

Position Code

1.

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

This position description serves as the official classification document of record for this position. Please complete this form 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
	Department of Technology Management and Budget – IT
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
	Agency Services
4. Civil Service Position Code Description	10. Division
State Division Administrator 17	Executive Office
5. Working Title (What the agency calls the position)	11. Section
Agency Services Chief Administrative Officer	
6. Name and Position Code Description of Direct Supervisor	12. Unit
Brian Pillar; Senior Management Executive 19	
7. Name and Position Code Description of Second Level Supervisor	13. Work Location (City and Address)/Hours of Work
Heather Frick; Senior Deputy Director 20	Elliott-Larsen Building 320 S. Walnut, Lansing, MI 48933 M-F

14. General Summary of Function/Purpose of Position

This position reports to the IT Project Delivery Officer as the Chief Administrative Officer (CAO) within the Department of Technology Management and Budget and serves as a member of the Agency Services senior management team. The CAO oversees the day-to-day administrative operations of the division, works closely with Agency Services and DTMB leadership to formulate and implement the department's policies and processes, strategic plans, and directives, and acts as a bridge between the Director and other leadership on critical operational items.

For the assigned area, the Chief Administrative Office is responsible for the coordination and direction of work met through a combination of daily, weekly, monthly, quarterly, and annual activities. The CAO will ensure policy and performance requirements are met, oversee workforce and human resources activities, direct budget and financial activities, audit activities, and manage facilities/space coordination efforts for Agency Services within the office.

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 of Duty 1

% of Time 60

Provides ongoing leadership and guidance to achieve the goals and objectives for all areas of responsibility and oversees day-to-day administrative operations. (Budget/HR/facilities and related PSPs)

Individual tasks related to the duty.

- Directs areas of responsibility by evaluating and monitoring daily operations. Aligns the organization to achieve goals and objectives.
- Advises and directs to resolve sensitive, complex, or controversial matters. Takes appropriate action, as necessary. Informs, advises, and escalates to leadership appropriately.
- Conducts meetings and discussions related to the status of division programs and projects. Discusses risk identification and mitigation, operating problems, technical problems, personnel matters, and resource requirements with subordinates.
- Provides leadership, coaching, and staff assistance. Motivates staff to accomplish organizational goals.
- Produces and provides analysis of financial reports for General Managers related to current budget position and billable staffing levels on regular cadence. Monitor and adjust reports, as needed.
- Performs regular review of Agency spend plans. Identifies budget initiatives and makes recommendations. Attends periodic financial reporting reviews and spend plan agency meeting with IT Finance and leadership.
- Manages human resource functions for Agency Services centrally, including development of long-range staffing plans and goals, FTE management, contractor rates, and general workforce development.
- Manages human resource processes, including but not limited to, Reasonable Accommodations, Alternate Work Schedules, Performance Management, Remote Work Agreements, and standardized position descriptions.
- Manages facilities projects for Agency Services staff and related policies. Collaborates with Real Estate Division and other staff, as appropriate to successfully and efficiently complete projects.
- Oversees division policies, standards, and procedures relevant to reporting and improvement. Coordinates revision recommendations with peers and stakeholders.
- Maintains records, prepares reports, and conducts correspondence relative to the work performed by the division.
- Participates in, and where appropriate, leads the development of strategic plans and associated tactical plans. Coordinates and oversees to obtain requirements, present plans, and provide progress updates as required.
- Participates and provides leadership in emergency situations and during priority incident management. Responds to urgent requests from leadership.
- Serves on various IT Governance boards and steering committees on the development and support of various business solutions and services.
- Maintains a positive working relationship with Executive Leadership, Directors and Managers within the organization, and State Agencies, where applicable. Ensures stakeholder feedback is incorporated in product and service delivery.

Duty 2

General Summary of Duty 2

% of Time 25

Directs staff within the area toward Agency and section objectives.

Individual tasks related to the duty.

- Coordinates and directs the work of subordinates. Establishes priorities for staff and ensures priorities are adhered to.
- Manages performance plans for direct subordinates and oversees plans for areas of responsibility. Evaluates employee performance, counsels employees, and takes disciplinary action, as appropriate.
- Provides day-to-day guidance, direction, and supervision of division managers and other assigned staff for work assignments, priorities and expectations.
- Evaluates performance of staff in meeting work expectations; define and initiate training, work assignments, or other measures necessary for continued improvement in performance.
- Ensures staff is informed, trained, and have necessary tools to perform job duties.
- Reviews workload and staffing requirements, making recommendations regarding employment, promotions, salary adjustments and termination.
- Fulfills department requirements in terms of providing work coverage and communication during periods of personnel illness, vacation, or education.

Duty 3**General Summary of Duty 3****% of Time 10**

Provide direction and oversight to improvement programs, as well as audit and compliance initiatives.

Individual tasks related to the duty.

- Participates and oversees the continual improvement program initiatives for the ongoing improvement of products, services, and processes.
- Oversees organizational change management for the division, as outlined by leadership.
- In coordination with other impacted areas, oversees audit, internal controls evaluation, and external accreditation activities, along with reporting, remediation, response, and monitoring activities.

Duty 4**General Summary of Duty 4****% of Time 5_____**

Other duties and special project as assigned.

Individual tasks related to the duty.

- Develops approach to accomplish special assignments, including:
 - Strategy, Work plans, Analysis, Reporting, Communication, and Organizational change management.
 - Executes work according to approved approach.

Duty 6

General Summary of Duty 6

% of Time _____

Individual tasks related to the duty.

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

The Division Director evaluates organization efficiency, effectiveness, and maturity and applies accepted means and methods to achieve vision, mission, goals, and objectives.

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

Where accepted means and methods are insufficient for circumstance, the Division Director invokes a new course of action, and if appropriate, recommends the new course of action become adopted by the Agency Services organization. For sensitive, complex, or controversial matters, the Division Director seeks input from leadership prior to taking action.

18. What kind of physical effort is used to perform this job? What environmental conditions is 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 setting

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. (If more than 10, list only classification titles and the number of employees in each classification.)

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
TBD	SAM 15		
TBD			
TBD			

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

☒ Complete and sign service ratings.

☒ Assign work.

☒ Provide formal written counseling.

☒ Approve work.

☒ Approve leave requests.

☒ Review work.

☒ Approve time and attendance.

☒ Provide guidance on work methods.

☒ Orally reprimand.

☒ 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?

23. What are the essential functions of this position?

Serves as a Division Director who is a member of the Deputy Director's management team. Oversees IT infrastructure for the State and the staff who support it, in alignment with the vision, mission, goals, objectives, as well as policies and procedures of the Department of Technology, Management & Budget.

Critical Job Role: Professional Support

Job Competencies; Building Partnerships, Communications, Decision Making, Formal Presentation, Innovation, Leading Through Vision and Values, Managing Conflict, Technical/Professional Knowledge.

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

New Position

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

The Chief Information Officer (CIO) and IT Deputy Directors develop strategies, policies, and work rules governing the Department of Technology, Management and Budget's IT organization including the technical infrastructure for the State of Michigan. This position directly assists the IT Project Delivery Officer and Agency Services Director in the formulation and implementation of all Agency Services office activities. This position serves a Division Director to direct staff and funds for assigned area of responsibility.

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 or equivalent.

EXPERIENCE:

Two years of experience as a professional manager or program/staff specialist, or equivalent experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to think strategically and holistically as well as translate strategy into action.
- Extensive knowledge of state and federal laws and legislative processes related to the work.
- Extensive knowledge of federal, state, and local relationships that impact the operations of a department.
- Extensive knowledge of training and supervisory techniques and employee policies and procedures.
- Extensive knowledge of business operations, fiscal management, business processes, and human resource management.
- Ability to allocate resources, implement management control and evaluation system, motivate staff, develop and implement creative and innovative solutions to complex problems, and to provide leadership.
- Ability to analyze and appraise facts and precedents in making administrative decisions.

CERTIFICATES, LICENSES, REGISTRATIONS:

CPA desired

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for 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's Signature

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

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

None

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

Appointing Authority Signature

Date

TO BE FILLED OUT BY EMPLOYEE

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's Signature

Date

NOTE: Make a copy of this form for your records.