compile and summarize information; compose narrative reports, announcements, correspondence, findings of fact and other materials using appropriate grammar, punctuation, spelling and syntax.

Obtain and record specialized information concerning program activities and clientele and communicate with representatives of external entities as required; ensure compliance with legal requirements and procedures, agency policies and program guidelines; develop remedies for non-compliance or refer to appropriate personnel according to established procedures.

Maintain records and track the progress and outcome of legislative proposals, grievances, contracts, personnel and project activities; develop and implement effective and efficient recordkeeping systems and ensure that information is logically organized, appropriately cross-referenced, and accessible to users; ensure confidentiality of sensitive information which is not part of the public record.

Train, supervise and evaluate the performance of personnel as assigned; assign, prioritize and review work; ensure completed work products meet required timelines and standards of quality and quantity.

Representative duties at a college or university may also include:

Advise individual and groups of students at the school or college level through the core curriculum process and provide specialized and technical information related to degree requirements, eligibility, course content, program objectives, licensing, timelines and related information; make recommendations regarding academic coursework, career choices, academic testing, scholarships, and other financial aid; make initial determinations on core exceptions; approve or disapprove applications for graduation; suggest alternatives for achieving graduation.

Organize, coordinate and attend official ceremonies, special events, recruitment fairs and other functions for the purpose of representing a program or the administrator; promote positive public relations and ensure smooth operation of the event including arrangements for parking, catering, seating and other amenities.

Organize and coordinate recruitment activities for faculty and classified staff positions; ensure appropriate distribution of recruitment announcements; compile and organize information provided by applicants in accordance with established personnel rules, regulations, policies and procedures; provide administrative support to search committees as assigned.

Provide administrative support to faculty and researchers in relation to research grants; compile, organize and prepare materials for grant proposals; assist in the development of grant budgets; review the grant application package for completeness, accuracy and conformance to grant requirements; track, monitor and provide researchers with budget updates including shortages, overages or unexpected expenses.

ADMINISTRATIVE ASSISTANT III: Positions at this level provide secretarial support to the manager of a complex work group consisting of professional staff and subordinate supervisors, or, they perform program, administrative or support duties. Assignments require problem solving and performance of specialized duties within the framework of agency/program policies, procedures, requirements and applicable regulations. Additionally, initiative and judgment are required to determine the priority of assignments and to structure tasks to accomplish program and administrative objectives within established schedules and timelines. The work is specialized and involves circumstances requiring adaptation of different approaches or methods to solve problems. Errors affect the timely provision of services to the manager, program staff and clientele and may cause
CLASS CONCEPTS (cont’d)

ADMINISTRATIVE ASSISTANT III: (cont’d)

Inconvenience and financial loss to program clientele. Incumbents exchange specialized program related information and explain detailed regulations and procedures to agency staff and program clientele including why and how regulations apply to their specific situation or problem. Completed work products are reviewed periodically by the supervisor or the users within or outside the agency. Positions at this level may or may not supervise lower level staff.

Representative duties for ADMINISTRATIVE ASSISTANT III include:

Receive, review, approve or deny applications and requests for program services; make initial eligibility determinations; contact applicants for additional information and clarification as required; explain reasons for ineligibility, program regulations and requirements, and available remedies such as an appeal process; review appeals and make initial determinations or refer to higher level staff for response or disposition.

Screen the manager’s calls, assessing the relative importance of each call; respond to requests for information; defuse irate clients/callers who may have been referred by lower level staff; take detailed messages concerning issues of significance to the agency; schedule and attend meetings with external entities; prepare agendas and action items; transcribe and distribute written summaries or minutes.

Coordinate communications between the manager and other professional and administrative staff both within and outside the work unit; receive and relay sensitive information related to agency activities, personnel and clientele; provide explanations regarding established policies and procedures.

Supervise a unit of lower level administrative support personnel who perform duties representative of the Administrative Assistant II level; plan, organize and oversee the activities and operations of the office or unit; establish and implement procedures and desk manuals; perform the most complex assignments and resolve issues and problems referred by subordinate staff or the supervisor; train and evaluate the performance of assigned personnel.

Prepare reports which summarize financial and statistical information related to the work unit’s budget, accounts, activities, program clientele and operations; advise management of unusual trends, funding levels and expenditures; assist with budget development by compiling information to support projected expenditures in specific areas such as operating costs, travel costs and staff development.

Create spreadsheets including formulas to organize, display and summarize data, facilitate analysis and identify interrelationships; prepare special reports for agencies and external entities.

Maintain and monitor financial and statistical information related to agency accounts, travel, licenses, bonding, grants, programs and activities, revenues and expenses; ensure data is current, complete and accurate; maintain current balances; authorize expenditures within clearly designated areas of responsibility and spending limitations established by regulation.

Review documents prepared by others for program compliance; identify discrepancies, resolve problems and provide guidance to lower level staff; authorize and approve documents within assigned parameters.

Develop, design, install and maintain multiple Web pages and/or Web sites of significant size, scope and complexity; resolve design conflicts; monitor Web site performance and overall integrity; prepare, implement and enforce Web site administrator procedures; provide Web site maintenance, repair and recovery; develop backup and recovery documents.
Representative duties for ADMINISTRATIVE ASSISTANT III (cont’d)

Compose documents and materials including correspondence, memoranda, reports, charts and other items in support of program and agency operations; provide and explain information including applicable rules, regulations, guidelines, policies and procedures; distribute materials to concerned parties according to established distribution lists or on an as-needed basis.

Research information from a variety of internal and external sources including the Internet for projects which may include unique purchases; identify sources of information and communicate with vendors and others concerning technical aspects of the project/purchase; evaluate and compare information; report findings to the supervisor.

Representative duties at a college or university may also include:

Assist faculty with advising individual and groups of students; provide information related to requirements, eligibility, course content, objectives, timelines, licensing and other information requiring knowledge of the subject matter; interpret and apply department, program and institutional policies and applicable regulations; refer students to higher level staff or faculty for advisement related to career opportunities, academic difficulties, waivers and exceptions to curricular requirements.

Participate in organizing, scheduling and coordinating special events and activities; make appropriate arrangements for parking, seating, refreshments and other amenities; represent the department or work unit to students, faculty and the public.

ADMINISTRATIVE ASSISTANT II: Positions at this level provide administrative and/or program support in an assigned program, section or division of an agency. Incumbents may serve in a generalist capacity and perform a variety of support duties, or they may perform program-specific duties. Assignments are varied, involving different and/or unrelated processes and methods that require evaluation of several alternative courses of action. The focus is on specific desired end products, and the incumbent has the latitude to select the most appropriate methods and tools to get the job done within established administrative guidelines, regulations or instructions. Errors are not always subject to direct verification or checking, may result in lost efficiency due to repetition of work, and affect the accuracy, reliability or acceptability of work products. Incumbents obtain and verify information from a variety of sources, and provide information that requires explanation of a variety of regulations, requirements and procedures. Positions at this level may or may not supervise lower level staff.

Representative duties for ADMINISTRATIVE ASSISTANT II include:

Receive and process applications and requests for program services; review information provided and make initial eligibility determinations based on established criteria and requirements; contact applicants and various entities for additional information; receive appeals from ineligible applicants and refer to appropriate staff for response or disposition.

Supervise a unit of file clerks, data entry operators, unit clerks or switchboard operators who provide routine administrative support to the organization by maintaining records and files, entering data in computer equipment, and answering telephones and greeting visitors; organize and coordinate unit activities; train, supervise and evaluate the performance of assigned personnel; ensure work products meet established standards of quantity and quality.

Maintain financial records and track balances for general ledger groups and/or categories including operating, equipment, travel and staff development; prepare accounts payable and receivable documents and assign accounting codes in compliance with established rules, regulations and procedures which may include
Representative duties for ADMINISTRATIVE ASSISTANT II (cont’d)

contractual and grant limitations; reconcile internal records and reports to those of the Controller’s Office.

Receive, review, code and process a variety of clerical accounting documents including invoices, claims, billing forms and other materials used in the agency and/or program area to which assigned; ensure conformance to established formats, time frames and regulations.

Serve as the pay clerk for an agency; review timesheets for completeness, authorized signatures, correct calculation of hours, adequate leave balances, and attachment of required documentation; contact employees, supervisors and staff in the pay center regarding discrepancies and make necessary corrections; batch and enter data in a computerized payroll system; prepare time adjustment sheets as needed.

Assist management in budget preparation by reviewing and extracting historical accounting data and report findings; oversee and record specific budgetary expenses by line item and provide status reports.

Format, edit and produce a variety of complex materials such as brochures, newsletters, flyers, presentations, charts, graphs, instructional materials, medical/clinical transcription, non-standard reports and other items using computer equipment and software; maintain complex databases and spreadsheets; convert documents for Internet usage and maintain Web hyperlinks as assigned.

Establish and maintain complex recordkeeping systems including indexed and cross-referenced materials for the work unit considering confidentiality and accessibility of information and storage space available; release information upon receipt of properly executed consent agreements or court orders according to legal or regulatory requirements, and/or agency policies and procedures; develop purging and archiving procedures according to established records retention schedules.

Prepare and maintain property inventory records for a major work unit; assign identification tags; title agency vehicles as required by law; perform periodic physical inventory to reconcile agency records with those of State Purchasing; arrange for disposition of excess property according to policy.

Representative duties at a college or university may also include:

Assist in advising individual and small groups of students; provide standard and routine information concerning major and minor requirements, core curriculum requirements, and institutional policies and requirements; assist students in completing forms to request change of major, application for graduation, independent study and other requests.

Coordinate and participate in preparation of the schedule of classes for a large academic program such as Mathematics or English, or for a smaller but more complex program such as Surgery, Counseling or Educational Psychology; collect, compile and record preliminary information from spreadsheets or other computerized files; coordinate faculty class rotation; assist in resolving conflicting requests for instructional space; relay finalized schedule to the Admissions & Records Office.

Update and maintain existing Web sites which contain information such as course materials, syllabi, manuscripts, course offerings, college or department events.

Coordinate recruitments for classified and faculty positions; prepare and type required forms, announcements or advertisements; contact applicants, make travel arrangements and schedule interviews. Assist in compiling and organizing information for course schedules; prepare addition/deletion forms; assist in assignment of instructional space as requested.
ADMINISTRATIVE ASSISTANT IV  29  F  2.210
ADMINISTRATIVE ASSISTANT III  27  F  2.211
ADMINISTRATIVE ASSISTANT II  25  F  2.212
ADMINISTRATIVE ASSISTANT I  23  F  2.213
ADMINISTRATIVE AID  21  F  2.221

Page 7 of 12

CLASS CONCEPTS (cont’d)

ADMINISTRATIVE ASSISTANT I: Positions at this level perform clerical and secretarial duties in support of a work unit or program in an assigned agency. Incumbents may specialize in word processing, data entry, telephone/reception duties, files/records maintenance, transcription or other assignments, or they may serve in a generalist capacity and perform many of the duties described in the series concept. At this level, work involves interrelated and/or recurring tasks that require following standardized, sequential steps, processes or procedures. Assignments are structured and specific guidelines are available in procedure manuals and/or written or verbal instructions. Deviations from standard practices require prior approval by the supervisor, who is generally available to answer questions and make decisions, or professional staff within the work unit. Errors generally affect immediate or surrounding work units or a particular phase of agency operations and could create inconvenience to co-workers and program clientele. Incumbents obtain factual information, resolve procedural problems and discrepancies, and explain standard procedures, program requirements and/or practices. Positions at this level may or may not supervise lower level staff.

Representative duties for ADMINISTRATIVE ASSISTANT I include:

Provide program support duties such as assisting program clientele in person and on the telephone; explain application procedures and essential eligibility requirements; review basic forms and applications for completeness and standardized criteria; send out determination notices and contact clientele regarding inconsistent or incomplete information using standard forms and correspondence; receive, receipt and account for fees and money received.

Perform secretarial duties in support of an assigned supervisor or work unit; schedule appointments; arrange internal agency meetings and travel; open, screen and route mail and respond to routine items not requiring the supervisor’s attention; answer telephones, take messages and relay factual information to others as requested by the supervisor.

Retrieve and compile financial, statistical and narrative information for inclusion in recurring reports related to work unit activities; summarize data as required for ad hoc reports; search specific sites on the Internet for factual information as directed.

Gather information to assist in preparing and processing documents related to payroll, personnel, budget, accounts, and other information related to agency programs and activities; complete required forms or record actions on-line in accordance with State regulations and agency policies; compile and sort documents; match and verify identifying information; check arithmetic calculations.

Receive payments, prepare receipts and match payment to receivable document; post payments to receivable accounts; prepare vouchers payable and assign accounting codes for general ledger groups and/or categories as assigned; review and compare internal accounting records to budget status reports; check account information and respond to inquiries from clients or vendors.

Type, format, produce and duplicate reports, correspondence and other documents using word processing, spreadsheet and associated business software; perform production typing from rough drafts or tapes; format documents received via disk, electronic mail or other means; check and correct spelling, punctuation and grammar as needed.

Order, receive and store office supplies, forms and equipment according to established procedures and instructions; prepare and process purchase orders, requisitions or other documentation.

Maintain unit or program related records and files in accordance with agency policies and procedures and established records retention schedules; locate and supply information requested by the public using various internal files; purge duplicate and outdated materials.
CLASS CONCEPTS (cont’d)

Representative duties for ADMINISTRATIVE ASSISTANT I (cont’d)

Perform data entry assignments, entering data from a variety of documents and resolving coding problems referred by lower level staff which may include illegible, incomplete or incorrect data; review and edit reports related to data entered; back up data and transfer files to host system; and schedule system maintenance.

Prepare mailings to agencies and clientele to various locations according to established distribution lists and postal regulations; package and send items via express carriers as required by time and cost constraints.

ADMINISTRATIVE AID: Positions at this level provide general clerical support to a work unit or program within an agency. Hiring authorities may use this class as a trainee level for Accounting Assistant, Supply Technician or other series in the Clerical & Related Services occupational group, or positions may be allocated at this level permanently when assigned duties include basic, standardized clerical tasks. Assignments at this level are routine, repetitive and fairly predictable; quickly learned and performed in accordance with clearly defined instructions; and require little decision-making.

Representative duties for ADMINISTRATIVE AID include:

File, locate and retrieve information according to alphabetical, numerical, coded or other established records maintenance systems; arrange materials for storage, disposal or preservation according to established procedures.

Record data and maintain routine records of addresses, telephone numbers, staff schedules and attendance, activity logs and subject files.

Duplicate, collate, assemble and distribute materials according to established agency policies and procedures.

Pick up, receive, open, date stamp, sort and deliver mail and other materials to agency staff.

Type materials such as correspondence and reports; create and/or maintain non-complex databases and spreadsheets such as address lists and logs according to explicit instructions.

Enter data in computer terminal according to clearly defined instructions and criteria; review data for completeness; refer incomplete, illegible or incorrect data and documents to higher level staff for resolution; maintain production logs as assigned.

Receive, code and review applications, forms, documents and payments for completeness, correctness and compliance with clearly established requirements and regulations.

Monitor, maintain and inventory office supplies to support activities of the work unit; reorder standard office supplies and equipment from approved vendors according to clearly established procedures.

Receive, store, issue, ship and inventory stocked materials and supplies in a stores or warehouse environment; complete required documentation and maintain related records.

Perform basic clerical accounting tasks; receive invoices and verify the completeness and accuracy of specific information; code information for invoice payment based on clear-cut procedures and instructions; check arithmetic calculations; maintain petty cash fund balances; assemble, sort and batch documents and information for processing.
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**CLASS CONCEPTS (cont’d)**

Representative duties for **Administrative Aid (cont’d)**

Perform receptionist duties and answer telephones; greet office callers and visitors and provide basic information regarding agency activities; answer general questions, send prepared brochures or informational materials to requestors, and refer callers/visitors to appropriate personnel or offices.

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**MINIMUM QUALIFICATIONS**

**SPECIAL REQUIREMENT:**

* Pursuant to NRS 284.4066, some positions in this series have been identified as affecting public safety. Persons offered employment in these positions, must submit to pre-employment screening for controlled substances.

**Administrative Assistant IV**

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and four years of progressively responsible relevant work experience which included experience in one or more of the following areas: providing administrative/program support to professional staff and management; performing secretarial duties in support of a manager; coordinating communications between the manager, staff and program clientele; supervision of subordinate staff; researching information from internal and external sources; **OR** one year of experience as an Administrative Assistant III in Nevada State service; **OR** an equivalent combination of education and experience. (See Special Requirement)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

**Detailed knowledge of:** functions and operation of an administrative office and/or program area. **Working knowledge of:** principles of supervision and training if applicable to the assignment; maintenance of budget and financial records if applicable to the assignment. **Ability to:** provide administrative assistance and secretarial support to a division administrator or the manager of a major work unit with responsibility for multiple programs and functions; analyze problems and develop creative solutions; supervise and oversee the work of subordinate staff as assigned; plan, develop and implement production goals, work performance standards and specific processes and procedures required to complete projects and ongoing assignments; manage the administrator’s calendar as requested; receive and respond to inquiries involving complex and sensitive issues which directly impact agency staff, operations and activities; make operational decisions related to program activities and office management within established limits of authority; interpret, apply and explain complex laws, regulations, requirements, restrictions and standards to program clientele, representatives of external entities and other agencies, and others; research and investigate complex questions and issues requiring the review and consideration of historical data, current developments and probable outcomes; compose effective correspondence, announcements, training materials, narrative summaries and reports, proposals and recommendations and other written materials; compile and analyze records, numerical and descriptive information from forms, applications, contracts, spreadsheets, invoices and other materials; **and all knowledge, skills and abilities required at the lower levels.**

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

**Detailed knowledge of:** agency mission, functions, programs, activities and operating policies; eligibility requirements, enabling statutes, and agency policies related to the program to which assigned. **Working knowledge of:** State regulations and requirements related to purchasing, budget development and maintenance, and personnel administration.
ADMINISTRATIVE ASSISTANT III

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and three years of progressively responsible relevant work experience which included experience in one or more of the following areas: maintenance of complex records and files; public/customer relations including explaining detailed policies, regulations and requirements; preparation and processing of financial and statistical documents such as payroll, travel, claims and budgeting forms; and assisting staff and management with projects and activities; OR one year of experience as an Administrative Assistant II in Nevada State service; OR an equivalent combination of education and experience. (See Special Requirement)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):
Working knowledge of: functions and operation of an administrative office; operation and use of word processing, spreadsheet, database management and other associated business software. General knowledge of: principles of supervision and training if applicable to the assignment. Ability to: interpret and apply complex rules, regulations, policies and procedures to specific problems and situations; receive inquiries and resolve complaints from staff and program clientele; perform specialized duties in support of program activities; coordinate communications with other work groups, both within and outside the agency; organize, coordinate and oversee the work of subordinate staff as required to meet schedules and timelines if required by the assignment; research information from a variety of departmental and external sources; compile and update information and prepare reports related to specific program/management activities; coordinate a variety of projects and assignments; assist agency staff in resolving computer hardware and software related problems and malfunctions, if applicable to the assignment; and all knowledge, skills and abilities required at the lower levels.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
Working knowledge of: agency mission, functions, programs, activities and operating policies; eligibility requirements, applicable regulations and policies related to the program to which assigned; State regulations and requirements related to purchasing, budget preparation and maintenance, and personnel administration.

ADMINISTRATIVE ASSISTANT II

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of clerical and administrative support experience which included experience in one or more of the following areas: maintaining records and files; preparing a variety of materials using a personal computer or word processor; assisting customers in completing forms and applications; and/or performing secretarial duties in support of professional staff; OR one year of experience as an Administrative Assistant I in Nevada State service; OR an equivalent combination of education and experience. (See Special Requirement)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):
Working knowledge of: administrative support functions. General knowledge of: financial and statistical recordkeeping methods. Ability to: provide administrative support to agency/program staff and managers; apply complex agency and/or program regulations, requirements and policies to specific situations; receive, review and process a variety of documents according to established guidelines, policies, regulations and timelines; type, format and produce technical documents and/or medical/clinical transcription using a personal computer and appropriate word processing, spreadsheet and/or database management software; establish, organize and maintain complex filing systems including indexed and cross-referenced materials; organize clerical assignments and establish appropriate timelines; communicate effectively both orally and in writing; arrange and schedule meetings and appointments; prepare agendas and take minutes at meetings; train and supervise subordinate staff as assigned; compile, organize and summarize data for inclusion in reports; and all knowledge, skills and abilities required at the lower levels.
ADMINISTRATIVE ASSISTANT IV

MINIMUM QUALIFICATIONS (cont’d)

ADMINISTRATIVE ASSISTANT IV

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and one year of clerical experience which included experience in one or more of the following areas: maintaining records, answering telephones, and reviewing forms, documents and other written materials; OR six months of experience as an Administrative Aid in Nevada State service; OR an equivalent combination of education and experience. (See Special Requirement)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):
Working knowledge of: standard office procedures, practices and methods; word processing software; data entry techniques; recordkeeping techniques; telephone etiquette. General knowledge of: business English; business software including spreadsheets and database management; basic customer service skills; basic financial and statistical recordkeeping methods; clerical accounting procedures. Ability to: provide administrative support to agency staff in program and management activities; apply and explain rules, regulations, policies and procedures related to a specific program or service; read and understand manuals and other detailed written materials; review applications and other documents for completeness and conformance to established procedures and requirements; maintain records including manual and electronic files; process timesheets, payroll documents, purchase orders, invoices, claims, and related materials according to clearly established procedures; enter data in computer equipment and resolve data discrepancies; type, format and produce correspondence, reports and other materials using a personal computer or typewriter; compose routine business correspondence. Skill in: the operation and use of office equipment; typing at a rate of speed designated by the hiring authority; and all knowledge, skills and abilities required at the lower level.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills and Abilities required for Administrative Assistant III.)
MINIMUM QUALIFICATIONS (cont’d)

ADMINISTRATIVE AID (cont’d)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

(These are identical to the Entry Level Knowledge, Skills and Abilities required for Administrative Assistant I.)

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

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DEPARTMENT OF STATE POLICE
EMPLOYEE WORK PROFILE
Position Description & Performance Evaluation

PART I – Position Identification Information

1. Position Number & Employee Name: 00682
2. Division/Area or Work Unit: CJIS/VCIN
3. Work Location (County or City): Chesterfield / 041
4. Occupational Family & Career Group: Engineering and Technology / Information Technology Specialists
5. Role Title & Code: Information Technology Specialist II / 39112
6. Pay Band: 5
7. Work Title: VCIN Records Analyst
8. SOC Code: 15-1199
9. Level Indicator: Employee ☑ Supervisor ☐ Manager ☐
   Employees Supervised: ☐ Yes ☑ No
   Does employee supervise 2 or more employees (FTEs)?
10. FLSA Status: ☑ Exempt ☐ Non-Exempt
    ☐ Essential Employee (Refer to General Order 4.02)
11. Supervisor’s Position Number: 00281
12. Supervisor’s Role Title & Code: Law Enforcement Manager I / 69074
13. EEO Code: B
    13a. Economic Impact Statement Required: ☑ Yes ☐ No
14. Effective Date:

PART II – Work Description & Performance Plan

15. Organizational Objective:
The Department of State Police provides a statewide police department to preserve law and order, enforce criminal, traffic, and regulatory laws. The Criminal Justice Information Services Division supports the Department's sworn employees by providing services such as maintaining the CCRE, VCIN, Photo Lab, Sex Offender Registry, Missing Children Clearinghouse, AFIS, UCR, Criminal Investigative Reports and the Firearms Transaction Program.

16. Purpose of Position:
To perform data and record audits within automated systems to ensure agency compliance with FBI and VCIN policy requirements; and to ensure the integrity of NCIC/VCIN system and system requirements in the administration of the Virginia Criminal Network System and its interface with the National Crime Information Center (NCIC), National Law Enforcement Telecommunications System (NLETS), and National Data Exchange (NDEx).
The employee in this position is aware of and is proactive in ensuring a strong internal control environment to include: potential risks are reduced or communicated to management; data and reports are accurate and reliable; department assets are safeguarded to prevent waste, loss, unauthorized use or misappropriation; department objectives are achieved by maximizing operation efficiency and effectiveness; and applicable laws, regulations and policies are consistently followed.

17. KSA’s and/or Competencies required to successfully perform the work (attach Competency Model, if applicable):
Working knowledge of information technology security standards; of internal controls related to data and record security as applied to automated systems; and of computer operating systems and various computer platforms. Skill in operating computers and using Microsoft Office applications, and using network security or virtual private network (VPN) management software. Demonstrated ability to compare system data for compliance with rules and regulations; to ensure compliance with Information Technology Security Standards; to create technical training curriculum; to analyze technical problems and provide solutions; to design, write and enter programs on key code configurations, format screens, and program new computer terminals; to write vendor specifications; to conduct security risk assessment; to work independently and as a member of a team; and to communicate effectively orally and in writing in English with individuals inside and outside of the organization. Please refer to the physical demands worksheet attached to determine the physical requirements for this position.

18. Education, Experience, Licensure, Certification required for entry into position:
Graduation from high school or equivalent. Bachelor's degree from an accredited four-year college or university in Computer Science, Computer Information Systems, Information Technology, or related field with coursework in Information Systems Security is preferred. Valid Vehicle Operator's License. DCJS Instructor preferred. Requires either United States citizenship or have been a lawful resident of the United States for the past ten years to apply for Virginia Criminal Information Network certification. Ability to become VCIN full access operator within 6 months. An equivalent combination of training and experience indicating possession of the preceding knowledge, skills and abilities may substitute for this education and experience.
<table>
<thead>
<tr>
<th>Time</th>
<th>19. Core Responsibilities</th>
<th>20. Measures for Core Responsibilities</th>
</tr>
</thead>
</table>
| %    | A. Performance Management (for employees who supervise others) | **Examples of Measures for Performance Management:**  
• Expectations are clear, well communicated, and relate to the goals and objectives of the department or unit;  
• Staff receive frequent, constructive feedback, including interim evaluations as appropriate;  
• Staff have the necessary knowledge, skills, and abilities to accomplish goals;  
• The requirements of the performance planning and evaluation system are met and evaluations are completed by established deadlines with proper documentation;  
• Performance issues are addressed and documented as they occur.  
• Safety issues are reviewed and communicated to assure a safe and healthy workplace. |
| 40%  | B. Performs record audits to ensure agency compliance with FBI and VCIN policy requirements. Performs system accuracy management on agency security levels, user’s access levels and security levels. Provides training and recognizes violations of federal and state policy. | • Audits research and associated activities are coordinated and required documentation is provided to audit staff. Conducts intensive statewide audits of VCIN records and assists with audits of VCIN security systems. Conducts audits of federal, state and local law enforcement/criminal justice agencies. Interviews staff, reviews support documents (investigative reports, warrants property inventories, etc.) and compares to system data for compliance with NCIC rules, regulations and state laws that apply to automated files.  
• Conducts risk assessment management for all VCIN users and systems to include network. Ensures compliance with applicable IT Security Standards to include access and usage by outside agencies and others. Reports security related IT threats and issues to the VCIN Program Manager and VCIN Information Security Officer. Coordinates resolutions to VCIN related security threats and issues. System vulnerabilities are proactively identified and addressed.  
• Creates and maintains documentation for all computer systems.  
• Assists with writing and maintaining VCIN Policies and VCIN Auditing procedures.  
• Assists in preparing CJIS News Bulletins and VCIN News Bulletins. Develops and disseminates bulletins and newsletters to provide users with information regarding system changes and improvements.  
• Assists in creating training curriculum and provides training for VCIN agencies as it relates to federal and state security policy, and VCIN policy. Assists with coordinating training annually and within prescribed timeframes. Provides training to management, supervisory and operational personnel in law enforcement/criminal justice agencies to policy standards.  
• Ensures that information contained within the VCIN network is accurate and complete.  
• Ensures only certified users have access to VCIN and have only the security levels they are entitled to receive. |
<table>
<thead>
<tr>
<th>Core Responsibilities (continued)</th>
<th>Measures for Core Responsibilities</th>
</tr>
</thead>
</table>
| 25% C. Ensures integrity of NCIC/VCIN system and system requirements. | • Works with the VCIN personnel on maintaining NCIC/VCIN system ensuring terminals and records are accurate and criminal justice agencies needs are met.  
• Receives network connectivity diagrams from all VCIN agencies connected to the state switch.  
• Reviews and responds to requests for new and modified equipment and for relocation of equipment. Analyzes and provides solutions to technical, operational, or security problems encountered by equipment users and other VCIN team members (Data Processing, field representatives, management, etc.).  
• Assists with designing, writing and entering programs on key code configurations, formats screens, programs new computer terminals with levels of authorization and programs to protect security and integrity of the computer system.  
• Writes specifications for programs that must be added by the vendor. Reviews information received from NLETS, NCIC, VCIN, Department of Motor Vehicles, and other information systems to determine their impact on existing procedures. Prepares modifications as necessary to ensure that service is uninterrupted and accurate service to users is maintained.  
• Ensures that system programs meet integrity and security requirements  
• Ensures that uninterrupted and accurate service to users is maintained.  
• Ensures that programming meets security and integrity as directed by state and FBI security policies.  
• Ensures accuracy of information contained within databases. |
| 13% D. Conduct Risk Assessments. | • Conducts risk assessment for all VCIN computer systems, including networks, annually and provides a report to the VCIN Program Administration with recommendations for correcting weaknesses.  
• Conducts VCIN system vulnerability analysis annually and provides a report to the VCIN Program Administrator with recommendations for correcting weaknesses.  
• Conducts VCIN system security audits semiannually and provides a report of findings to the VCIN Program Administrator.  
• Conducts VCIN sensitive data access audits semiannually and provides a report to the VCIN Program Administrator.  
• Conducts VCIN Data Centers’ (Backup Data Center and outside agency) access audits in accordance to policy, and provides a report to the VCIN Program Administrator.  
• Assists IT personnel, as needed, with risk management functions.  
• Ensures that VSP laptops comply with CJIS Security Policy for encryption and Advanced Authentication.  
• Collaborates with OPMIC and VSP ISO when necessary to review business impact analysis as it relates to IT and VCIN. |
<table>
<thead>
<tr>
<th>Core Responsibilities (continued)</th>
<th>Measures for Core Responsibilities</th>
</tr>
</thead>
</table>
| 12% E. Maintains documentation for security measures including: Security Policy, Risk Assessment for VCIN system, Access Policy and Procedures, Disaster Recovery Plan, System Backup, Restore Plan, Contingency Plan, and VCIN Operating Manual. Oversees Security controls. | • Security related documentation pertinent to VCIN computer systems, user access, and computer hardware/software is updated and maintained in accordance with agency policies and procedures. Security documentation includes, but is not limited to VCIN access, Risk assessment, Disaster recovery, and Contingency plans. Backup and recovery plans are maintained.  
• Ensures two factor authentication policy is adhered to by all VCIN agencies.  
• Assesses vendors’ compliance with the Security Policy in accordance with agency policies and procedures and recommendation remediation measures.  
• Analyzes system backup needs, as well as the associated processes/procedures, and recommends remediation action to management. |
| 10% F. Ensures that uninterrupted and accurate service to users is maintained. | • Reviews information received from NLETS, NCIC, VCIN, Department of Motor Vehicles, and other information systems to determine their impact on existing procedures. Prepares modifications as necessary to ensure that service is uninterrupted and accurate service to users is maintained. |
| % G. | |
| % H. | |
| 100% | |

### 21. Special Assignments or Projects

| % A. | |
| % B. | |
| % C. | |

### 22. Measures for Special Assignments/Projects

**ADDENDUM – PLEASE ENCLOSE A CURRENT ORGANIZATIONAL CHART IF THE LAST CHART ON FILE HAS CHANGED. ONLY ONE CHART NEEDS TO BE SUBMITTED FOR ALL POSITIONS COVERED BY THAT CHART.**

**PERFORMANCE FACTORS:**
The following performance factors should be considered and wherever possible, incorporated into the Core Responsibilities and the Performance Measures.

- Interpersonal Relations – The extent to which the employee establishes effective working relationships when dealing with supervisors, co-workers, public officials and the general public.
- Communications – The extent to which the employee effectively expresses ideas orally or in writing as required to perform the job.
- Attendance/Punctuality – The extent to which attendance and/or punctuality support performance at the expected level.
- Safety – The extent to which the employee follows established safety practices and corrects the unsafe work practices on the job.
- Planning/Analytical Skills/Decision Making – The extent to which the employee demonstrates the skills to analyze and solve problems. This refers to the gathering of information, anticipation of problems, investigation of the validity of information, weighing of consequences, and soundness of decisions.

### 23. Personal Learning Goals
(List any training goals the employee needs to pursue in order to enhance performance).

### 24. Learning Steps/Resource Needs
(List specific training courses or materials available in the Department that may enhance the employee's performance).

Continue to enroll in advanced computer classes.

---

**Part IV - Review of Work Description/Performance Plan**

<table>
<thead>
<tr>
<th>25. Employee’s Comments:</th>
<th>Signature:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Print Name:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Employee I.D. Number:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>26. Supervisor’s Comments:</th>
<th>Signature:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Print Name:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Employee I.D. Number:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>27. Reviewer’s Comments:</th>
<th>Signature:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Print Name:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Employee I.D. Number:</td>
<td></td>
</tr>
</tbody>
</table>
Virginia Department of State Police

Code of Ethics

As an employee of the Commonwealth of Virginia and the Department of State Police, I will:

1. Dedicate my efforts toward earning the respect, trust, and confidence of elected and appointed officials, those with whom I work, and the public.

2. Commit to the highest ideals in the stewardship of public resources.

3. Exercise prudence and integrity in managing the Commonwealth's finances.

4. Provide all reports and information in conformance with applicable laws, regulations, and professional standards.

5. Strive for professional excellence by maintaining and enhancing professional knowledge, skills, and abilities for myself and my colleagues.

6. Act with integrity in all aspects of my profession.

7. Strive to provide performance of the highest quality.

8. Treat all persons in an evenhanded, respectful, and courteous manner.

9. Abide by Virginia's Standards of Conduct for Employees and related regulations.

10. Hold myself accountable for adhering to this Code of Ethics.

As an employee of the Commonwealth of Virginia and the Department of State Police, I will not:

11. Allow conflicts of interest between myself and my professional role.

12. Use public resources for personal gain.

13. Knowingly sign, subscribe to, or permit issuance of any information that contains a misstatement or omits a material fact other than when necessary during the course of official duties to maintain operational security, officer safety or the legal furtherance of a criminal investigation.

14. Knowingly conduct or condone any illegal or improper activity other than when necessary during the course of official duties to maintain operational security, officer safety or the legal furtherance of a criminal investigation.

Print name: 

Signature: __________________________ Date: ______________
Physical Demands Worksheet

This form is intended to assist supervisors in evaluating the demands of positions. Keep a copy of the completed form with the Employee Work Profile in the employee’s personnel file.

Job Title: VCIN Records Analyst  Date: ____________________________
Employee Name: ____________________________  Employee Signature: ____________________________

CHECK ALL THAT APPLY

### Physical Demands

<table>
<thead>
<tr>
<th>Physical Demands (without accommodations)</th>
<th>Percent of Time</th>
<th>Repetitive Movement hand(s)/arm(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>☒ sitting</td>
<td>65</td>
<td>☐ simple grasping</td>
</tr>
<tr>
<td>☒ walking</td>
<td>5</td>
<td>☐ simple grasping</td>
</tr>
<tr>
<td>☒ standing</td>
<td>15</td>
<td>☐ simple grasping</td>
</tr>
<tr>
<td>☒ bending neck</td>
<td>1</td>
<td>☐ simple grasping</td>
</tr>
<tr>
<td>☒ bending waist</td>
<td>1</td>
<td>☐ power grasping</td>
</tr>
<tr>
<td>☒ squatting (crouch or sit on one's heels)</td>
<td>1</td>
<td>☐ power grasping</td>
</tr>
<tr>
<td>☒ climbing: ☒ stairs ☐ ladders ☐ towers ☐ other</td>
<td>1</td>
<td>☐ pushing/pulling**</td>
</tr>
<tr>
<td>☒ kneeling</td>
<td>1</td>
<td>☐ pushing/pulling**</td>
</tr>
<tr>
<td>☒ crawling</td>
<td>5</td>
<td>☐ fine manipulation</td>
</tr>
<tr>
<td>☒ driving</td>
<td>2</td>
<td>☐ fine manipulation</td>
</tr>
<tr>
<td>☒ lift or carry items weighing up to 10 lbs</td>
<td>2</td>
<td>☐ reach above shoulder height</td>
</tr>
<tr>
<td>☒ lift or carry items weighing 11-25 lbs.</td>
<td>2</td>
<td>☐ reach below shoulder height</td>
</tr>
<tr>
<td>☒ lift or carry items weighing 26-50 lbs.</td>
<td>1</td>
<td>☐ repetitive ** movement: right foot</td>
</tr>
<tr>
<td>☒ lift or carry items weighing 51-75 lbs.</td>
<td></td>
<td>☐ repetitive ** movement: left foot</td>
</tr>
<tr>
<td>☒ lift or carry items weighing 76-100 lbs.</td>
<td></td>
<td>☐ other</td>
</tr>
<tr>
<td>☒ lift or carry items weighing over 100 lbs.</td>
<td></td>
<td>☐ other</td>
</tr>
</tbody>
</table>

### Environmental Demands

- ☐ A. Extreme cold (below 32°)
- ☐ B. Extreme heat (above 100°)
- ☐ C. Noise (need to shout in order to be heard)
- ☐ D. Vibration (exposure to oscillating movements of the extremities or whole body)
- ☐ E. Exposure to dust/gas/fumes/steam/chemicals/radio radiation
- ☐ F. Work outdoors (no effective protection from weather)
- ☐ G. Walking on uneven ground (gravel, rocks, mounds)/other uneven surfaces
- ☐ H. Work at heights (such as on scaffolding or ladders)/towers
- ☐ I. Working around moving machinery (fork-lifts, tractors, mowers)
- ☐ J. Protective Equipment Required  Please line through all that do not apply:
  (respirator, mask, earplugs, gloves, eyewear, gunbelt, shields, helmets, gas masks, soft body armor, SCBA Suits, SCUBA Suits, “Red Man” suits, flashlight, shin guards, nomex suit, protective vest, padded forearms, hydration system, elbow pads, “cold fire” protection, shoulder weapons, gas guns, shotguns, special munitions—when required, fire extinguisher, first aid supplies, bomb suits etc.)

- ☐ K. Potential exposure to infectious diseases
- ☐ L. Confined Spaces  Example:
- ☐ M. Restricted Visibility  Example:
- ☐ N. Other  (Attach additional sheets as required to further explain these demands)
| O. | NONE (not substantially exposed to adverse environmental conditions) |
### PART V – Employee/Position Identification Information

<table>
<thead>
<tr>
<th>28. Position Number: 02119</th>
<th>29. Agency Name &amp; Code; Division/Department: Department State Police, 156, CJIS/VCIN/UCR</th>
</tr>
</thead>
<tbody>
<tr>
<td>30. Employee Name:</td>
<td>31. Employee Identification Number:</td>
</tr>
</tbody>
</table>

### PART VI – Performance Evaluation

<table>
<thead>
<tr>
<th>32. Core Responsibilities - Rating Earned</th>
<th>33. Core Responsibilities – Comments on Results Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Extraordinary Contributor</td>
<td></td>
</tr>
<tr>
<td>Major Contributor</td>
<td></td>
</tr>
<tr>
<td>Contributor</td>
<td></td>
</tr>
<tr>
<td>Marginal Contributor</td>
<td></td>
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<tr>
<td>Below Contributor</td>
<td></td>
</tr>
<tr>
<td>B. Extraordinary Contributor</td>
<td></td>
</tr>
<tr>
<td>Major Contributor</td>
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<tr>
<td>Contributor</td>
<td></td>
</tr>
<tr>
<td>Marginal Contributor</td>
<td></td>
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<tr>
<td>Below Contributor</td>
<td></td>
</tr>
<tr>
<td>C. Extraordinary Contributor</td>
<td></td>
</tr>
<tr>
<td>Major Contributor</td>
<td></td>
</tr>
<tr>
<td>Contributor</td>
<td></td>
</tr>
<tr>
<td>Marginal Contributor</td>
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<tr>
<td>Below Contributor</td>
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<tr>
<td>D. Extraordinary Contributor</td>
<td></td>
</tr>
<tr>
<td>Major Contributor</td>
<td></td>
</tr>
<tr>
<td>Contributor</td>
<td></td>
</tr>
<tr>
<td>Marginal Contributor</td>
<td></td>
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<tr>
<td>Below Contributor</td>
<td></td>
</tr>
<tr>
<td>E. Extraordinary Contributor</td>
<td></td>
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<tr>
<td>Major Contributor</td>
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<tr>
<td>Contributor</td>
<td></td>
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<tr>
<td>Marginal Contributor</td>
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<tr>
<td>Below Contributor</td>
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<tr>
<td>F. Extraordinary Contributor</td>
<td></td>
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<tr>
<td>Major Contributor</td>
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<tr>
<td>Contributor</td>
<td></td>
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<tr>
<td>Marginal Contributor</td>
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<tr>
<td>Below Contributor</td>
<td></td>
</tr>
<tr>
<td>G. Extraordinary Contributor</td>
<td></td>
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<tr>
<td>Major Contributor</td>
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<tr>
<td>Contributor</td>
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<tr>
<td>Marginal Contributor</td>
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<td>Below Contributor</td>
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<tr>
<td><strong>H.</strong></td>
<td></td>
</tr>
</tbody>
</table>
|   | □ Extraordinary Contributor  
|   | □ Major Contributor  
|   | □ Contributor  
|   | □ Marginal Contributor  
|   | □ Below Contributor  

<table>
<thead>
<tr>
<th><strong>34. Special Assignments - Rating Earned</strong></th>
<th><strong>35. Special Assignments - Comments on Results Achieved</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A.</strong></td>
<td></td>
</tr>
</tbody>
</table>
|   | □ Extraordinary Contributor  
|   | □ Major Contributor  
|   | □ Contributor  
|   | □ Marginal Contributor  
|   | □ Below Contributor  

<table>
<thead>
<tr>
<th><strong>B.</strong></th>
<th></th>
</tr>
</thead>
</table>
|   | □ Extraordinary Contributor  
|   | □ Major Contributor  
|   | □ Contributor  
|   | □ Marginal Contributor  
|   | □ Below Contributor  

<table>
<thead>
<tr>
<th><strong>C.</strong></th>
<th></th>
</tr>
</thead>
</table>
|   | □ Extraordinary Contributor  
|   | □ Major Contributor  
|   | □ Contributor  
|   | □ Marginal Contributor  
|   | □ Below Contributor  

<p>| <strong>36. Other significant results for the performance cycle:</strong> |   |</p>
<table>
<thead>
<tr>
<th>Part VII – Employee Development Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>37. Year-end Learning Accomplishments:</td>
</tr>
</tbody>
</table>


**Part VIII - Overall Results Assessment and Rating Earned**

1. An employee receiving an overall rating of "Below Contributor" or "Marginal Contributor" must have received at least one Notice of Improvement Needed/Substandard Performance form during the performance cycle.

2. An employee who earns an overall rating of “Below Contributor” or “Marginal Contributor” must be reviewed again within three months.

3. An employee receiving an overall rating of "Extraordinary Contributor" or "Major Contributor" must have received at least one Acknowledgment of Extraordinary Contribution form during the performance cycle. However, the receipt of an Acknowledgment of Extraordinary Contribution form does not guarantee an overall performance rating of “Extraordinary Contributor” or “Major Contributor” for that performance cycle.

<table>
<thead>
<tr>
<th>38. Overall Rating Earned</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Extraordinary Contributor</td>
</tr>
<tr>
<td>□ Major Contributor</td>
</tr>
<tr>
<td>□ Contributor</td>
</tr>
<tr>
<td>□ Marginal Contributor</td>
</tr>
<tr>
<td>□ Below Contributor</td>
</tr>
</tbody>
</table>

**Part IX – Review of Performance Evaluation**

39. Supervisor’s Comments:

   Signature: 
   Position Number: 
   Print Name: 
   Employee I.D. Number: 
   Date:

40. Reviewer’s Comments:

   Signature: 
   Position Number: 
   Print Name: 
   Employee I.D. Number: 
   Date:

41. Employee’s Comments:

   Signature: 
   Position Number: 00682
   Print Name: 
   Employee I.D. Number: 
   Date:
DEPARTMENT OF STATE POLICE
EMPLOYEE WORK PROFILE
Position Description & Performance Evaluation

PART I – Position Identification Information

1. Position Number & Employee Name: 01036
2. Division/Area or Work Unit: BASS/CJIS
3. Work Location (County or City): Chesterfield County / 041
4. Occupational Family & Career Group: Engineering and Technology/Information Technology Specialists
5. Role Title & Code: Information Technology Specialist II / 39112
6. Pay Band: 5
7. Work Title: VCIN Systems Analyst
8. SOC Code: 15-1122
9. Level Indicator: Employee □ Supervisor □ Manager
   - Employees Supervised: Does employee supervise 2 or more employees (FTEs)? □ Yes □ No
10. FLSA Status: □ Exempt □ Non-Exempt
   - Essential Employee (Refer to General Order ADM 4.02)
11. Supervisor's Position Number: 00148
12. Supervisor's Role Title & Code: Law Enforcement Manager II / 69075
13. EEO Code: B
14. Economic Impact Statement Required: □ Yes □ Not Required
13a. Economic Impact Statement Required: □ Yes □ Not Required
14. Effective Date: 

PART II – Work Description & Performance Plan

15. Organizational Objective:
The Department of State Police provides a statewide police department to preserve law and order, enforce criminal, traffic, and regulatory laws. The Criminal Justice Information Services Division supports the Department's sworn employees by providing services such as maintaining the CCRE, VCIN, Photo Lab, Sex Offender Registry, Missing Children Clearinghouse, AFIS, UCR, Criminal Investigative Reports and the Firearms Transaction Program.

16. Purpose of Position:
To support the development, implementation, analysis, audit, and training on VCIN information technology solutions to successfully fulfill the mission of the Department of State Police by meeting FBI CJIS Security Policy, Virginia Information Security Policy, FBI NCIC, and VCIN policies. This position is responsible for VCIN computer system and network security.

The employee in this position is aware of and is proactive in ensuring a strong internal control environment to include: potential risks are reduced or communicated to management; data and reports are accurate and reliable; department assets are safeguarded to prevent waste, loss, unauthorized use or misappropriation; department objectives are achieved by maximizing operation efficiency and effectiveness; and applicable laws, regulations and policies are consistently followed.

17. KSA’s and/or Competencies required to successfully perform the work (attach Competency Model, if applicable):
Working knowledge of auditing principles and practices to perform enterprise Information Technology (IT) audits; of IT security auditing principles and practices; of technical infrastructure, networks, databases and systems in relation to IT Security and Risk; and of microcomputers, Local Area Network (LAN) technology, and Virtual Private Network (VPN). Skill in operating computers and using Microsoft Office applications. Demonstrated ability to identify an appropriate set of information security controls; to develop security testing procedures; to implement and coordinate statewide IT audits; assess the effectiveness of enterprise data security policies, processes, and procedures against established standards, guidelines, and requirements, and suggest changes where appropriate; to create learning modules for IT security training and conduct training; to work effectively independently and as a member of a team; to adapt to change and to manage change; to communicate effectively orally and in writing in English. Please refer to the physical demands worksheet attached to determine the physical requirements for this position.
18. Education, Experience, Licensure, Certification required for entry into position:
Graduation from high school or equivalent. Bachelors degree in computer information systems or information technology preferred. Certified Information Systems Auditor (CISA) and Certified Information Security Manager (CISM) credentials preferred. Strong communication and analytical skills. Experience in applying Commonwealth of Virginia Security Policy, FBI, and CJIS Security Policy preferred. Ability to become VCIN full access operator. An equivalent combination of training and experience indicating possession of the preceding knowledge, skills and abilities may substitute for this education and experience.

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<td>Measures for Performance Management:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Expectations are clear, well communicated, and relate to the goals and objectives of the department or unit;</td>
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<td>• Staff receive frequent, constructive feedback, including interim evaluations as appropriate;</td>
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<td>• Staff have the necessary knowledge, skills, and abilities to accomplish goals;</td>
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<td></td>
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<td></td>
<td>• The requirements of the performance planning and evaluation system are met and evaluations are completed by established deadlines with proper documentation;</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Performance issues are addressed and documented as they occur.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Safety issues are reviewed and communicated to assure a safe and healthy workplace.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Employees are cross-trained OR up-to-date desk procedures are available to ensure continuity of operations. Cross-training is documented.</td>
</tr>
</tbody>
</table>
B. Performs IT Security audits to ensure agency compliance with VITA, FBI, and CJIS Security Policy requirements, and IT security industry best practices

- IT audit activities are coordinated and required documentation is provided to audit staff. Conducts intensive statewide audits of VCIN security systems. Conducts audits of federal, state and local law enforcement/criminal justice agencies. Interviews staff, reviews support documents (investigative reports, warrants, property inventories, etc.) and compares to system data for compliance with NCIC rules, regulations and state laws that apply to automated files.

- Conducts risk assessment management for all VCIN systems to include network. Ensures compliance with applicable IT Security Standards to include access and usage by outside agencies and others. Reports security related IT threats and issues to the VCIN Program Manager and VCIN Information Security Officer. Coordinates resolutions to VCIN IT related security threats and issues. System vulnerabilities are proactively identified and addressed.

- Creates and maintains documentation for all computer security measures for all VCIN systems, Virtual Private Network (VPN) for all agencies to include VCIN automation, and application software and networking systems.

- Assists with writing and maintaining VCIN Security Policy, VCIN Training, VCIN Policy, and VCIN Audit Procedures and Protocols.

- Processes access requests in accordance with policy. Validates system access to external staff semiannually, and provides a list to the VCIN Program Administrator and VCIN Administrative Sergeant.

- Assists in preparing Security Information Bulletins published quarterly. Develops and disseminates newsletters to provide users with information regarding system changes and improvements.

- Creates training curriculum and oversees training for VCIN agencies as it relates to CJIS/State Security Policy and information security systems, coordinating training annually and within prescribed timeframes. Provides system and data owner security training within prescribed timeframes. Provides training to management, supervisory and operational personnel in law enforcement/criminal justice agencies to policy standards.

- Information Security seminars are attended and IT Industry publications are read to remain current with best industry practices, tools, and techniques.

---

<table>
<thead>
<tr>
<th>19. Core Responsibilities Cont.</th>
<th>20. Measures for Core Responsibilities Cont.</th>
</tr>
</thead>
</table>

PAGE 15
<table>
<thead>
<tr>
<th>25%</th>
<th>C. Ensures integrity of NCIC/VCIN system and system requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Works with the VCIN analyst on maintaining NCIC/VCIN system</td>
</tr>
<tr>
<td></td>
<td>ensuring terminals and records are accurate and criminal</td>
</tr>
<tr>
<td></td>
<td>justice agencies needs are met.</td>
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<td></td>
<td>• Receives network connectivity diagrams from all VCIN</td>
</tr>
<tr>
<td></td>
<td>agencies connected to the state switch. Interprets the</td>
</tr>
<tr>
<td></td>
<td>network connectivity diagram to ensure they meet state and</td>
</tr>
<tr>
<td></td>
<td>federal security protocols. Recommends approval or denial</td>
</tr>
<tr>
<td></td>
<td>of network for compliance with IT Security Protocols.</td>
</tr>
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<td></td>
<td>• Reviews and responds to requests for new and modified</td>
</tr>
<tr>
<td></td>
<td>equipment and for relocation of equipment. Analyzes and</td>
</tr>
<tr>
<td></td>
<td>provides solutions to technical, operational, or security</td>
</tr>
<tr>
<td></td>
<td>problems encountered by equipment users and other VCIN</td>
</tr>
<tr>
<td></td>
<td>team members (Data Processing, field representatives,</td>
</tr>
<tr>
<td></td>
<td>management, etc.).</td>
</tr>
<tr>
<td></td>
<td>• Assists with designing, writing and entering programs on</td>
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<td></td>
<td>key code configurations, formats screens, programs new</td>
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<td></td>
<td>computer terminals with levels of authorization and</td>
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<td></td>
<td>programs to protect security and integrity of the computer</td>
</tr>
<tr>
<td></td>
<td>system.</td>
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<td></td>
<td>• Write specifications for programs that must be added by</td>
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<td></td>
<td>the vendor. Reviews information received from NLETS,</td>
</tr>
<tr>
<td></td>
<td>NCIC, VCIN, Department of Motor Vehicles, and other</td>
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<td></td>
<td>information systems to determine their impact on existing</td>
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<td></td>
<td>procedures. Prepares modifications as necessary to ensure</td>
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<td></td>
<td>that service is uninterrupted and accurate service to users</td>
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<tr>
<td></td>
<td>is maintained.</td>
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<tr>
<td></td>
<td>• Ensures that system programs meet integrity and security</td>
</tr>
<tr>
<td></td>
<td>requirements</td>
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<tr>
<td></td>
<td>• Ensures that uninterrupted and accurate service to users</td>
</tr>
<tr>
<td></td>
<td>is maintained.</td>
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<tr>
<td></td>
<td>• Ensures that programming meets security and integrity as</td>
</tr>
<tr>
<td></td>
<td>directed by state and FBI security policies.</td>
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<td></td>
<td>• Ensures accuracy of information contained within databases.</td>
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</table>

<table>
<thead>
<tr>
<th>20%</th>
<th>D. Risk Assessments</th>
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<tbody>
<tr>
<td></td>
<td>• Conducts risk assessment for all VCIN computer systems,</td>
</tr>
<tr>
<td></td>
<td>including networks, annually and provides a report to the</td>
</tr>
<tr>
<td></td>
<td>VCIN Program Administration with recommendations for</td>
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<td></td>
<td>correcting weaknesses.</td>
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<td></td>
<td>• Conducts VCIN system vulnerability analysis annually and</td>
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<tr>
<td></td>
<td>provides a report to the VCIN Program Administrator with</td>
</tr>
<tr>
<td></td>
<td>recommendations for correcting weaknesses.</td>
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<tr>
<td></td>
<td>• Conducts VCIN system security audits semiannually and</td>
</tr>
<tr>
<td></td>
<td>provides a report of findings to the VCIN Program</td>
</tr>
<tr>
<td></td>
<td>Administrator.</td>
</tr>
<tr>
<td></td>
<td>• Conducts VCIN sensitive data access audits semi-annually</td>
</tr>
<tr>
<td></td>
<td>and provides a report to the VCIN Program Administrator.</td>
</tr>
<tr>
<td></td>
<td>• Conducts VCIN Data Centers’ (Backup Data Center and outside</td>
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<td></td>
<td>agency) access audits in accordance to policy, and</td>
</tr>
<tr>
<td></td>
<td>provides a report to the VCIN Program Administrator.</td>
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<tr>
<td></td>
<td>• Assists IT personnel, as needed, with risk management</td>
</tr>
<tr>
<td></td>
<td>functions.</td>
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<td></td>
<td>• Ensures that VSP laptops comply with CJIS Security Policy</td>
</tr>
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<td></td>
<td>for encryption and Advanced Authentication.</td>
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<td></td>
<td>• Collaborates with OPMIC and VSP ISO when necessary to</td>
</tr>
<tr>
<td></td>
<td>review business impact analysis as it relates to IT and</td>
</tr>
<tr>
<td></td>
<td>VCIN.</td>
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</table>

<table>
<thead>
<tr>
<th>10%</th>
<th>E. Maintains documentation for security measures including:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Security Policy, Risk Assessment for VCIN system,</td>
</tr>
<tr>
<td></td>
<td>Access Policy and Procedures, Disaster Recovery Plan, System</td>
</tr>
<tr>
<td></td>
<td>Backup, Restore Plan, Contingency Plan, and VCIN Operating</td>
</tr>
<tr>
<td></td>
<td>Manual.</td>
</tr>
<tr>
<td></td>
<td>• Security related documentation pertinent to VCIN computer</td>
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<tr>
<td></td>
<td>systems, user access, and computer hardware/software is</td>
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<td></td>
<td>updated and maintained in accordance with agency policies</td>
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<td></td>
<td>and procedures. Security documentation includes, but is not</td>
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<tr>
<td></td>
<td>limited to VCIN access, Risk assessment, Disaster recovery,</td>
</tr>
<tr>
<td></td>
<td>and Contingency plans. Backup and recovery plans are</td>
</tr>
<tr>
<td></td>
<td>maintained.</td>
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<tr>
<td>19. Core Responsibilities Cont.</td>
<td>20. Measures for Core Responsibilities Cont.</td>
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<td>--------------------------------</td>
<td>-------------------------------------------</td>
</tr>
</tbody>
</table>
| 10% F. Security Controls      | • Security related documentation pertinent to VCIN computer systems, user access, and computer hardware/software is updated and maintained in accordance with agency policies and procedures. Documentation includes, but is not limited to VCIN access, Risk assessment, Disaster recovery, and Contingency plans. Backup and recovery plans are maintained.  
  • Conducts gap analysis of IT Security Controls related to hardware/software infrastructure and provides results and remediation recommendations to management.  
  • Ensure two factor authentications is installed on VSP laptop computers with access to VCIN systems.  
  • Ensures two factor authentication policy is adhered to by all VCIN agencies.  
  • Ensures that Nessus vulnerability tool is implemented to run against production and conducts network test annually.  
  • Assesses vendors’ compliance with the Security Policy in accordance with agency policies and procedures and recommendations remediation measures.  
  • Analyzes system backup needs, as well as the associated processes/procedures, and recommends remediation action to management. |
| % G.                         |                                           |
| % H.                         |                                           |
| 100%                         |                                           |

**ADDENDUM – PLEASE ENCLOSE A CURRENT ORGANIZATIONAL CHART IF THE LAST CHART ON FILE HAS CHANGED. ONLY ONE CHART NEEDS TO BE SUBMITTED FOR ALL POSITIONS COVERED BY THAT CHART.**

**PERFORMANCE FACTORS:**
The following performance factors should be considered and wherever possible, incorporated into the Core Responsibilities and the Performance Measures.

- Interpersonal Relations – The extent to which the employee establishes effective working relationships when dealing with supervisors, co-workers, public officials and the general public.
- Communications – The extent to which the employee effectively expresses ideas orally or in writing as required to perform the job.
- Attendance/Punctuality – The extent to which attendance and/or punctuality support performance at the expected level.
- Safety – The extent to which the employee follows established safety practices and corrects the unsafe work practices on the job.
- Planning/Analytical Skills/Decision Making – The extent to which the employee demonstrates the skills to analyze and solve problems. This refers to the gathering of information, anticipation of problems, investigation of the validity of information, weighing of consequences, and soundness of decisions.
23. Personal Learning Goals (List any training goals the employee needs to pursue in order to enhance performance).

24. Learning Steps/Resource Needs (List specific training courses or materials available in the Department that may enhance the employee’s performance).

<table>
<thead>
<tr>
<th>Part IV - Review of Work Description/Performance Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>25. Employee’s Comments:</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>26. Supervisor’s Comments:</td>
</tr>
<tr>
<td></td>
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<tr>
<td></td>
</tr>
<tr>
<td>27. Reviewer’s Comments:</td>
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</tbody>
</table>
Virginia Department of State Police

Code of Ethics

As an employee of the Commonwealth of Virginia and the Department of State Police, I will:

1. Dedicate my efforts toward earning the respect, trust, and confidence of elected and appointed officials, those with whom I work, and the public.

2. Commit to the highest ideals in the stewardship of public resources.

3. Exercise prudence and integrity in managing the Commonwealth's finances.

4. Provide all reports and information in conformance with applicable laws, regulations, and professional standards.

5. Strive for professional excellence by maintaining and enhancing professional knowledge, skills, and abilities for myself and my colleagues.

6. Act with integrity in all aspects of my profession.

7. Strive to provide performance of the highest quality.

8. Treat all persons in an evenhanded, respectful, and courteous manner.

9. Abide by Virginia's Standards of Conduct for Employees and related regulations.

10. Hold myself accountable for adhering to this Code of Ethics.

As an employee of the Commonwealth of Virginia and the Department of State Police, I will not:

11. Allow conflicts of interest between myself and my professional role.

12. Use public resources for personal gain.

13. Knowingly sign, subscribe to, or permit issuance of any information that contains a misstatement or omits a material fact other than when necessary during the course of official duties to maintain operational security, officer safety or the legal furtherance of a criminal investigation.

14. Knowingly conduct or condone any illegal or improper activity other than when necessary during the course of official duties to maintain operational security, officer safety or the legal furtherance of a criminal investigation.

Print name: ________________________________

Signature: ________________________________ Date: ________________________________
Physical Demands Worksheet

This form is intended to assist supervisors in evaluating the demands of positions. Keep a copy of the completed form with the Employee Work Profile in the employee’s personnel file.

Job Title: VCIN Systems Analyst             Date: ______________________
Employee Name: ___________________________ Employee Signature: ______________________

CHECK ALL THAT APPLY

<table>
<thead>
<tr>
<th>Physical Demands (without accommodations)</th>
<th>Percent of Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>✗ sitting</td>
<td>65</td>
</tr>
<tr>
<td>✗ walking</td>
<td>5</td>
</tr>
<tr>
<td>✗ standing</td>
<td>15</td>
</tr>
<tr>
<td>✗ bending neck</td>
<td>1</td>
</tr>
<tr>
<td>✗ bending waist</td>
<td>1</td>
</tr>
<tr>
<td>✗ squatting (crouch or sit on one’s heels)</td>
<td>1</td>
</tr>
<tr>
<td>✗ climbing:</td>
<td>1</td>
</tr>
<tr>
<td>☐ stairs</td>
<td></td>
</tr>
<tr>
<td>☐ ladders</td>
<td></td>
</tr>
<tr>
<td>☐ towers</td>
<td></td>
</tr>
<tr>
<td>☐ other</td>
<td></td>
</tr>
<tr>
<td>✗ kneeling</td>
<td>1</td>
</tr>
<tr>
<td>☐ crawling</td>
<td></td>
</tr>
<tr>
<td>✗ driving</td>
<td>5</td>
</tr>
<tr>
<td>✗ lift or carry items weighing up to 10 lbs</td>
<td>2</td>
</tr>
<tr>
<td>✗ lift or carry items weighing 11-25 lbs.</td>
<td>2</td>
</tr>
<tr>
<td>✗ lift or carry items weighing 26-50 lbs.</td>
<td>1</td>
</tr>
<tr>
<td>☐ lift or carry items weighing 51-75 lbs.</td>
<td></td>
</tr>
<tr>
<td>☐ lift or carry items weighing 76-100 lbs.</td>
<td></td>
</tr>
<tr>
<td>☐ lift or carry items weighing over 100 lbs.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Repetitive Movement hand(s)/arm(s)</th>
<th>Times per day: &gt;10 &gt;30 &gt;50</th>
</tr>
</thead>
<tbody>
<tr>
<td>✗ simple grasping right hand</td>
<td>☐ ☐ ☗</td>
</tr>
<tr>
<td>✗ simple grasping left hand</td>
<td>☐ ☐ ☗</td>
</tr>
<tr>
<td>☐ power grasping right hand</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>☐ power grasping left hand</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>☐ pushing/pulling** right hand</td>
<td>☗ ☐ ☐</td>
</tr>
<tr>
<td>☐ pushing/pulling** left hand</td>
<td>☐ ☐ ☗</td>
</tr>
<tr>
<td>☐ pushing/pulling** both hands</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>☐ fine manipulation right hand</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>☐ fine manipulation left hand</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>☗ fine manipulation both hands</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>☐ reach above shoulder height</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>☐ reach below shoulder height</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>☐ repetitive ** movement: right foot</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>☐ repetitive ** movement: left foot</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>☐ repetitive ** movement both feet</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>☐ other</td>
<td>☐ ☐ ☐</td>
</tr>
</tbody>
</table>

**constant for at least 15 minutes

Environmental Demands

☐ A. Extreme cold (below 32º)
☐ B. Extreme heat (above 100º)
☒ C. Noise (need to shout in order to be heard)
☐ D. Vibration (exposure to oscillating movements of the extremities or whole body)
☐ E. Exposure to dust/gas/fumes/steam/chemicals/radio radiation
☐ F. Work outdoors (no effective protection from weather)
☐ G. Walking on uneven ground (gravel, rocks, mounds)/other uneven surfaces
☐ H. Work at heights (such as on scaffolding or ladders)/towers
☐ I. Working around moving machinery (fork-lifts, tractors, mowers)
☐ J. Protective Equipment Required Please line through all that do not apply:
(respirator, mask, earplugs, gloves, eyewear, gunbelt, shields, helmets, gas masks, soft body armor, SCBA Suits, SCUBA Suits, “Red Man” suits, flashlight, shin guards, nomex suit, protective vest, padded forearms, hydration system, elbow pads, “cold fire” protection, shoulder weapons, gas guns, shotguns, special munitions-when required, fire extinguisher, first aid supplies, bomb suits etc.)

☒ K. Potential exposure to infectious diseases
☐ L. Confined Spaces Example:
☐ M. Restricted Visibility Example:
☐ N. Other (Attach additional sheets as required to further explain these demands)

☐ O. NONE (not substantially exposed to adverse environmental conditions)
## PART V – Employee/Position Identification Information

<table>
<thead>
<tr>
<th>28. Position Number:</th>
<th>29. Agency Name &amp; Code; Division/Department:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>30. Employee Name:</th>
<th>31. Employee Identification Number:</th>
</tr>
</thead>
</table>

## PART VI – Performance Evaluation

<table>
<thead>
<tr>
<th>32. Core Responsibilities - Rating Earned</th>
<th>33. Core Responsibilities – Comments on Results Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. □ Extraordinary</td>
<td></td>
</tr>
<tr>
<td>□ Major Contributor</td>
<td></td>
</tr>
<tr>
<td>□ Contributor</td>
<td></td>
</tr>
<tr>
<td>□ Marginal Contributor</td>
<td></td>
</tr>
<tr>
<td>□ Below Contributor</td>
<td></td>
</tr>
<tr>
<td>B. □ Extraordinary</td>
<td></td>
</tr>
<tr>
<td>□ Major Contributor</td>
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<td>□ Contributor</td>
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<td>□ Marginal Contributor</td>
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<td>□ Below Contributor</td>
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<tr>
<td>C. □ Extraordinary</td>
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<td>□ Major Contributor</td>
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<td>□ Contributor</td>
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<td>□ Marginal Contributor</td>
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<td>□ Below Contributor</td>
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<td>D. □ Extraordinary</td>
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<td>□ Major Contributor</td>
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<td>□ Contributor</td>
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<td>□ Marginal Contributor</td>
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<td>□ Below Contributor</td>
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<tr>
<td>E. □ Extraordinary</td>
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<td>□ Major Contributor</td>
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<td>□ Contributor</td>
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<td>□ Marginal Contributor</td>
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<td>□ Below Contributor</td>
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<tr>
<td>F. □ Extraordinary</td>
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<td>□ Major Contributor</td>
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<td>□ Contributor</td>
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<tr>
<td>□ Marginal Contributor</td>
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<tr>
<td>□ Below Contributor</td>
<td></td>
</tr>
<tr>
<td>G. □ Extraordinary</td>
<td></td>
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<tr>
<td>□ Major Contributor</td>
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<td>□ Contributor</td>
<td></td>
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<tr>
<td>□ Marginal Contributor</td>
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<tr>
<td>□ Below Contributor</td>
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<tr>
<td></td>
<td>Special Assignments - Rating Earned</td>
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<td>---</td>
<td>-----------------------------------</td>
</tr>
<tr>
<td>A</td>
<td>Extraordinary Contributor</td>
</tr>
<tr>
<td></td>
<td>Major Contributor</td>
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<td></td>
<td>Contributor</td>
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<td></td>
<td>Marginal Contributor</td>
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<td></td>
<td>Below Contributor</td>
</tr>
<tr>
<td>B</td>
<td>Extraordinary Contributor</td>
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<td></td>
<td>Major Contributor</td>
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<td>Contributor</td>
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<td>Marginal Contributor</td>
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<td>Below Contributor</td>
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<td>C</td>
<td>Extraordinary Contributor</td>
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<td>Major Contributor</td>
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<td>Contributor</td>
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<td>Marginal Contributor</td>
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<td></td>
<td>Below Contributor</td>
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</tbody>
</table>

36. Other significant results for the performance cycle:
## Part VII – Employee Development Results

37. Year-end Learning Accomplishments:

<table>
<thead>
<tr>
<th>Year-end Learning Accomplishments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
Part VIII - Overall Results Assessment and Rating Earned

1. An employee receiving an overall rating of "Below Contributor" or "Marginal Contributor" must have received at least one Notice of Improvement Needed/Substandard Performance form during the performance cycle.
2. An employee who earns an overall rating of “Below Contributor” or “Marginal Contributor” must be reviewed again within three months.
3. An employee receiving an overall rating of "Extraordinary Contributor" or "Major Contributor" must have received at least one Acknowledgment of Extraordinary Contribution form during the performance cycle. However, the receipt of an Acknowledgment of Extraordinary Contribution form does not guarantee an overall performance rating of “Extraordinary Contributor” or “Major Contributor” for that performance cycle.

38. Overall Rating Earned

- Extraordinary Contributor
- Major Contributor
- Contributor
- Marginal Contributor
- Below Contributor

Part IX – Review of Performance Evaluation

39. Supervisor’s Comments:  
Signature:  
Position Number:  
Print Name:  
Employee I.D. Number:  
Date:  

40. Reviewer’s Comments:  
Signature:  
Position Number:  
Print Name:  
Employee I.D. Number:  
Date:  

41. Employee’s Comments:  
Signature:  
Position Number:  
Print Name:  
Employee I.D. Number:  
Date:  

PAGE 24
## PART I – Position Identification Information

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Position Number &amp; Employee Name: 00497</td>
</tr>
<tr>
<td>2.</td>
<td>Division/Area or Work Unit: Virginia State Police, 156, CJIS/VCIN</td>
</tr>
<tr>
<td>3.</td>
<td>Work Location (County or City): Chesterfield County 041</td>
</tr>
<tr>
<td>4.</td>
<td>Role Title &amp; Code: IT Specialist II 39112</td>
</tr>
<tr>
<td>5.</td>
<td>Work Title: VCIN Auditing &amp; Training Administrator</td>
</tr>
<tr>
<td>6.</td>
<td>Occupational Family &amp; Career Group: Engineering &amp; Technology, IT Specialist</td>
</tr>
<tr>
<td>7.</td>
<td>Pay Band: 5</td>
</tr>
<tr>
<td>8.</td>
<td>Level Indicator: Employee</td>
</tr>
<tr>
<td>9.</td>
<td>Level Indicator: Employee [ ] Supervisor [ ] Manager</td>
</tr>
<tr>
<td>10.</td>
<td>Employees Supervised: Does employee supervise 2 or more employees (FTEs)? [ ] Yes [ ] No</td>
</tr>
<tr>
<td>11.</td>
<td>Supervisor’s Position Number: 00281</td>
</tr>
<tr>
<td>12.</td>
<td>Supervisor’s Role Title &amp; Code: Law Enforcement Manager II 69075</td>
</tr>
<tr>
<td>13.</td>
<td>EEO Code: F</td>
</tr>
<tr>
<td>13a.</td>
<td>Economic Impact Statement Required: [ ] Yes [ ] Not Required</td>
</tr>
<tr>
<td>14.</td>
<td>Effective Date:</td>
</tr>
</tbody>
</table>

## PART II – Work Description & Performance Plan

15. Organizational Objective:
The Department of State Police is a law enforcement agency dedicated to preserving law and order, and enforcing criminal, traffic, and regulatory laws. The Criminal Information Services Division supports the Department's sworn employees by providing services, such as maintaining the CCRE, VCIN, Photo Lab, Sex Offender Registry, Missing Children's Clearinghouse, AFIS, UCR, Criminal Investigative Reports and the Firearms Transaction Program.

16. Purpose of Position:
Responsible for all Virginia Criminal Information Network (VCIN) related audit and training functions to support application development including performance and tuning, problem diagnosis and resolution, and software maintenance.

The employee in this position is aware of and is proactive in ensuring a strong internal control environment to include: potential risks are reduced or communicated to management; data and reports are accurate and reliable; department assets are safeguarded to prevent waste, loss, unauthorized use or misappropriation; department objectives are achieved by maximizing operation efficiency and effectiveness; and applicable laws, regulations and policies are consistently followed.

17. KSA’s and/or Competencies required to successfully perform the work (attach Competency Model, if applicable):
- Ability to communicate orally to render training and technical consultation services. Ability to write to develop technical documentation. Strong problem identification and resolution skills. Ability to monitor and update web-based platforms. Willing and able to meet deadlines and provide support in a 7/24 high-pressure work environment. Ability to successfully interact in a team environment.

18. Education, Experience, Licensure, Certification required for entry into position:
Graduation from an accredited college or university with a major study in Computer Science, Information Systems or related field. Combination of education and training demonstrating the required knowledge, skills, and abilities is acceptable.

Parts I, II, III, and IV are written or reviewed by the supervisor and discussed with the employee at the beginning of the evaluation cycle. If changed, a copy is sent to the Personnel Division.
## 19. Core Responsibilities

<table>
<thead>
<tr>
<th>Time</th>
<th>%</th>
<th>A. Performance Management (for employees who supervise others)</th>
<th>B. VCIN Auditing/Training Support</th>
<th>C. VCIN Auditing/Training Documentation</th>
<th>D. FBI LEEP Portal</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>19</td>
<td>Maximizes performance and morale through effective leadership. Supervises assigned staff by establishing priorities, evaluating performance, assessing developmental needs, and correcting substandard performance and discipline issues as they occur. Communicates clearly and concisely with staff, and encourages staff to maintain open communications. Effectively identifies and resolves personnel conflicts. <strong>Communicates safety issues with employees to ensure a safe workplace. Continuity of operations is maintained through cross-training and development of current desk procedures.</strong></td>
<td>Ensures Peak Performance Auditing and Training software provides maximum efficiency and availability. Participates in the design and implementation of auditing and training modules. Develops requirements, identifies hardware and software needs specific to VCIN auditing/training. Identifies, diagnoses, and corrects system problems specific to VCIN auditing/training in a timely manner. Serves as technical liaison to users, vendors and VSP staff to provide for user needs, system enhancements, problem resolution, and integrity of VCIN and Peak Performance Auditing and Training software. Relates the needs of the Department to the software vendor in order to maintain system requirements and standards.</td>
<td>Prepares letters, memorandums and correspondence related to VCIN certification for all agencies in Virginia. Maintains agency letters, reports and routine correspondence. Maintains agency contact lists. Maintains user exit forms. Maintains agency/user certification dates, levels and rosters for all agencies accessing the Peak Performance training modules. Maintain records and files for 40,000 VCIN users and 680 agencies.</td>
<td>Virginia State Police moderator of the FBI LEEP Portal granting user authorization to the web site for law enforcement users throughout Virginia.</td>
</tr>
<tr>
<td>70%</td>
<td></td>
<td>Measures for Performance Management:</td>
<td>Measures for Core Responsibilities:</td>
<td>Measures for Core Responsibilities:</td>
<td>Measures for Core Responsibilities:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Expectations are clear, well communicated, and relate to the goals and objectives of the department or unit;</td>
<td>• Support of the Peak Performance application is available 24X7.</td>
<td>• Agency and user files are kept up-to-date and accessible.</td>
<td>• Monitor and maintain documents posted to SIG-VCIN within LEEP.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Staff receive frequent, constructive feedback, including interim evaluations as appropriate;</td>
<td>• All calls related to critical production issues pertaining to the environments under the control of this employee are returned within 30 minutes.</td>
<td>• User certifications are reviewed every 30 days for accuracy.</td>
<td>• Assign or deny user access to the LEEP within 1 work day of request.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Staff have the necessary knowledge, skills, and abilities to accomplish goals;</td>
<td>• All calls related to non-critical production issues pertaining to the environments under the control of this employee are returned within 1 work day.</td>
<td>• Agency notifications are prepared and submitted electronically within one day for training events and announcements.</td>
<td>• Maintain user roster.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• The requirements of the performance planning and evaluation system are met and evaluations are completed by established deadlines with proper documentation;</td>
<td>• Optimal configuration of Peak Performance is maintained.</td>
<td>• Single points of failure are researched and documented.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Performance issues are addressed and documented as they occur.</td>
<td>• Close 80% or more of all trouble tickets within one day.</td>
<td>• Discrepancies and enhancements to auditing and training modules are identified and updated in a timely manner.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Safety issues are reviewed and communicated to assure a safe and healthy workplace.</td>
<td>• Agency and user files are kept up-to-date and accessible.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Employees are cross-trained OR up-to-date desk procedures are available to ensure continuity of operations. Cross-training is documented.</td>
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</tr>
</tbody>
</table>

**Notes:**
- Timings are approximate and may vary based on specific circumstances.
- Measures for Core Responsibilities are designed to ensure accountability and effectiveness in the performance management process.
| 5% | E. Performs other duties as assigned. | • Run offline search requests for VCIN management.  
• Perform duties of VSP Receptionist during breaks and leaves of absences |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>F.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Core Responsibilities (continued)

<table>
<thead>
<tr>
<th>%</th>
<th>G.</th>
<th>Measures for Core Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>H.</td>
<td></td>
</tr>
<tr>
<td>100%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 21. Special Assignments or Projects

<table>
<thead>
<tr>
<th>%</th>
<th>A.</th>
<th>Measures for Special Assignments/Projects</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>B.</td>
<td></td>
</tr>
<tr>
<td>%</td>
<td>C.</td>
<td></td>
</tr>
</tbody>
</table>

**ADDENDUM – PLEASE ENCLOSE A CURRENT ORGANIZATIONAL CHART IF THE LAST CHART ON FILE HAS CHANGED. ONLY ONE CHART NEEDS TO BE SUBMITTED FOR ALL POSITIONS COVERED BY THAT CHART.**

**PERFORMANCE FACTORS:**
The following performance factors should be considered and wherever possible, incorporated into the Core Responsibilities and the Performance Measures.

- Interpersonal Relations – The extent to which the employee establishes effective working relationships when dealing with supervisors, co-workers, public officials and the general public.
- Communications – The extent to which the employee effectively expresses ideas orally or in writing as required to perform the job.
- Attendance/Punctuality – The extent to which attendance and/or punctuality support performance at the expected level.
- Safety – The extent to which the employee follows established safety practices and corrects the unsafe work practices on the job.
- Planning/Analytical Skills/Decision Making – The extent to which the employee demonstrates the skills to analyze and solve problems. This refers to the gathering of information, anticipation of problems, investigation of the validity of information, weighing of consequences, and soundness of decisions.
### Part IV - Review of Work Description/Performance Plan

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>23. Personal Learning Goals</strong> (List any training goals the employee needs to pursue in order to enhance performance).</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>24. Learning Steps/Resource Needs</strong> (List specific training courses or materials available in the Department that may enhance the employee’s performance).</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>25. Employee’s Comments:</strong></td>
<td>Signature:</td>
<td>Date:</td>
</tr>
<tr>
<td></td>
<td>Print Name:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Employee I.D. Number:</td>
<td></td>
</tr>
<tr>
<td><strong>26. Supervisor’s Comments:</strong></td>
<td>Signature:</td>
<td>Date:</td>
</tr>
<tr>
<td></td>
<td>Print Name:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Employee I.D. Number:</td>
<td></td>
</tr>
<tr>
<td><strong>27. Reviewer’s Comments:</strong></td>
<td>Signature:</td>
<td>Date:</td>
</tr>
<tr>
<td></td>
<td>Print Name:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Employee I.D. Number:</td>
<td></td>
</tr>
</tbody>
</table>
Virginia Department of State Police

Code of Ethics

As an employee of the Commonwealth of Virginia and the Department of State Police, I will:

1. Dedicate my efforts toward earning the respect, trust, and confidence of elected and appointed officials, those with whom I work, and the public.

2. Commit to the highest ideals in the stewardship of public resources.

3. Exercise prudence and integrity in managing the Commonwealth's finances.

4. Provide all reports and information in conformance with applicable laws, regulations, and professional standards.

5. Strive for professional excellence by maintaining and enhancing professional knowledge, skills, and abilities for myself and my colleagues.

6. Act with integrity in all aspects of my profession.

7. Strive to provide performance of the highest quality.

8. Treat all persons in an evenhanded, respectful, and courteous manner.

9. Abide by Virginia's Standards of Conduct for Employees and related regulations.

10. Hold myself accountable for adhering to this Code of Ethics.

As an employee of the Commonwealth of Virginia and the Department of State Police, I will not:

11. Allow conflicts of interest between myself and my professional role.

12. Use public resources for personal gain.

13. Knowingly sign, subscribe to, or permit issuance of any information that contains a misstatement or omits a material fact other than when necessary during the course of official duties to maintain operational security, officer safety or the legal furtherance of a criminal investigation.

14. Knowingly conduct or condone any illegal or improper activity other than when necessary during the course of official duties to maintain operational security, officer safety or the legal furtherance of a criminal investigation.

Print name: _______________________________________

Signature: ______________________________ Date: ______________
Physical Demands Worksheet

This form is intended to assist supervisors in evaluating the demands of positions. Keep a copy of the completed form with the Employee Work Profile in the employee’s personnel file.

Job Title:  Program Support Technician Senior    Date:  
Employee Name:  
Employee Signature:  

CHECK ALL THAT APPLY

<table>
<thead>
<tr>
<th>Physical Demands (without accommodations)</th>
<th>Percent of Time</th>
<th>Repetitive Movement hand(s)/arm(s)</th>
<th>Times per day:</th>
<th>&gt;10</th>
<th>&gt;30</th>
<th>&gt;50</th>
</tr>
</thead>
<tbody>
<tr>
<td>sitting</td>
<td>65</td>
<td>simple grasping</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>walking</td>
<td>5</td>
<td>simple grasping</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>standing</td>
<td>15</td>
<td>simple grasping</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>bending neck</td>
<td>1</td>
<td>simple grasping</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>bending waist</td>
<td>1</td>
<td>power grasping</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>squatting (crouch or sit on one’s heels)</td>
<td>1</td>
<td>power grasping</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>climbing:</td>
<td></td>
<td>pushing/pulling</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>kneeling</td>
<td>1</td>
<td>pushing/pulling</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>crawling</td>
<td>5</td>
<td>fine manipulation</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>driving</td>
<td></td>
<td>fine manipulation</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>lift or carry items weighing up to 10 lbs.</td>
<td>2</td>
<td>fine manipulation</td>
<td>&gt;10</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>lift or carry items weighing 11-25 lbs.</td>
<td>2</td>
<td>reach above shoulder height</td>
<td>&gt;30</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>lift or carry items weighing 26-50 lbs.</td>
<td>1</td>
<td>reach below shoulder height</td>
<td>&gt;50</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>lift or carry items weighing 51-75 lbs.</td>
<td></td>
<td>repetitive ** movement: right foot</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>lift or carry items weighing 76-100 lbs.</td>
<td></td>
<td>repetitive ** movement: left foot</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>lift or carry items weighing over 100 lbs.</td>
<td></td>
<td>repetitive ** movement both feet</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Environmental Demands

☐ A. Extreme cold (below 32º)
☐ B. Extreme heat (above 100º)
☐ C. Noise (need to shout in order to be heard)
☐ D. Vibration (exposure to oscillating movements of the extremities or whole body)
☐ E. Exposure to dust/gas/fumes/steam/chemicals/radio radiation
☐ F. Work outdoors (no effective protection from weather)
☐ G. Walking on uneven ground (gravel, rocks, mounds)/other uneven surfaces
☐ H. Work at heights (such as on scaffolding or ladders)/towers
☐ I. Working around moving machinery (fork-lifts, tractors, mowers)

J. Protective Equipment Required Please line through all that do not apply: (respirator, mask, earplugs, gloves, eyewear, gunbelt, shields, helmets, gas masks, soft body armor, SCBA Suits, SCUBA Suits, “Red Man” suits, flashlight, shin guards, nomex suit, protective vest, padded forearms, hydration system, elbow pads, “cold fire” protection, shoulder weapons, gas guns, shotguns, special munitions-when required, fire extinguisher, first aid supplies, bomb suits etc.)

☒ K. Potential exposure to infectious diseases
☐ L. Confined Spaces Example:
☐ M. Restricted Visibility Example:
☐ N. Other (Attach additional sheets as required to further explain these demands)

☒ O. NONE (not substantially exposed to adverse environmental conditions)
# PERFORMANCE EVALUATION
(Confidential)

## PART V – Employee/Position Identification Information

<table>
<thead>
<tr>
<th>28. Position Number:</th>
<th>29. Agency Name &amp; Code; Division/Department:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>30. Employee Name:</th>
<th>31. Employee Identification Number:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## PART VI – Performance Evaluation

<table>
<thead>
<tr>
<th>32. Core Responsibilities - Rating Earned</th>
<th>33. Core Responsibilities – Comments on Results Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Extraordinary Contributor</td>
<td></td>
</tr>
<tr>
<td>Major Contributor</td>
<td></td>
</tr>
<tr>
<td>Contributor</td>
<td></td>
</tr>
<tr>
<td>Marginal Contributor</td>
<td></td>
</tr>
<tr>
<td>Below Contributor</td>
<td></td>
</tr>
<tr>
<td>B. Extraordinary</td>
<td></td>
</tr>
<tr>
<td>Major Contributor</td>
<td></td>
</tr>
<tr>
<td>Contributor</td>
<td></td>
</tr>
<tr>
<td>Marginal Contributor</td>
<td></td>
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<tr>
<td>Below Contributor</td>
<td></td>
</tr>
<tr>
<td>C. Extraordinary</td>
<td></td>
</tr>
<tr>
<td>Major Contributor</td>
<td></td>
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<tr>
<td>Contributor</td>
<td></td>
</tr>
<tr>
<td>Marginal Contributor</td>
<td></td>
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<tr>
<td>Below Contributor</td>
<td></td>
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<tr>
<td>D. Extraordinary</td>
<td></td>
</tr>
<tr>
<td>Major Contributor</td>
<td></td>
</tr>
<tr>
<td>Contributor</td>
<td></td>
</tr>
<tr>
<td>Marginal Contributor</td>
<td></td>
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<tr>
<td>Below Contributor</td>
<td></td>
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<tr>
<td>E. Extraordinary</td>
<td></td>
</tr>
<tr>
<td>Major Contributor</td>
<td></td>
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<tr>
<td>Contributor</td>
<td></td>
</tr>
<tr>
<td>Marginal Contributor</td>
<td></td>
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<tr>
<td>Below Contributor</td>
<td></td>
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<tr>
<td>F. Extraordinary</td>
<td></td>
</tr>
<tr>
<td>Major Contributor</td>
<td></td>
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<tr>
<td>Contributor</td>
<td></td>
</tr>
<tr>
<td>Marginal Contributor</td>
<td></td>
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<tr>
<td>Below Contributor</td>
<td></td>
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<tr>
<td>G. Extraordinary</td>
<td></td>
</tr>
<tr>
<td>Major Contributor</td>
<td></td>
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<tr>
<td>Contributor</td>
<td></td>
</tr>
<tr>
<td>Marginal Contributor</td>
<td></td>
</tr>
<tr>
<td>Below Contributor</td>
<td></td>
</tr>
</tbody>
</table>
H. □ Extraordinary Contributor
   □ Major Contributor
   □ Contributor
   □ Marginal Contributor
   □ Below Contributor

34. Special Assignments - Rating Earned

35. Special Assignments - Comments on Results Achieved

A. □ Extraordinary Contributor
   □ Major Contributor
   □ Contributor
   □ Marginal Contributor
   □ Below Contributor

B. □ Extraordinary Contributor
   □ Major Contributor
   □ Contributor
   □ Marginal Contributor
   □ Below Contributor

C. □ Extraordinary Contributor
   □ Major Contributor
   □ Contributor
   □ Marginal Contributor
   □ Below Contributor

36. Other significant results for the performance cycle:

Part VII – Employee Development Results

37. Year-end Learning Accomplishments:
Part VIII - Overall Results Assessment and Rating Earned

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38. Overall Rating Earned

- Extraordinary Contributor
- Major Contributor
- Contributor
- Marginal Contributor
- Below Contributor

Part IX – Review of Performance Evaluation

39. Supervisor’s Comments:
   Signature:  
   Position Number:  
   Print Name:  
   Employee I.D. Number:  
   Date:  

40. Reviewer’s Comments:
   Signature:  
   Position Number:  
   Print Name:  
   Employee I.D. Number:  
   Date:  

41. Employee’s Comments:
   Signature:  
   Position Number:  
   Print Name:  
   Employee I.D. Number:  
   Date:  
State of Washington Classified Job Specification

FINGERPRINT TECHNICIAN 1

<< Classified Job Listing
FINGERPRINT TECHNICIAN 1
507H
Salary Range: 41
Category: Science & Engineering

Definition

Performs basic technical fingerprint and other biometric identifications and criminal records work consisting of analyzing, classifying and comparing biometrics of unknown and known persons and crime suspects according to acceptable methods. Perform identification and non-identification of biometrics for employment and licensing purposes.

Distinguishing Characteristics

In an in-training capacity, positions at this level work under close supervision and are learning all components of basic technical fingerprint and biometric classifications and identifications.

Typical Work

Classify fingerprints according to the Henry System, Alphanumeric, NCIC, or modifications of these methods required by the Automated Biometric Identification System (ABIS);

Decipher and classify palm prints and other biometric data according to industry standard;

Identify the structures of friction ridge skin and distinguish minutiae characteristics for the purpose of effecting identifications;

Previews paper fingerprint card submissions for acceptable quality fingerprints; rejects poor quality submissions;

Operates high volume card scanner in conjunction with entering control fields to initiate biometric searches;

Operates biometric workstation to conduct quality control and visual verification of ABIS searches;

Searches new biometrics that were checked against the name file with negative results through the master biometric file for the purpose of determining whether they are those of persons
whose biometrics are already in file under a different name; compares biometrics on subsequent arrest cards with the indicated biometric records already on file;

Takes fingerprints and palm prints electronically and with black printers ink;

Gives instruction to public and private sector in how to take fingerprints and palm prints;

Receives training in effective courtroom testimony; may present testimony on fingerprint comparisons;

Performs other work as required;

**Knowledge and Abilities**

Knowledge of: sequencing and filing by alpha and numeric designations; criminal history records keeping procedures; basic techniques of fingerprint science in the determination of pattern types, ridge counting, whorl tracing, and the Henry Method of Classification (with FBI extensions) or modifications of this method required by the Automated Biometric Identification System (ABIS).

Ability to: write legibly; follow written and oral instructions; learn to take fingerprints; learn advanced techniques of fingerprint science.

**Legal Requirement(s)**

There may be instances where individual positions must have additional licenses or certification. It is the employer’s responsibility to ensure the appropriate licenses/certifications are obtained for each position.

**Desirable Qualifications**

High school graduation or GED equivalent.

AND

One year of experience in a recognized law enforcement agency.

OR

One year of experience in fingerprint pattern determination/ridge encoding using an Automated Fingerprint Identification System.

One year of college course work in law enforcement will substitute for the above required experience.
State of Washington Classified Job Specification

FINGERPRINT TECHNICIAN 2

<< Classified Job Listing
FINGERPRINT TECHNICIAN 2
5071
Salary Range: 45
Category: Science & Engineering

Definition

This is the journey level of the series. Performs advanced technical fingerprint and other biometric identifications and criminal records work consisting of analyzing, classifying, comparing, searching, and verifying biometrics of unknown and known persons and crime suspects according to acceptable methods. Perform identification and non-identification of biometrics for employment and licensing purposes.

Typical Work

Classifies fingerprint cards according to the Henry System, Alphanumeric, NCIC, or modifications of these methods required by the Automated Biometric Identification System (ABIS);

Identify the structures of friction ridge skin and distinguishes the minutiae characteristics for the purpose of effecting identifications;

Analyze, decipher and classify electronically received poor quality fingerprints and palm prints;

Analyze, compare and classify palm prints; Analyze, decipher between an actual poor quality print and a livescan device compression or distortion print;

Analyze, compare, evaluate, and verify (ACE-V), criminal and applicant biometric data against ABIS database to assist criminal justice and non-criminal justice, private and public sector agencies determine identify of unknown and known subjects;

Perform quality control (QC) on biometric submissions to prepare for search and comparison of the ABIS database. Substitute better quality biometrics when applicable to maintain database image integrity;
Perform database maintenance quality control prior to biometrics registering to the ABIS database and archive;

Access and verify specific records from ABIS archive for use in updating criminal history record information;

Previews fingerprint and palm print submissions for acceptable quality; rejects poor quality submissions as appropriate; Contacts submitting agencies to troubleshoot submission issues;

Operates high volume card scanner in conjunction with entering control fields to initiate biometric searches;

Operates biometric workstation to conduct quality control and visual verification of ABIS searches;

Identify ABIS system trouble and be able to escalate to the Supervisor, Lead or System Administrator to resolve;

Searches new biometrics that were checked against the name file with negative results through the master biometric file for the purpose of determining whether they are those of persons whose biometrics are already in file under a different name; compares biometrics on subsequent arrest cards with the indicated biometric records already on file;

Assists in the training of other Fingerprint Technicians;

Verifies other technicians' fingerprint and palm print classification and verification, both manually and electronically;

Conducts complicated comparisons and searches;

Ensure palm prints are registered correctly into the ABIS database;

Double verifies work of Fingerprint Technicians 1 and assists in their training;

Takes fingerprints and palm prints electronically and with black printers ink;
Provides instruction to criminal justice and non-criminal justice agencies and the public and private sector on how to take fingerprints and palm prints;

Receives training in effective courtroom testimony; may present testimony on fingerprint comparisons; prepare exhibits of fingerprint identifications for court testimony;

Write technical evidence reports for identifications made for federal agencies, criminal justice agencies, coroners, and medical examiners;

Performs other work as required.

Knowledge and Abilities

Knowledge of: techniques of fingerprint science in the determination of pattern types, ridge counting, and whorl tracing and of the Henry Method, with FBI extensions, of classification or modification of this method required by the Automated Biometric Identification System (ABIS); principles of effective leadership; rules of evidence and court testimony procedures; fingerprint photography; procedures involved in fingerprint classification training.

Ability to: write legibly; follow written and oral instructions; effectively utilize biometric data and information for assessment and analysis. Effectively communicate with co-workers, criminal justice and non-criminal justice agencies and the general public; ability to maintain confidentiality; learn advanced techniques of fingerprint science and other biometrics; ability to train other Fingerprint Technicians.

Legal Requirement(s)

There may be instances where individual positions must have additional licenses or certification. It is the employer’s responsibility to ensure the appropriate licenses/certifications are obtained for each position.

Desirable Qualifications

High school graduation or GED equivalent.

AND

Completion of one or more courses in fingerprint science or fingerprint classification.

AND
Washington Position Descriptions

Two years of technical fingerprint classification experience in the identification section of a law enforcement agency.

Note: Technical fingerprint classification experience is defined as experience requiring the application of the basic technique of fingerprint science in determination of pattern types through ridge counting, whorl tracings, and use of the Henry Method of Classification (with FBI extensions).
State of Washington Classified Job Specification

FINGERPRINT LEAD TECHNICIAN

<< Classified Job Listing

FINGERPRINT LEAD TECHNICIAN
507J
Salary Range: 47
Category: Science & Engineering

Definition

Leads lower level fingerprint technicians and performs advanced biometric identification and criminal record work consisting of analyzing, classifying, comparing, searching, and verifying biometrics of unknown and known persons and crime suspects according to acceptable methods. Reviews the completed work of fingerprint technicians and assists in their training. Performs identification and non-identification of biometrics for employment and licensing purposes. Assumes responsibility of the fingerprint unit in the absence of the supervisor.

Typical Work

Schedules and assigns the work of technicians and clerical staff within the unit;

Provides training to fingerprint technicians and clerical staff;

Performs leadworker tasks over other technicians and clerical staff; provides guidance and direction to fingerprint technicians;

Assists the Fingerprint Supervisor in reviewing the activities of technicians and clerical staff assigned to a shift;

Assumes responsibility for the fingerprint unit in the supervisor’s absence and performs operational duties;

Prepares and enters updates in ABIS to ensure database integrity, including ABIS deletions;

Performs double verification manually and electronically of the identification and classification of Fingerprint Technicians;

Classifies fingerprint cards according to the Henry System, Alphanumeric, NCIC, or modifications of these methods required by the Automated Biometric Identification System (ABIS);

Performs ABIS searches on incoming biometric submissions previously compared against the WASIS data base with negative results to determine whether any prior criminal history exists on those individuals under a different name; compares biometrics on subsequent arrest cards with the indicated biometric records already on file;
In the absence of the supervisor, serves as a resource to and assists criminal justice and non-criminal justice agencies with fingerprint or palm print comparisons and searches;

Identify the structures of friction ridge skin and distinguishes the minutiae characteristics for the purpose of effecting identifications;

Analyze, decipher and classify electronically received poor quality fingerprints and palm prints;

Analyze, compare and classify palm prints when submitted in hard card form. Ensure palm prints are registered correctly into the ABIS database;

Analyze and decipher between an actual poor quality print and a livescan device compression or distortion print;

Analyze, compare, evaluate, and verify (ACE-V), criminal and applicant biometric data against ABIS database to assist criminal justice and non-criminal justice, private and public sector agencies determine identify of unknown and known subjects;

Perform quality control (QC) on biometric submissions to prepare for search and comparison of the ABIS database. Substitute better quality biometrics when applicable to maintain database image integrity;

Decipher software error messages;

Identify ABIS system issues and be able to diagnose and troubleshoot the issue using appropriate interfaced systems. Determine if the trouble is ABIS operating system hardware or software, interfaced criminal history database, live scan device or other outside agency system. Request trouble ticket from the trouble source and track the progress of the resolution until completed;

Conducts complicated comparisons and searches;

Takes fingerprints and palm prints electronically and with black printer ink;

Provides training to Forensic Scientists for Automated Biometric Identification System (ABIS) entries and searches;

Provides instruction to criminal justice and non-criminal justice agencies and the public and private sector on how to take fingerprints and palm prints;

Provide testimony on fingerprint identifications comparisons; prepare exhibits of fingerprint identifications for court testimony;
Write technical evidence reports for identifications made for federal agencies, criminal justice agencies, coroners, and medical examiners;

Completes special projects as directed by the supervisor;

Performs other duties as required.

**Knowledge and Abilities**

Knowledge of: techniques of fingerprint science in the determination of pattern types, ridge counting, and whorl tracing and of the Henry Method of Classification (with FBI extensions), or modification of this method required by the Automated Biometric Identification System (ABIS); principles of effective leadership; rules of evidence and court testimony procedures; fingerprint photography; procedures involved in fingerprint classification training.

Ability to: write legibly; communicate effectively in verbal and written form; follow written and oral instructions; perform advanced techniques of fingerprint science and other biometric data; analyze and classify fingerprints and palm prints using the Henry method of classification; instruct others in classification techniques; assist in fingerprint photography and the preparation of court exhibits; testify in court. Effectively communicate with co-workers, criminal justice and non-criminal justice agencies and the general public; ability to maintain confidentiality.

**Legal Requirement(s)**

There may be instances where individual positions must have additional licenses or certification. It is the employer’s responsibility to ensure the appropriate licenses/certifications are obtained for each position.

**Desirable Qualifications**

One year as a Fingerprint Technician 2.

OR

Four years of technical fingerprint classification experience in the identification section of a law enforcement agency.

Note: Technical fingerprint classification experience is defined as experience requiring the application of the basic technique of fingerprint science in determination of pattern types through ridge counting, whorl tracings, and use of the Henry Method of Classification (with FBI extensions).
State of Washington Classified Job Specification

FINGERPRINT SUPERVISOR

<< Classified Job Listing

FINGERPRINT SUPERVISOR
507K
Salary Range: 51
Category: Science & Engineering

Definition

Supervises fingerprint technicians. Assigns and schedules staff work. Reviews completed work of fingerprint technicians and is responsible for their training. Performs complex biometric identification and criminal record work consisting of analyzing, classifying, comparing, searching, and verifying biometrics of unknown and known persons and crime suspects according to acceptable methods.

Typical Work

Schedules, supervises, trains, evaluates, and reviews the activities of clerical staff, Fingerprint Technicians 1 and 2 and Fingerprint Lead Technicians assigned to the unit; includes documentation, counseling, developing, disciplinary actions and investigations;

Assists the Fingerprint Unit Manager in developing and preparing staffing requests;

Trains and delegates tasks and assignments to leadworkers;

Interviews and recommends new hires;

Performs verification manually and electronically of the identification, classification, and comparisons of biometric data for all fingerprint technicians and leads;

Provides court testimony related to inked and electronic biometric data identifications and comparisons;

Analyze, compare, evaluate and verify (ACE-V) criminal and applicant biometric data against ABIS database to assist criminal justice and non-criminal justice, private and public sector agencies determine identity of known and unknown subjects;

Perform complex Quality Control (QC) on biometric submissions to prepare for technical search and comparison of the ABIS database. Substitute better quality biometrics when applicable to maintain database image integrity;

Performs ABIS searches on incoming biometric submissions previously compared against the WASIS data base with negative results to determine whether any prior criminal history exists on
those individuals under a different name; compares biometrics on subsequent arrest cards with the indicated biometric records already on file;

Performs comparisons of individual inked fingerprints on welfare fraud cases to determine positive or negative identity, includes searching the inked fingerprint as a latent print on the ABIS and testifying in court as to results of search and comparison;

Serves as a resource to and assists criminal justice and non-criminal justice agencies with fingerprint or palm print comparisons and searches.

Serve as daily operation administrator for the ABIS system and other interfacing systems;

Responsible for daily ABIS operation; includes implementing and establishing guidelines; monitoring system usage, queue maintenance; coordination with the vendor planning for future upgrades and system usage;

Identify ABIS system issues and be able to diagnose and troubleshoot the issue using appropriate interfaced systems. Determine if the issue is ABIS operating system hardware or software, interfaced criminal history database, live scan device or other outside agency system. Request trouble ticket from the trouble source and track the progress of the resolution until completed;

Conducts complicated comparisons and searches;

Provides instruction to criminal justice and non-criminal justice agencies and the public and private sector on how to take fingerprints and palm prints;

Provide testimony on fingerprint identifications and comparisons; prepare exhibits of fingerprint identifications for court testimony;

Write and technical evidence reports for identifications made for federal agencies, criminal justice agencies, coroners, and medical examiners;

Completes special projects as directed by the Unit Manager;

Performs other duties as required.

**Knowledge and Abilities**

Knowledge of: fingerprint classification methods and procedures; latent fingerprint comparison techniques; rules of evidence and court testimony procedures; fingerprint photography and the preparation of exhibits; procedures involved in obtaining inked fingerprints, fingerprint classification and identification training.

Ability to: supervise and train others; classify fingerprints using the Henry, NCIC, and ABIS classification formulas; instruct others in classification and comparison techniques; testify in court; work independently with minimal supervision; implement and innovate new procedures;
follow written and oral instructions; effectively communicate with co-workers, criminal justice and non-criminal justice agencies and the general public; ability to maintain confidentiality; instruct classes on fingerprint related topics; speak before large audiences.

Legal Requirement(s)

There may be instances where individual positions must have additional licenses or certification. It is the employer’s responsibility to ensure the appropriate licenses/certifications are obtained for each position.

Desirable Qualifications

Five years of technical fingerprint classification experience in the identification section of a law enforcement agency.

Note: Technical fingerprinting classification experience is defined as experience requiring the application of the basic technique of fingerprint science in determination of pattern types through ridge counting, whorl tracings, and use of the Henry Method of classification (with FBI extensions).
**State of Washington Classified Job Specification**

**CORRECTIONAL RECORDS TECHNICIAN**

112E

**Salary Range:** 44

**Category:** Administrative Services

**Definition**

Independently performs correctional records technical tasks and sentencing structure duties within a correctional records office. Interprets Supreme, Appellant, and Superior court decisions, RCWs, and/or Indeterminate Sentencing Review Board redeterminations. Calculates length of incarceration, community supervision time, and/or determines release dates. Responds to inquiries and requests for information from management, staff, and external entities.

**Typical Work**

Audits judgment, sentences, and other court documents to verify the court’s accuracy in sentencing offenders per applicable RCW’s and legislative changes;

Utilizing knowledge of sentencing options and types, determines supervision types and enters sentence structures in accordance with judgment, sentence, or other court documents;

Interprets and explains applicable RCW’s, WAC’s, agency policies and records processes;

Enters and clears "Wanted Person" warrant into WACIC and NIC; notifies Victim/Witness Program unit; prepares extradition and international extradition packets for Governor's Warrant; and monitors escape prosecutions;

Interprets Supreme, Appellant, and Superior Court decisions, RCWs and Indeterminate Sentencing Review Board redeterminations to properly compute/re-compute release dates for offenders;

Verifies jail credits as ordered by the court or as certified by the county jail. Calculates good time jail credits as applicable per RCW

Serves as public disclosure officer and determines, per RCW, items that are disclosable, non-disclosable, or partially disclosable;
Prepares offender central files for review by the offender, attorney, or third party in accordance with applicable RCW’s. Determines disclosable and non-disclosable materials based on RCW and who is viewing the file. Conducts file review with the requestor;

Reviews, evaluates, and responds to offender grievances as assigned;

Maintains electronic and physical files;

Serves legal documents on offenders;

Checks NCIC and WACIC for State and Federal warrants;

Takes fingerprint and photographs and creates ID badges for offenders and employees; assigns offenders identification numbers;

Reviews and verifies all pertinent documents relative to the offender’s sentence prior to creating release documents. Prepares all release documents, explains the Order of Release and any reporting instructions to the offender. Witnesses offender signature on documents;

Registers eligible sex offenders and kidnapping offenders prior to release;

Coordinates transportation of offenders for court appearances, transfers and releases;

Extracts criminal history information from data compiled in multiple sources; enters into the Criminal Conviction Record database and determines offender risk level classification;

Completes prep sheets, verifying data and determining supervision types and jurisdiction for violators. Determines the number of low level violations;

Performs other duties as required.

**Knowledge and Abilities**

Ability to work within an offender management information systems such as: OMNI.

Ability to communicate effectively both orally and in writing.

Knowledge of RCW’s, WAC’s and Policies.

**Legal Requirement(s)**

There may be instances where individual positions must have additional licenses or certification. It is the employer’s responsibility to ensure the appropriate licenses/certifications are obtained for each position.

**Desirable Qualifications**
High School diploma or equivalent.

AND

Two years of experience maintaining or processing offender files such as legal files, property files, grievance files, administrative files, medical files, parole files, counselor files, or custody files, in a governmental law enforcement office, court setting or an adult or juvenile correctional agency.

College-level course work in criminal justice, business administration, accounting, social science, or a related field will substitute for one year of experience.
State of Washington Classified Job Specification

CORRECTIONAL RECORDS TECHNICIAN LEAD

<< Classified Job Listing

CORRECTIONAL RECORDS TECHNICIAN LEAD
112F
Salary Range: 48
Category: Administrative Services

Definition

Positions at this level lead, train, and mentors Correctional Records Technicians and perform senior level correctional records tasks, and are authorized to complete final sentence/release audits. Performs correctional records technical tasks and sentence structure duties within a correctional records office. Interprets Supreme, Appellant, and Superior court decisions, RCWs, and/or Indeterminate Sentencing Review Board redeterminations. Calculates length of incarceration and community supervision. Provides guidance to management, staff, and external entities.

Typical Work

Interprets Supreme, Appellant, and Superior court decisions, RCWs, and Indeterminate Sentencing Review Board redeterminations to properly compute/re-compute release date for offenders;

Trains lower level technicians on sentence structure and time accounting, warrants and detainers, tolling, earned release dates, scheduled end dates, public disclosure, and all aspects of maintaining offender records;

Completes second or final audits by reviewing offender data base information against source documents and resolving any problems that relate to sentence computations. Verify the court’s accuracy in sentencing offenders per applicable RCW’s, legislative changes or court decisions;

Uses advanced knowledge of sentencing options and types to determine supervision types and sentencing options. Enters complex sentence structures in accordance with judgment, sentence, or other court documents;

Interprets and explains applicable RCW’s, WAC’s, agency policies and records processes;
Verifies jail credits as ordered by the court or as certified by the county jail. Calculates good
time jail credits as applicable per RCW;

Reviews and verifies all pertinent documents relative to the offender’s sentence prior to
creating release documents. Prepares all release documents, explains the Order of Release and
any reporting instructions to the offender. Witnesses offender signatures on documents;

Identifies sentenced offender through fingerprint comparison and physical characteristics;

Testifies in court as expert witness regarding the validity of offender records and identity;

Certifies for the department, sentence reduction credits to the sentencing court and/or the
Indeterminate Sentencing Review Board;

Prepares offender central files for review by the offender, attorney, or third party in accordance
with applicable RCW’s. Determines disclosable and non-disclosable materials based on RCW
and who is viewing the file. Conducts file review with the requestor;

Reviews, evaluates, and responds to offender grievances as assigned;

Creates and maintains electronic and physical files;

Serves legal documents on offenders;

Takes fingerprint and photographs and creates ID badges for offenders and employees; assigns
offenders identification numbers;

Registers eligible sex offenders and kidnapping offenders prior to release;

Coordinates transportation of offenders for court appearances, transfers, and releases;

Serves as a public disclosure officer and determines, per RCW, items that are disclosable, non-
disclosable, or partially disclosable;

Responds to telephone calls from offender families, attorneys, and offenders, answering a
variety of questions and troubleshooting issues;

May supervise office support staff;

Performs other duties as required.

Knowledge and Abilities
Washington Position Descriptions

Ability to work within an offender management information systems such as: OMNI.

Ability to communicate effectively both orally and in writing.

Knowledge of RCWs, WACs and Policies.

Legal Requirement(s)
There may be instances where individual positions must have additional licenses or certification. It is the employer’s responsibility to ensure the appropriate licenses/certifications are obtained for each position.

Desirable Qualifications
High School diploma or equivalent.

AND

Four years of experience maintaining or processing offender records in a governmental law enforcement office, court setting or an adult correctional agency.

College-level course work in criminal justice, business administration, accounting, social science or a related field will substitute, year for year, for up to two years of experience.

NOTE: Offender records are defined as records containing certified copies of the original documents relating to the offender's crime and sentence.

Offender records are not property files, grievance files, administrative files, treatment files, slough files, parole files, counselor files, or custody files.
State of Washington Classified Job Specification

CORRECTIONAL RECORDS SUPERVISOR

Classification

CORRECTIONAL RECORDS SUPERVISOR
112G
Salary Range: 52
Category: Administrative Services

Definition

Oversees a correctional records office and supervises Correctional Records Technicians. Performs high level correctional records technical tasks and sentence structure duties.

Typical Work

Interprets Supreme, Appellate, and Superior court decisions, RCWs, and Indeterminate Sentencing Review Board redeterminations to properly compute/re-compute release date for offenders;

Trains staff on sentence structure and time accounting, warrants and detainers, tolling, earned release dates, scheduled end dates, public disclosure, and all aspects of maintaining offender records;

Uses expert knowledge of sentencing options and types to determine supervision types and sentencing options. Enters most complex sentence structures in accordance with judgment, sentence, or other court documents;

Determines the legal service/financial obligations prior to release from institution or a work/training release facility;

Initiates requests for a post sentence petition through the Attorney General’s office when the court refuses to modify an erroneous sentence or when no response is received from the Court.

Researches and responds to appeals filed by offenders being sanctioned or revoked. Reviews, evaluates, and responds to offender Level II grievances.

Reviews and verifies all pertinent documents relative to the offender's sentence in order to prepare release documents (e.g., Notification of Release);
Resolves problems that relate to sentence computations;
Testifies in court as expert witness regarding the validity of offender records and identity;
Certifies, for the department, sentence reduction credits to the sentencing court and/or the Indeterminate Sentencing Review Board;
Performs other duties as required.

**Knowledge and Abilities**

Ability to work within an offender management information systems such as: OMNI.
Ability to communicate effectively both orally and in writing.
Knowledge of RCW’s, WAC’s and Policies.

**Legal Requirement(s)**

Ability to work within an offender management information systems such as: OMNI.
Ability to communicate effectively both orally and in writing.
Knowledge of RCW’s, WAC’s and Policies.

**Desirable Qualifications**

High School diploma or equivalent.

**AND**

Five years of experience maintaining or processing offender records in an adult correctional agency.

College-level course work in criminal justice, business administration, accounting, social science or a related field will substitute, year for year, for up to two years of experience.

**NOTE:** Offender records are defined as records containing certified copies of the original documents relating to the offenders' crime and sentence.

Offender records are not property files, grievance files, administrative files, treatment files, slough files, parole files, counselor files, or custody files.
State of Washington Classified Job Specification

CRIMINAL IDENTIFICATION COORDINATOR SPECIALIST

<< Classified Job Listing

CRIMINAL IDENTIFICATION COORDINATOR SPECIALIST

507M

Salary Range: 52

Category: Science & Engineering

Definition

Consults with, informs and advises representatives of law enforcement agencies, criminal justice agencies, and penal institutions, throughout the state, regarding Washington State Patrol criminal identification requirements and procedures; provides guidance and training to local officials and identification personnel.

Typical Work

Plans, organizes and conducts on-the-job training programs concerning fingerprint techniques; corrects manner of furnishing descriptors, offense and disposition information as scheduled throughout the state, or as requested by local criminal justice agencies;

Attends and upon request instructs in seminars and schools relating to fingerprint identification and records conducted for other criminal justice officers;

Serves as liaison between the Identification Section and other criminal justice agencies in matters pertaining to identification and records;

Performs other work as required.

Knowledge and Abilities

Knowledge of: science of fingerprints and the latest advancements; photography as applied to fingerprint identification; fingerprint and record file establishment and maintenance.

Ability to: train and supervise others; follow written and oral instructions; establish and maintain effective working relationships with fellow staff members and officers from other criminal justice agencies.
Legal Requirement(s)

There may be instances where individual positions must have additional licenses or certification. It is the employer’s responsibility to ensure the appropriate licenses/certifications are obtained for each position.

Desirable Qualifications

Two years of college education with a major in Police Science.

AND

Eight years of fingerprint identification and record experience in a recognized law enforcement or related agency, two of which must have been in an administrative or supervisory capacity.

Additional qualifying experience may be substituted, year for year, for education.
STATE OF WYOMING
invites applications for the position of:

PSFI07-00894-Fingerprint Examiner

LOCATION: Cheyenne

DESCRIPTION AND FUNCTIONS:

GENERAL DESCRIPTION:
A Division of Criminal Investigation fingerprint examiner is a highly specialized professional who is a crucial link within the criminal justice system having a significant impact on not only the outcome of an investigation, but also citizens, criminals, records, professional certifications, employers, agencies, legal systems, correctional systems, criminal justice and law by collecting, examining, identifying, classifying, comparing, and preserving fingerprint impressions from criminal cases as well as statutory requirements instituted by the federal and state legislatures for background checks, as well as providing expert witness testimony in court.

ESSENTIAL FUNCTIONS: The listed functions are illustrative only and are not intended to describe every function which may be performed in the job level.

- Examine, classify, identify, and compare fingerprints utilizing acceptable scientific methods and practices
- Develop and maintain a working knowledge of new techniques within the science of fingerprints
- Utilize science-wide accepted practices, conduct searches of fingerprints by examining, analyzing, classifying and comparing a set of unknown prints against a set of known prints
- Testify in court for those decisions and fingerprint identifications
- Capture and collect various biological friction ridge impressions such as fingerprints and palm prints, through various practices accepted by the fingerprint science community
- Utilize the Automated Fingerprint Identification System (AFIS) and Document Archive System (DAS), LiveScan to search, compare, archive and retrieve electronic fingerprints, arrest, applicant data and capture fingerprints
- Coordinate and assist vendors, law enforcement agencies and IT personnel in the installation and maintenance of fingerprinting equipment statewide
- Schedule, plan, coordinate and train criminal justice agency employees and civilians to capture classifiable fingerprints using proper methods and procedures
- Enter, register, update and maintain the State Repository utilized by law enforcement, courts, correctional and prison systems, voter registration, concealed weapons licensing, sex offender registry, and professional licensing
- Enter, register and maintain an electronic image database and manual fingerprint files
- Audit information and fingerprint impressions submitted for employment, certification, licensure and criminal arrests
- Audit agencies and entities to assure compliance with state and federal statutes and regulations
- Compile, record, collate, and report fingerprint statistics
- Attend training courses, seminars, and meetings for continuing education in the science of fingerprint examination and analysis
- Keep informed of Wyoming Statutes affecting work related activities, including
the Wyoming Criminal History Record Act, the Adam Walsh Act, and others

- Demonstrate familiarity with Division, State, and Federal statutes, regulations, policies and procedures
- Other duties as assigned.

**QUALIFICATIONS:**

**PREFERENCES:** Preferences may be given to candidates with certification through an FBI approved Fingerprint examiners course; a Western Identification Network Fingerprint Examiners course; a Law Enforcement Telecommunications Systems user; an instructor through Peace Officers Standards and Training; or the ability to become certified. Proficiency in security awareness by the Division of Criminal Investigation State Security Officer is required.

**KNOWLEDGE:** (Examples of Knowledge are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other knowledge.)

- Knowledge and skill in the science of fingerprint identification, classification, and comparison
- Knowledge of the Criminal Justice System, criminal law and procedures, and the Wyoming Criminal History Records Act and the Privacy Act requirements, security requirements and other related rules, regulations, and laws
- Knowledge of interpreting laws and its affects as related to fingerprints, records, and applicants
- Knowledge of the law enforcement, correctional, judicial, and legislative and law making systems
- Knowledge of the accessing, updating, retrieving, and disseminating processes and laws governing the state and national law enforcement systems, Wyoming Criminal Justice Information System (WYCJIN), National Criminal Information Center (NCIC), and National Law Enforcement Telecommunications Network (NLETS)
- Knowledge of State statutes, policy and procedures affecting criminal records, the permanent State Central Repository, governmental, legislative processes and the entire structure of the criminal justice systems
- Knowledge of principles and concepts of computer systems and operations and the practices and methods of fingerprint records management and the ability to adapt to changing technology
- Knowledge of work organization, work procedures, standards and practices
- Skill in professional oral and written communication, including giving presentations and providing training to personnel with varying skill levels in both formal and informal settings
- Ability to analyze, make independent decisions and conclusions, and resolve problems accurately on behalf of the State
- Ability to maintain security and confidentiality in all aspects related to this position
- Ability to multitask efficiently, accurately, and independently in a timely manner with no or minimal supervision and handle stressful situations and make appropriate decisions
- Ability to work, communicate cooperatively with all levels of government personnel, law enforcement, court personnel, criminal justice system users, and the public
- Ability to interpret and clearly communicate policies and procedures and statutory mandates to various law enforcement agencies
- Ability to travel statewide
- Ability to work overtime as required
- Successful applicants are required to have a valid driver's license and pass on extensive background investigation
MINIMUM QUALIFICATIONS:

<table>
<thead>
<tr>
<th>Education:</th>
<th>Bachelor's Degree</th>
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<tbody>
<tr>
<td>PLUS</td>
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<tr>
<td>Experience:</td>
<td>No prior experience required.</td>
</tr>
<tr>
<td>OR</td>
<td></td>
</tr>
<tr>
<td>Education &amp; Experience Substitution:</td>
<td>3-4 years of progressive work experience (typically in Fingerprinting)</td>
</tr>
<tr>
<td>Certificates, Licenses, Registrations:</td>
<td></td>
</tr>
</tbody>
</table>

NECESSARY SPECIAL REQUIREMENTS:

NOTES:

- FLSA: Non-Exempt
- Open Until Filled
- Successful applicants will be required to pass an extensive background investigation

SUPPLEMENTAL INFORMATION:

Click [here](http://agency.governmentjobs.com/wyoming/default.cfm) to view the State of Wyoming Classification and Pay Structure. URL:

http://agency.governmentjobs.com/wyoming/default.cfm

015 - Attorney General

*Class Specifications are subject to change, please refer to the A & I HRD Website to ensure that you have the most recent version.*

A complete listing of the State of Wyoming Classification and Pay Structure can be viewed at


Emerson Bldg. Rm 127
Cheyenne, WY 82002
307-777-7188
Fax: (307) 777-6562

stjobs@wyo.gov

The State of Wyoming is an Equal Opportunity Employer and actively supports the ADA and reasonably accommodates qualified applicants with disabilities. No notice of eligibility will be sent to applicants who meet the minimum qualifications.
PSFI07-00894-Fingerprint Examiner Supplemental Questionnaire

* 1. (AA) Which of the following best describes your highest completed level of education to date or within the next three (3 months)? (Transcripts may be required.)
   - High School Diploma/GED/or Equivalent
   - Some college Coursework, No Degree
   - Received Associate's Degree
   - Associate's Degree and additional coursework
   - Bachelor's Degree
   - Bachelor's Degree and additional coursework
   - Master's Degree
   - Master's Degree and additional coursework
   - Doctorate Degree
   - Doctorate Degree and additional coursework
   - None of the Above

* 2. (AA) Which of the following Quarter/Semester credit hours best describes your completed college education to date or within the next three (3 months)? (Transcripts may be required.)
   - 45+ Quarter hours/30+ Semester hours
   - 90+ Quarter hours/60+ Semester hours
   - 136+ Quarter hours/91+ Semester hours
   - 180+ Quarter hours/120+ Semester hours
   - hours 225+ Quarter hours/150+ Semester hours
   - N/A

* 3. (PSFI07) Which of the following best describes your work experience in Fingerprinting?
   Experience definition: (This full-time experience includes, but may not be limited to, the following: professional experience performing Fingerprinting.)
   - No relevant experience, but willing to learn.
   - Less than one (1) year of relevant experience.
   - One (1) to less than two (2) years of relevant experience.
   - Two (2) to less than three (3) years of relevant experience.
   - Three (3) or more years of relevant experience.

4. (AA) Describe your relevant experience in the box below.
5. Are you certified through an FBI approved Fingerprint examiners course; a Western Identification Network Fingerprint Examiners course; a Law Enforcement Telecommunications Systems user; or an instructor through Peace Officers Standards and Training?

☐ Yes
☐ No

6. Have you received Proficiency in security awareness by the Division of Criminal Investigation State Security Officer?

☐ Yes
☐ No

7. (AA) Have you completed filling out all of your application for this job posting? (Please be advised that incomplete applications may not be considered for employment and a resume need not be attached and is not an acceptable substitution for a completed application.)

☐ Yes
☐ No

* Required Question