

**State of Michigan
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. INFOTMGRC28N

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) Center for Shared Solutions-eMichigan
4. Civil Service Position Code Description INFO TECH MANAGER-3	10. Division Content Management Services
5. Working Title (What the agency calls the position) Information Technology Manager 14	11. Section Michigan.gov Support
6. Name and Position Code Description of Direct Supervisor THOMPSON, JOHN F; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor JUSTICE, DANA M; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work Romney Building, 111 S. Capital Ave / M-F, 8:00 A.M. – 5:00 P.M. (hours may vary)

14. General Summary of Function/Purpose of Position

This position will function as the first line manager within the Center for Shared Solutions - eMichigan - Content Management Services Division - Michigan.gov Support section of the Department of Technology, Management and Budget. This role will oversee the team responsible for handling support requests related to the enterprise web content management system (WCMS). This includes user access, training and tier-2 support of the enterprise system.,.

The manager is responsible for providing direction and control of functions and activities in the work area including establishing priorities and allocating staff. The supervisory functions that this position manages include employee evaluation, counseling, selection, provision of technical and policy guidance and training of employees. This position requires the ability to work effectively in a cross-department, team atmosphere with an emphasis on customer service

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: 60

Manage the activities of the DTMB staff and contractors to ensure SLA's are met and to ensure effective and efficient operations

Individual tasks related to the duty:

- Ensure production support needs are met through leveraging and prioritization of resources.
- Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.
- Monitor progress on support requests to ensure timely responses.
- Provide policy guidance, performance expectations and leadership to supervised employees.
- Maintains records, prepares reports, and composes correspondence relative to the work.
- Select and assign staff ensuring equal opportunity employment opportunity in hiring and promotion.
- Conduct staff meetings and conferences with staff to discuss progress on assignments or projects and stay informed.
- Provide direction and support for employee development and cross training.
- Responsible for performance management of direct reports.

Duty 2

General Summary:

Percentage: 35

Provide overall direction and control of the functions and activities being performed in the work area.

Individual tasks related to the duty:

- Approve staff allocation to ensure adequate resources are available to carry out projects designated for the work area.
- Work with top level management to develop work priorities, establish time schedules, staff requirements, cost estimates, personnel needs and conduct interviews with management team in alignment with organizational strategic direction.
- Act as the liaison between top level management and customers.
- Review customer requests and develop work plans for the project to meet objectives.
- Ensure contractual deliverables are met.
- Ensure monthly billing activities are completed promptly.
- Responsible for continual improvements of business processes.
- Ensure technical guidance and support is available as needed.
- Interact with technology vendors to understand their product functionality and impact to the State of Michigan's needs.

Duty 3

General Summary:

Percentage: 5

Other duties as assigned.

Individual tasks related to the duty:

- Special projects as defined by leadership.
- Other IT related tasks as requested by agencies.
- Other IT related projects as requested by DTMB.
- Representation of the State of Michigan as necessary.

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

Independent decisions include defining and directing corrective action to resolve problem areas; evaluating, analyzing, and troubleshooting problems for the departmental customers; evaluating the performance of employees; and setting and maintaining work area priorities.

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

Decisions requiring supervisory review include setting certain work priorities based upon overall departmental direction and activities of other departmental entities. Also, decisions having strategic technical implications, conflicts between technical directions or staff organizations and any other design or change having significant impact to department priorities and staff.

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.

Standard office environment. A minimum effort may be required to walk or drive to other locations. Majority of work is performed on a computer sitting at a workstation or attending meetings in standard conference room settings. This position is 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.

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
VACANT	DEPARTMENTAL ANALYST-E	RIZIK, LUKE S	DEPARTMENTAL ANALYST-E 10
VACANT	INFO TECH PRGMR ANALYST-A	VACANT	INFO TECH PRGMR ANALYST-A
WARD, CODY	INFO TECH PRGMR ANALYST-A 12	ELLSWORTH BYELICH, JULIE A	INFO TECH PRGMR ANALYST-A 12
PUTNEY, BENJAMIN T	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):

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

Critical Job Role: Information Technology Manager

The essential duties for this position include but are not limited to directing and supervising staff as well as ensuring the overall direction and control of the functions and activities being performed in the work area.

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

The duties of this position have been updated to remove management of the ADA compliance team and to expand on responsibilities for management of the Michigan.gov platform.

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

The Center for Shared Solutions provides leadership, technical expertise, and policy for the Digital Experience (look and feel, branding, user experience, etc) as it relates to website, application and mobile application development. The CSS's mission enables clients to more effectively and efficiently serve the customers of the state. The position serves as the IT manager responsible for tier 2 support of agencies leveraging the Michigan.gov.

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
- Ability to instruct, direct, evaluate employees and communicate with others, both verbally and in writing
- Ability to maintain control of the environment in high pressure situations
- Ability to work well with various individuals with differing client and team dynamics
- Experience in managing and coordinating activities of IT project teams
- Experience in writing business requirements and managing the resulting enhancements and contracts
- Experience in communicating with non-technical customers and clients concerning technology initiatives and projects
- Knowledge of system development methods used for the development of new systems and enhancements to existing information systems
- Knowledge of the operational and technical problems involved in the administration of a specialized program
- Ability to manage roll-out of technology initiatives and assure quality in terms of user acceptance and training
- Ability to build positive working relationships with clients and IT development staff
- Ability and drive to research and analyze new technologies and concepts
- Ability to gather and analyze facts, draw conclusions, define problems, and suggest solutions.
- Ability to communicate technical terminology at a level appropriate to the audience
- Ability to prepare detailed written documentation
- Preferred, knowledge and experience of IT Project Management including Agile Scrum process

CERTIFICATES, LICENSES, REGISTRATIONS:

Duties may involve the use of a personal 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.

SHANITRA FLUELLEN

12/10/2025

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

