



## **RADIO PERSONNEL JOB FAMILY**

### **CAREER PATH**

Positions in this family are accountable for answering incoming emergency and nonemergency telephone calls from the public and other law enforcement entities, as well as ensuring proper installation, repair, and testing of communications equipment and systems.

#### **Typical functions**

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

- ❖ Entering, retrieving and disseminating information accurately in assigned computer systems and databases
- ❖ Install, repair, maintenance, and testing of associated equipment.
- ❖ Ensure adherence to established training and operating standards.

The work assigned to positions in this series ranges from skilled work in installation, removal, repair, and testing communications equipment to handling radio traffic both to and from patrol units and other law enforcement agencies.

#### **Telecommunicator**

**Pay grade: 18**

This is a specialized position where the employee performs various functions related to the desk operation and the operation of the Patrol's communication system at the troop headquarters. Duties include answering emergency and nonemergency telephone calls from the public and other law enforcement entities, and accurately retrieves and disseminates information within assigned computer systems and databases (e.g., (MULES, NCIC, NLETS, DOR, ALERT, REJIS, etc.) in accordance with expectations and training. An employee is also accountable for accurately relaying and/or disseminating information to appropriate personnel in accordance with expectations and training. The employee is required to perform shift work (e.g., evenings, weekends, and holidays).

#### **Minimum Requirements**

High school diploma or equivalent.

#### **Communications Operator Trainee**

**Pay grade: 1**

An employee is accountable for performing all functions associated with communications work with minimal supervision, to include, but not limited to, handling radio traffic both to and from patrol units and other law enforcement agencies; answering incoming emergency and nonemergency telephone calls from the public and other law enforcement entities; work both



## **RADIO PERSONNEL JOB FAMILY**

### **CAREER PATH**

broadcast and desk operations entering, retrieving and disseminating information accurately in assigned computer systems and databases (e.g., (MULES, NCIC, NLETS, DOR, ALERT, REJIS, etc.) in accordance with expectations and training, as well as accurately relaying and/or disseminating information to appropriate personnel in accordance with expectations and training. An employee may be involved with a combination of other communication related tasks, such as, but not limited to general administrative tasks, training new personnel, technical projects, and /or special or committee assignments. An employee may also be requested to perform the operation, maintenance, and construction of the key components utilized throughout the Patrol's radio network. The employee is required to perform shift work (e.g., evenings, midnights, weekends, and holidays).

#### **Minimum Requirements**

High school diploma or equivalent and must meet the qualifications outlined in Section 43.060 RSMo.

#### **Communications Technician Trainee**

**Pay grade: 1**

An employee is accountable for performing all functions associated with communications work in one of the two assigned units below:

##### **Infrastructure Support Unit**

An employee in this position is assigned to General Headquarters and domiciled at any of the troop headquarters. An individual in this position learns and receives direction in the fundamentals of proper installation, repair, functionality and maintenance of the Patrol or Missouri Statewide Interoperability Network (MOSWIN) base stations, master sites, dispatch consoles and mobile radio equipment located in the assigned district. Work is performed under the close oversight of a designated supervisor who reviews work both during and upon completion.

##### **User Support Unit**

An employee in this position performs skilled work in the installation, removal, and testing of mobile communications equipment at the central radio shop. An individual in this position learns and receives direction in the fundamentals, terminology and procedures that relate to the repair and installation of a variety of mobile and electronic equipment. Work primarily involves the preparation of equipment for installation, assembly of mounting hardware, installing equipment interfaces, and troubleshooting and repair of operational problems that arise. Work is performed



## RADIO PERSONNEL JOB FAMILY

### CAREER PATH

under the close oversight of a designated supervisor who reviews work both during and upon completion.

#### **Minimum Requirements**

High school diploma or equivalent and must meet the qualifications outlined in Section 43.060 RSMo.

AND

Successful completion of a two-year technical school with an emphasis on electronics, telecommunications, computer technology or network data communications systems OR two years of experience in a position where the primary responsibility is installing and/or repairing electronic equipment or comparable experience.

#### **Communications Operator**

**Pay grade: 2**

An employee is accountable for performing all functions associated with communications work with minimal supervision, to include, but not limited to, handling radio traffic both to and from patrol units and other law enforcement agencies; answering incoming emergency and nonemergency telephone calls from the public and other law enforcement entities; work both broadcast and desk operations entering, retrieving and disseminating information accurately in assigned computer systems and databases (e.g., (MULES, NCIC, NLETS, DOR, ALERT, REJIS, etc.) in accordance with expectations and training, as well as accurately relaying and/or disseminating information to appropriate personnel in accordance with expectations and training. An employee may be involved with a combination of other communication related tasks, such as, but not limited to general administrative tasks, training new personnel, technical projects, and /or special or committee assignments. An employee may also be requested to perform the operation, maintenance, and construction of the key components utilized throughout the Patrol's radio network. The employee is required to perform shift work (e.g., evenings, midnights, weekends, and holidays).

#### **Minimum Requirements**

High school diploma or equivalent and must meet the qualifications outlined in Section 43.060 RSMo.



## **RADIO PERSONNEL JOB FAMILY**

### **CAREER PATH**

#### **Communications Technician**

**Pay grade: 2**

An employee is accountable for performing all functions associated with communications work in one of the two assigned units below:

##### **Infrastructure Support Unit**

An employee in this position is assigned to General Headquarters and domiciled at any of the troop headquarters. An individual in this position is responsible for ensuring the proper installation, repair, functionality and maintenance of the Patrol or Missouri Statewide Interoperability Network (MOSWIN) base stations, master sites, dispatch consoles and mobile radio equipment located in the assigned district. The individual also assists troop Chief Operators with technical problems and planning and implementation of command post communications systems, as needed. Work is performed independently and this employee is expected to exercise a considerable degree of judgement and discretion in performance of duties. General supervision is received from the immediate supervisor who reviews work upon completion.

##### **User Support Unit**

An employee in this position performs skilled work in the installation, removal and testing of mobile communications equipment at the central radio shop. An individual in this position performs repair and installation of a variety of mobile and electronic equipment. Work primarily involves the preparation of equipment for installation, assembly of mounting hardware, installing equipment interfaces, and troubleshooting and repair of operational problems that arise. Work is performed independently and this employee is expected to exercise a considerable degree of judgement and discretion in performance of duties. General supervision is received from the immediate supervisor who reviews work upon completion.

#### **Minimum Requirements**

High school diploma or equivalent and must meet the qualifications outlined in Section 43.060 RSMo.

AND

Successful completion of a two-year technical school with an emphasis on electronics, telecommunications, computer technology or network data communications systems OR two years of experience in a position where the primary responsibility is installing and/or repairing electronic equipment or comparable experience.



## **RADIO PERSONNEL JOB FAMILY**

### **CAREER PATH**

#### **Assistant Chief Operator**

**Pay grade: 3**

An employee in this position is accountable for assisting the troop Chief Operator in ensuring the efficient and effective operation of the Troop Communications Center. During the course of duty, the Assistant Chief Operator supervises, schedules, and directs the activities of subordinates and performs a variety of administrative duties as assigned by the troop Chief Operator. The employee is a working supervisor and has the same public safety communication and technical responsibilities as a Communications Operator. The employee is accountable for knowing and performing all functions associated with communications work of those they supervise, to include, but not limited to, handling radio traffic both to and from patrol units and other law enforcement agencies; answering incoming emergency and nonemergency telephone calls from the public and other law enforcement entities; work both broadcast and desk operations entering, retrieving and disseminating information accurately in assigned computer systems and databases (e.g., (MULES, NCIC, NLETS, DOR, ALERT, REJIS, etc.) in accordance with expectations and training, as well as accurately relaying and/or disseminating information to appropriate personnel in accordance with expectations and training. An employee may be involved with a combination of other communication related tasks, such as, but not limited to general administrative tasks, training new personnel, technical projects, and /or special or committee assignments. An employee may also be requested to perform the operation, maintenance, and construction of the key components utilized throughout the Patrol's radio network. The employee is required to perform shift work (e.g., evenings, midnights, weekends, and holidays).

#### **Minimum Requirements**

Must currently be classified as a Communications Operator and possess six years of experience with the Communications Division under Chapter 43 and meet the qualifications outlined in Section 43.060 RSMo.

#### **Assistant Chief Technician**

**Pay grade: 3**

An employee is accountable for performing all functions associated with communications work in one of the two assigned units below:

##### **Infrastructure Support Unit**

An employee in this position is assigned to General Headquarters and domiciled at any of the troop headquarters. An individual in this position is responsible for ensuring the proper installation, repair, functionality and maintenance of the Patrol or Missouri Statewide Interoperability Network (MOSWIN) base stations, master sites, dispatch consoles and mobile



## **RADIO PERSONNEL JOB FAMILY**

### **CAREER PATH**

radio equipment located in the assigned district. The individual also assists troop Chief Operators with technical problems and planning and implementation of command post communications systems, as needed. The Assistant Chief Technician may also assist in performing duties to support the Chief Technician, to include training, planning and assigning work, performance assessment, coaching, and supervision, as directed. In addition, incumbents will be expected to have the knowledge and skills to perform and review the work overseen. Work is performed independently and this employee is expected to exercise a considerable degree of judgement and discretion in performance of duties. General supervision is received from the immediate supervisor.

#### **User Support Unit**

An employee in this position performs skilled work in the installation, removal and testing of mobile communications equipment. An individual in this position performs repair and installation of a variety of mobile and electronic equipment. Work primarily involves the preparation of equipment for installation, assembly of mounting hardware, installing equipment interfaces, and troubleshooting and repair of operational problems that arise. The Assistant Chief Technician may also assist in performing duties to support the Chief Technician, to include training, planning and assigning work, performance assessment, coaching, and supervision, as directed. In addition, incumbents will be expected to have the knowledge and skills to perform and review the work overseen. Work is performed independently and this employee is expected to exercise a considerable degree of judgement and discretion in performance of duties. General supervision is received from the immediate supervisor.

#### **Minimum Requirements**

##### **Infrastructure Support Unit**

Successful completion of six years as a Communications Technician, and successfully complete skill assessment evaluations for a Communications Technician in the ISU.

##### **User Support Unit**

Successful completion of six years as a Communications Technician, and successfully complete skill assessment evaluations for a Communications Technician in the USU.





## **RADIO PERSONNEL JOB FAMILY**

### **CAREER PATH**

#### **Chief Operator**

**Pay grade: 4**

An employee in this position is accountable for ensuring the efficient and effective operation of the assigned Troop Communications Center. The employee is responsible for the complete operation of that station including radio personnel, desk personnel, and new operator and MULES agency training. The employee assures station records are maintained and the troop communications equipment is functioning properly. The employee is a working supervisor and has the same public safety communication and technical responsibilities as a Communications Operator. The employee is accountable for knowing and performing all functions associated with communications work of those they supervise, to include, but not limited to, handling radio traffic both to and from patrol units and other law enforcement agencies; answering incoming emergency and nonemergency telephone calls from the public and other law enforcement entities; work both broadcast and desk operations entering, retrieving and disseminating information accurately in assigned computer systems and databases (e.g., (MULES, NCIC, NLETS, DOR, ALERT, REJIS, etc.) in accordance with expectations and training, as well as accurately relaying and/or disseminating information to appropriate personnel in accordance with expectations and training. An employee may be involved with a combination of other communication related tasks, such as, but not limited to general administrative tasks, training new personnel, technical projects, and /or special or committee assignments. An employee may also be requested to perform the operation, maintenance, and construction of the key components utilized throughout the Patrol's radio network. The employee is required to perform shift work (e.g., evenings, midnights, weekends, and holidays).

#### **Minimum Requirements**

Must have served a minimum of one year as an Assistant Chief Operator and meet the qualifications outlined in Section 43.060 RSMo.

#### **Chief Technician**

**Pay grade: 4**

An employee is accountable for performing all functions associated with communications work in one of the two assigned units below:

##### **Infrastructure Support Unit**

An employee in this position is assigned to General Headquarters and domiciled at any of the troop headquarters. An individual in this position may supervise assigned communications technicians and is responsible for ensuring the proper installation, repair, functionality and maintenance of the Patrol or Missouri Statewide In-teroperability Network (MOSWIN) base



## **RADIO PERSONNEL JOB FAMILY**

### **CAREER PATH**

stations, master sites, dispatch consoles and mobile radio equipment located in the assigned district. The individual works alongside the troop Chief Operators with regard to technical problems and planning and implementation of command post communications systems. Work is performed with mini-mum supervision is expected to exercise a considerable degree of judgement and discretion in performance of duties.

#### **User Support Unit**

An employee in this position performs skilled work in the installation, removal and testing of mobile communications equipment. An individual in this position may supervise and direct the installation, removal and testing of mobile communications equipment in the central radio shops. An individual in this position performs repair and installation of a variety of mobile and electronic equipment, and are assigned to work on special equipment or projects. Work primarily involves the coordination of communications technician personnel in the preparation of equipment for installation, assembly of mounting hardware, installing equipment interfaces, and troubleshooting and repair of operational problems that arise, as well as serving as the subject matter expert in the USU (e.g. breath alcohol instruments, RADAR, mobile and portable radio, research and product acquisition, etc). Work is performed with minimum supervi-sion and is expected to exercise a considerable degree of judgement and discretion in performance of duties.

#### **Minimum Requirements**

##### **Infrastructure Support Unit**

Successful completion of seven years as a Communications Technician, and successfully complete skill assessment evaluations for an Assistant Chief Technician in the ISU. Must have performed satisfactorily in-grade as an Assistant Chief Technician for one year.

##### **User Support Unit**

Successful completion of seven years as a Communications Technician, and successfully complete skill assessment evaluations for an Assistant Chief Technician in the USU. Must have performed satisfactorily in-grade as an Assistant Chief Technician for one year.





## **RADIO PERSONNEL JOB FAMILY**

### **CAREER PATH**

#### **Section Chief**

**Pay grade: 5**

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

#### **Infrastructure Support Unit**

An employee in this position is accountable for overseeing the proper installation, repair, functioning and maintenance of the Patrol or Missouri Statewide Interoperability Network (MOSWIN) base stations, master sites, dispatch consoles and mobile radio equipment throughout the Patrol. An employee in this position also serves as the technical liaison between field personnel and the Department of Public Safety's Office of Interoperable Communications relating to MOSWIN. The employee is accountable for knowing and performing all functions associated with communications work of those they supervise. An employee may be involved with a combination of other communication related tasks, such as, but not limited to general administrative tasks, training new personnel, technical projects, and /or special or committee assignments. General direction, to include additional duties assigned, is received from the designated supervisor, but the employee is given wide latitude for using independent judgment and initiative in providing functional supervision of the program.

#### **Operations and Training Unit**

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

#### **User Support Unit**

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



## **RADIO PERSONNEL JOB FAMILY**

### **CAREER PATH**

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

#### **Minimum Requirements**

##### **Operations and Training Unit**

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

##### **Infrastructure Support Unit & User Support Unit**

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

#### **Director of Radio**

**Pay grade: 6**

The Director of Radio is appointed by the Superintendent and directs the activities of the Patrol's Communications Division, which is responsible for the maintenance, day to day operation and administration of the Patrol's land mobile radio systems (LMRS). An individual in this position directs the coordination of division personnel, in cooperation with other entities, in maintaining the Missouri Statewide Interoperable Network (MOSWIN) radio system. This position requires considerable independent judgment and discretion in contacts with the public and personnel from local, county, state, federal, and private agencies. Considerable time is spent dealing with contractors and vendors to ensure compliance with state contracts. Work is performed under general administrative direction and is reviewed for conformance with prescribed policies and procedures for attainment of objectives.

#### **Minimum Requirements**

Possess one year in grade as Section Chief in the Communications Division and must meet the qualifications outlined in Section 43.060 RSMo.



## **RADIO PERSONNEL JOB FAMILY**

### **CAREER PATH**

#### **SPECIALTY POSITIONS (TROOP ONLY)**

##### **Special Weapons and Tactics (SWAT) Team - Communications Operator**

###### **Pay grade: 2**

This is a specialized position where the individual provides a means of communication between the entry team, snipers, negotiators, and authoritative officer(s) during high risk situations by establishing a mobile command in remote proximity of priority incidents. All incoming and outgoing radio traffic throughout the event is logged and, if necessary, relayed by the Communications Operator.

###### **Minimum Requirements**

Must currently be classified as a Communications Operator.

Successful completion of an 18 month training period as a Communications Operator Trainee and meet the qualifications outlined in Section 43.060 RSMo.

#### **COMMUNICATIONS DIVISION SPECIALTY POSITIONS (GHQ ONLY)**

##### **Computer Aided Dispatch (CAD) Administrator**

**Pay grade: 2, 3, 4**

An employee in this position is accountable for facilitating the planning, organizing, and maintenance of the agency's CAD system. An employee serves as the knowledgeable authority for the Patrol's CAD system policies and guidelines relating to its purpose. Work includes database administration and maintaining system configuration on the CAD system, as well as maintaining manuals and other documentation related to the structure and use of the CAD system. An employee is also responsible for providing information to Patrol units and, when applicable, other agencies, notifying of items or incidents which require prompt notification and/or action. General direction, to include additional duties assigned, is received from the designated supervisor, but the employee is given wide latitude for using independent judgment and initiative in providing functional supervision of the program.

###### **Minimum Requirements**

Must have a minimum of five years experience with the Communications Division and have served at least three years as a Communications Operator. An employee serving in one of these



## **RADIO PERSONNEL JOB FAMILY**

### **CAREER PATH**

roles is eligible for promotion to their next level in rank, up to the rank of Chief Operator, following one year of documented successful performance at each rank, as well as successful completion of the identified written examination for promotion.

#### **Training Coordinator**

**Pay grade: 2, 3, 4**

An employee in this position is accountable for serving as the supervisor of training and certification for basic communications and continuing education for communication operations personnel in order to fulfill division responsibilities. This position analyzes the training needs of the division and prepares training plans, utilizing professional curriculum development strategies and methods, to ensure mandated training requirements and recertifications are performed. The employee also serves as the manager of the Communications Training Operator (CTO) Program. Additionally, the employee guides communications training personnel in the development and administration of instruction, certification, and recertification for basic communications and continuing education of communication operations personnel. General direction, to include additional duties assigned, is received from the designated supervisor, but the employee is given wide latitude for using independent judgment and initiative in providing functional supervision of the program.

#### **Minimum Requirements**

Possess five years experience with the Communications Division, under Chapter 43, as a Communications Operator/Technician with the Missouri State Highway Patrol and must currently be classified as a Communications Operator/Technician or higher. An employee serving in one of these roles is eligible for promotion to their next level in rank, up to the rank of Chief Operator, following one year of documented successful performance at each rank, as well as successful completion of the identified written examination for promotion.

#### **ADDITIONAL INFORMATION**

Some Patrol duties relate to criminal activity. Therefore, employees may be exposed to written material, photographs, and/or verbal language of a sexual nature. The requirements of this position are not intended to create a hostile work environment; however, it is work of an extremely sensitive nature. A copy of the Missouri State Highway Patrol policy on sexual harassment is available upon request.



## RADIO PERSONNEL JOB FAMILY

### CAREER PATH

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

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

#### **Minimum Requirements specific to the Radio Personnel Job Family that may apply and are dependent on assigned areas of responsibility:**

- ❖ Must be at least twenty-one years of age at the time of employment.
- ❖ Must possess and maintain a valid driver license.
- ❖ Shall not have any conviction, indictment or pending litigation for any offense involving moral turpitude.
- ❖ Per General Order 26-07, uniformed civilian employees will not have tattoos or brands on the head, neck, wrists, or hands. The sole exception is that one traditional band style ring tattoo may be displayed on a single finger. Any such ring tattoo will not extend beyond the proximal phalanx. Tattoos and/or brands on any other part of a member or uniformed civilian's body, which would be visible during movements in the performance of their duties while wearing any official uniform or civilian attire, will be completely covered and not visible while on duty.
- ❖ Must successfully complete, or have completed, identified training for the assigned classification.
- ❖ Documented successful completion of at least 24 hours of state-certified communications continuing education required each three-year counting period in accordance with RSMo 650.340.

**EEO STATEMENT:** The Missouri State Highway Patrol is an equal opportunity employer. All qualified applicants will be considered for employment without regard to race, color, religion, sex, age, national origin, veteran status, ancestry, sexual orientation, or disability.

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



## **RADIO PERSONNEL JOB FAMILY**

### **CAREER PATH**

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

**Effective:** 02/01/2025

**Reviewed:** 02/01/2025

**Revised:** --