

**State of Michigan
Civil Service Commission**
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code 1. INFTTCHED30R

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency TECH, MGMT AND BUDGET - IT
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Chief Technology Officer
4. Civil Service Position Code Description INFO TECHNOLOGY TECHNICIAN-E	10. Division Core Infrastructure Services
5. Working Title (What the agency calls the position) Computer Operator	11. Section Service Management
6. Name and Position Code Description of Direct Supervisor DELANEY, JASON; INFO TECH SUPERVISOR-1	12. Unit Service Management Center
7. Name and Position Code Description of Second Level Supervisor ROZELL, JAMES A; INFO TECH SUPERVISOR-3	13. Work Location (City and Address)/Hours of Work 7064 Crowner Drive, Lansing, / 2nd Shift, 2:00 PM – 12:30 AM, Workdays vary including weekends and holidays

14. General Summary of Function/Purpose of Position

This position is a tier I operator that serves as a primary resource for enterprise monitoring, incident management and computer operations responsible for systems that run critical applications, systems, networks, and infrastructure at multiple sites, serving the departments and citizens of the State of Michigan.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary:

Percentage: 30

Incident Management

Individual tasks related to the duty:

- Initiates Incident for State of Michigan Critical Business Functions. (State of Michigan Application Prioritization for Recovery (SARP) services)
- Manages Medium, High, and Critical Incidents, including triage and assessment of impacted systems.
- Escalates Incidents to tier II for Major Incident investigation.
- Scribes notes for technical conference calls as needed
- Notifies and escalates to support teams using Standard Operating Procedure (SOP) 12.
- Requests timely updates for Incidents.
- Sends Communications Matrix Notifications using SOP12-2 for High and Critical Incidents.

Duty 2

General Summary:

Percentage: 20

Enterprise Monitoring & Security

Individual tasks related to the duty:

- Monitors server and network system monitoring tools, and responds appropriately to alarms.
- Monitor the environmental equipment and situations (Generators, UPS, PDU, Air Conditioning and buildings water supply) equipment to ensure their proper operation. Report all issues to the proper organizations/persons for corrective actions. Based upon personal knowledge and experience, implement appropriate temporary corrective actions. Complete documentation of how the problem/issue was uncovered, who it affected and the steps taken up to and including the final solution.
- Monitor the security equipment and situations to ensure their proper operations. Report all issues/irregularities to the proper organizations/persons. Track and monitor security concerns. Complete documentation of how the issue/irregularity was uncovered, who it affected and the steps taken up to and including the final solution.
- Monitor input/output devices, priorities and processor utilizations. Resolve conflicting priority policies.
- Monitors system resources (e.g. processor, memory and input/output) to ensure that Service Level Agreement performance criteria are met and that system resources are not being over-utilized by one customer.
- Analysis of error conditions that may appear to be unrelated to determine the relation and action needed.
- Opens trouble tickets and assign to the appropriate support group.
- Grants physical access to hosting centers both locally and remotely.
- Administers established security policy for physical access to the (2) Hosting Centers.

Duty 3

General Summary:

Percentage: 20

Computer Operations. Operates the mainframe computers, peripheral equipment, servers, open systems, and miscellaneous other systems in the data centers.

Individual tasks related to the duty:

- Executes programs and jobs on the mainframe computers utilizing an operator display terminal.
- Controls production utilizing Automated Scheduling Systems to ensure that jobs are completed in the time required by the customers
- Scans and reviews output to ensure proper job execution.
- Operates peripheral equipment such as tape drives and consoles.
- Initializes disk packs
- Monitors system resources (e.g. processor, memory and input/output) to ensure that performance criteria are met and that system resources are not being over-utilized by one customer.
- Responsible for tape library functions including pulling and hanging tapes for production, test batch processing, managing off-site storage and logging User input tapes as needed.
- Performs minor maintenance to equipment such as cleaning tape drives.

Duty 4

General Summary:

Percentage: 20

Communications

Individual tasks related to the duty:

- Prepares and submits status reports detailing system operations.
- Reads, comprehends, and complies with email messages in timely basis.
- Uses communications tools appropriately to receive and disburse information.
- Answers and makes phone calls as necessary.
- Communicates statuses using tools such as trouble tickets, status boards, broadcast messages and status reports.

Duty 5

General Summary:

Percentage: 5

Change Management

Individual tasks related to the duty:

- Reviews the Change Management Forward Schedule of Change.
- Updates Requests for Changes (RFC's) as needed and when requested by the change builders.

Duty 6

General Summary:

Percentage: 5

Miscellaneous

Individual tasks related to the duty:

- Assists with training of new staff.
- Performs other miscellaneous tasks as assigned.
- Work cooperatively with others in a team environment to meet the expected levels of customer service.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Decisions primarily involve identifying problems with job execution, hardware, system resources, environmental, security equipment, other issues that are not addressed in policy, procedures and documentation. These decisions could impact customers (State departments, agencies, partners and citizens) receive a satisfactory level of service.

17. Describe the types of decisions that require the supervisor's review.

The supervisor is consulted when decisions are required that do not fall within the bounds of established policy, procedures and documentation, or when situations might have an adverse financial impact or are politically sensitive.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Work is performed in a computer room environment characterized by cool temperature and constant machine noises. Most work is performed sitting at a console command area, using personal computers and telephones.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-

time, on-going basis.

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | |
|---|--|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work. |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work. |
| <input type="checkbox"/> Approve leave requests. | <input type="checkbox"/> Review work. |
| <input type="checkbox"/> Approve time and attendance. | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand. | <input type="checkbox"/> Train employees in the work. |

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes.

23. What are the essential functions of this position?

All duties listed are essential.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

25. What is the function of the work area and how does this position fit into that function?

Core Infrastructure Service Management Center is responsible for monitoring and operating computer equipment located in multiple state facilities serving the information technology needs of state departments and citizens. This position fits into that function by performing duties and tasks that contribute to the mission of the work area.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Possession of a certificate in information systems, data processing, electronics technology, mainframe operations, or microcomputer systems gained through completion of a one-year, college level curriculum.

EXPERIENCE:

Information Technology Technician 7

No specific type or amount is required.

Information Technology Technician 8

One year of experience equivalent to an Information Technology Technician 7.

Information Technology Technician E9

Two years of experience equivalent to an Information Technology Technician, including one year equivalent to an Information Technology Technician 8.

Alternate Education and Experience

Information Technology Technician 7 - 10

Significant on-the-job or other technical training that can be shown to provide the required knowledge of information systems equivalent to that gained through completion of a one-year, college level curriculum may be substituted for the post-secondary certificate.

Possession of an associate's degree in information systems, data processing, electronics technology, or microcomputer systems may be substituted for one year of information technology technician work experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of data processing terminology, symbols and methodology.

Knowledge of computer hardware, software and peripheral equipment.

Knowledge of the methods and techniques used to operate computers and peripheral equipment.

Knowledge of incident management methods and tools.

Core Competencies: Customer Focus (Customer Loyalty), Communication, Building Trust (Integrity/Honesty), Tech/Prof Knowledge & Skills (Job Knowledge), Building Strategic Working Relationships (Building Customer Loyalty)

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

Duties may involve use of a vehicle.

Employee in this position must meet all security requirements established by the various state departments. Employee will be subject to a background investigation as well as pre-employment drug testing.

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

None.

I certify that the entries on these pages are accurate and complete.

Appointing Authority

Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee

Date