Position Code
1. INFOTMGRA80N

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)** Agency Services Supporting DHHS
4. Civil Service Position Code Description INFO TECH MANAGER-3	**10. Division** AS-MDHHS-Children's Services and State Hospitals
5. Working Title (What the agency calls the position) ITM14 –Business Analyst & Security Compliance Team	**11. Section** Children's Services
6. Name and Position Code Description of Direct Supervisor PEI, TAO; STATE ADMINISTRATIVE MANAGER-1	**12. Unit** BAS & SSP
7. Name and Position Code Description of Second Level Supervisor ALARIE, LINA M; SENIOR EXEC BUS REL ADMIN	**13. Work Location (City and Address)/Hours of Work** Grand Tower, 235 S Grand Ave, Lansing, MI 48933 / 8:00am-5:00pm, Monday-Friday / Hybrid schedule

14. General Summary of Function/Purpose of Position

This position serves as the first-line Information Technology Manager of resources and activities to ensure that the objectives and goals for Agency Services, Children's Services, within the Department of Technology, Management and Budget are accomplished.

Under the direction of the Business Relationship Manager and State Administrative Manager, the Information Technology Manager is responsible for managing day-to-day functions and activities for the Business Analyst and Security Compliance Team, establishing priorities, allocating staff to projects and system support, employee evaluations, counseling, establishing employee training plans, analyzing resource capacity versus demand, and the assignment/prioritization of employee work loads.

Responsibilities also include serving as the technical escalation point for ongoing projects, participating in project status meetings, reviewing project documentation, reporting progress of ongoing projects and system support to management, and facilitating conversations with DTMB, DHHS, and vendor personnel related to the status of ongoing projects and initiatives.

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: 50**

Leads a unit of staff responsible for system programming, trouble shooting, and system management of IT systems.

Individual tasks related to the duty:

• Provide guidance, direction, and supervision for unit staff and/or contractors in providing ongoing operations, support, and maintenance of all systems and applications for continued improvement in performance.
• Assign tasks to unit members and track progress of the tasks.
• Work with upper management to develop work priorities, establish timelines, staff requirements, costs estimate, and staffing needs in alignment with organizational strategic direction and agency goals.
• Monitor and evaluate employee performance through the review of completed work assignments and work techniques. Meet regularly with staff to discuss.
• Conduct regular team meetings to facilitate effective communication and teamwork, as well as discussions regarding assignments, priorities, and training.
• Administer policies and procedures governing staff in the workplace.
• Assign staff to workgroups and committees, where appropriate.
• Participate in the hiring of new staff, including interviews, reference checks and recommendations, as needed.
• Maintain and regularly update a skills inventory of all assigned staff for use in development of individual training plans.
• Develop staff through training, as well as coaching and mentoring.
• Maintain records, prepare reports, and compose correspondence relative to the work.
• Establish and monitor program priorities and objectives, targets of services and resource allocation.

Duty 2

General Summary: **Percentage: 25**

Provide project support and technical assistance.

Individual tasks related to the duty:

• Provide day to day oversight and technical guidance to staff on situations that require a technical decision.
• Support Project Management and apply the concepts of Project Management Methodology on the new IT development initiatives in the Section.
• Provide technical guidance and content knowledge on all application and database design (building logical/physical data models) and development related issues.
• Make recommendations for an improved IT infrastructure and architecture and offer solution to application and database problems (design, access, and content) on an enterprise and business area levels.
• Approve staff allocation to ensure adequate resources are available to carry out projects designated for the work area.
• Develop and implement disaster recovery plans and procedures for supported applications.
• Assure change management processes are included in project documentation and proper approvals obtained prior to implementation.
• Assure 'lessons learned' are completed and included in the project documentation prior to project close out.
• Assure that Enterprise DevSecOps principles are incorporated in project planning and execution.

Duty 3

General Summary: **Percentage: 20**

Responsible for the planning and coordination of unit activities to ensure that the objectives and goals of the Agency are accomplished in accordance with Agency priorities, time limitations, and budgets.

Individual tasks related to the duty:

• Represent the interests of client's applications to increase customer satisfaction and improve maintenance support of the applications and databases.
• Review customer requests and develop work plans for the project to meet objectives, meeting with customers as necessary to clearly outline issues and their resolution.
• Promote compliance with established IT standards.
• Create work statements to define projects that improve business processes, data quality, enhance response time, or improve the operation of the unit.
• Oversee the resolution of complex IT problems related to the client's systems.
• Create work statements for IT contractual services.
• Ensure contractual deliverables are met.
• Act as the liaison between top level management and customers.
• Make recommendations to both users and management to improve the effectiveness and efficiency of processes and practices

Duty 4

General Summary: **Percentage: 5**

Other duties as assigned

Individual tasks related to the duty:

• Perform IT related documentation upon request.
• Attend IT related meetings and seminars upon request.
• Serve on IT related advisory groups and interview panels upon request.
• Travel for IT related business upon request.
• Prepare status reports as requested.
• Special projects as defined by leadership.
• Other IT-related tasks as requested by DTMB, and other duties as assigned

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

This position is responsible for all team activities; therefore, it must be able to perform functions independently. Decisions to be made include, but are not limited to project implementation approval, staff schedules, system problem resolution, resource allocation for special projects, priority setting for overlapping staff assignments, team effectiveness/efficiency, staff evaluations, and establishment and recommendation of standards and procedures for the emerging technology.

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

• Decisions with a financial or policy impact.
• Application approval and submittal for federal funding for projects and IT initiatives.
• Results of special assignments.
• Actions that would result in failure to meet Service Level Agreement objectives.
Assistance should be requested from the Section Manager when direction or decisions are required that are above the level of responsibility for this position.

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.

Position is located within a standard office location or standard conference room settings.
A minimum amount of effort may be required to walk or drive to locations other than primary work location.
Position subject to stress and pressure to resolve problems quickly and effectively.

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.

NAME	CLASS TITLE	NAME	CLASS TITLE
MCLAREN, JANE	INFO TECH SPECIALIST-3 14	HART, JOSEPH A	INFO TECH SPECIALIST-3 14
LI, DANIEL J	INFO TECH SPECIALIST-3 14	JENNE, BURKE A	INFO TECH PRGMR ANALYST-A 12
JOHNSON, ALEX M	INFO TECH PRGMR ANALYST-A 12	RODRIGUEZ, CRYSTAL-MARIE G	INFO TECH PRGMR ANALYST-A 12
SELVARAJ, CHITHIRAKALA	INFO TECH PRGMR ANALYST-A 12	VACANT	INFO TECH PRGMR ANALYST-A
POLAVARAPU, SIRISHA	INFO TECH PRGMR ANALYST-E P11	HARRIGAN, JEREMY L	INFO TECH PRGMR ANALYST-E P11

Additional Subordinates

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

Y	Complete and sign service ratings.	Y	Assign work.
Y	Provide formal written counseling.	Y	Approve work.
Y	Approve leave requests.	Y	Review work.
Y	Approve time and attendance.	Y	Provide guidance on work methods.
Y	Orally reprimand.	Y	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?

The essential functions of this position include, but are not limited to, leading first line staff in the support of customer service, project completion and maintenance of IT applications and services.
Competencies (in alphabetical order): Adaptability, Communication, Decision Making, Delegating Responsibility, Planning and Organizing

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

PD update, last updated in 2009, essential duties and tasks remain the same the update is application used and the area's it supports.

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

This position provides direct supervision and management of a technical team that provides IT services & Salesforce development to all Children's Services areas in the Department of Health and Human Services. This team is responsible for business analyst support for all existing applications and new projects. They are the key contact to their business counterparts in the Department of Health and Human Services. They act as the integration point between the business and the IT Team in relaying business requirements into user stories. In addition, this team consists of the security compliance analysts who work with our vendors and the DHHS Compliance team to ensure all applications have System Security Plans in place. This team is focused on supporting current and future Salesforce applications.

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

EDUCATION:

Possession of a bachelor's degree with not less than 21 semester (32 term) credits in one or a combination of the following: computer science, data processing, computer information systems, data communications, networking, systems analysis, computer programming, information assurance, IT project management or mathematics.

EXPERIENCE:

Information Technology Manager 14 - 15
Three years of professional experience equivalent to an Information Technology Infrastructure, Programmer/Analyst or IT Project Coordinator P11 or one year equivalent to an Information Technology Infrastructure, Programmer/Analyst or IT Project Coordinator 12.

Alternate Education and Experience

Information Technology Manager 14 - 15
Three years of experience as a computer programming supervisor or Information Technology Supervisor may be substituted for the education and experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

KNOWLEDGE OF:
• Principles and techniques of management, supervision, communication, and organization
SKILLED IN/EXPERIENCE WITH:
• Conflict Resolution
• Leadership/Coaching
• Resource Allocation
ABILITY TO:
• Instruct, direct, and evaluate employees
• Effectively communicate with others, both verbally and in writing
• Keep customers and staff members informed and respond to customer requests in a timely manner with positive communications, make communication a priority
• Work well with a diverse range of individuals
• Maintain control of the environment in high pressure situations

CERTIFICATES, LICENSES, REGISTRATIONS:

Duties may involve the use of a vehicle.

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.

N/A

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

AMY MILLER   8/20/2025
_____   _____
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**