



## NETWORK INFRASTRUCTURE JOB FAMILY

### CAREER PATH

Positions in this family are accountable for the planning, development, installation, and operation of current and future networks, including telecom, unified communications, Local Area Networks, and Wide Area Networks. This includes the compatibility of technology between different locations.

#### Typical functions

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

- ❖ Monitor and analyze network usage.
- ❖ Identify network issues and resolve/recommend solutions.
- ❖ Install network software or components.
- ❖ Design and manage voice/data networks.
- ❖ Ensure adherence to security standards.

The work assigned to positions in this series ranges from troubleshooting and maintaining networks to managing multiple teams.

#### Network Infrastructure Technician

**Pay grade:** 18, 22, 25, 28

This is a first-level network operations position that typically works within the framework of established operating procedures and in close cooperation with internal and external network support providers to troubleshoot and maintain network and communication user devices and links. This position focuses on network operations in a WAN/LAN environment, including both data and voice. This position places orders for network equipment within approved standards and modifies configuration settings and components and installs network cabling and fiber. A Network Infrastructure Technician implements basic firewalls and routers and monitors routine network performance. This position conducts simple analysis and documentation of configuration management, prepares documentation for all actions taken, and implements back up configuration.

**Minimum Requirements** *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

Associate's degree from an accredited institution.



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#### **Network Infrastructure Specialist**

**Pay grade:** 30, 33

This is a second-level network operations position accountable for applying and using experience in the field of network operations and administration. This position cooperates closely with internal and external network support providers to troubleshoot and maintain network and communication user devices and links of moderate complexity in assigned organizational areas. A Network Infrastructure Specialist focuses on the hardware and software aspects of network operations across multiple platforms of LAN and WAN configurations. This position monitors the use, capacity, and performance of network systems and recommendations for changes and may implement agreed enhancements. Employees are accountable for installation and implementation of new network and communication equipment/software as required. This position maintains effective network security and back up and may provide technical leadership to first-level staff. Employees act with independence and may be accountable for a significant portion of a large project/enhancement.

**Minimum Requirements** *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

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

#### **Network Infrastructure Architect**

**Pay grade:** 33

This is a professional network operation position accountable for the development of network architecture and design. This position establishes network standards, platforms, protocols, and devices within the approved architecture. This position designs complex networks and communications systems and coordinates/oversees the planning and installation of complex networks and communication systems. Employees conduct high level network performance tuning and establish statewide integration and continuity of connectivity. The Network Infrastructure Architect coordinates the integration with external service providers and researches developments in network and communication technology, proposes business changes, and develops migration and implementation plans. This position also provides complex technical support in relevant fields of discipline, may serve as project leader and/or provide technical direction to lower-level team members, and mentor less experienced staff.

**Minimum Requirements** *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*



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

#### **Network Infrastructure Supervisor**

**Pay grade:** 30, 33

A supervisory position responsible for a team of network infrastructure staff who provide monitoring, troubleshooting, and maintenance of networks and communications of moderate complexity in assigned organizational areas. The focus is primarily on operations and maintenance and this position mentors network infrastructure and operations staff.

**Minimum Requirements** *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

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

#### **Network Infrastructure Manager**

**Pay grade:** 34

This is a managerial position accountable for overall design and performance of network(s) at the high end of complexity and high risk/impact for assigned organizational areas. This position manages multiple teams of network administrators and operations staff and is accountable for management of multiple platforms and for supervisors. The Network Infrastructure Manager interacts with stakeholders and high-level business users and manages vendor relations. Positions at this level are typically located in central IT and are responsible for assisting the Chief Information Officer (CIO) with strategic planning and direction.

**Minimum Requirements** *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

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

#### **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



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harassment is available upon request.

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

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

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

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

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

**Effective:** 02/01/2025

**Reviewed:** 02/01/2025

**Revised:** --