

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.) WANG, ZHENG	8. Department/Agency TECH, MGMT AND BUDGET - IT
3. Employee Identification Number 1091790	9. Bureau (Institution, Board, or Commission) Agency Services supporting MDE, CEPI, MDCR, MCSC, & MiLEAP
4. Civil Service Position Code Description STATE ADMINISTRATIVE MANAGER-1	10. Division MDE, CEPI
5. Working Title (What the agency calls the position) IT Application Manager	11. Section CEPI & Educator Workforce
6. Name and Position Code Description of Direct Supervisor QUESADA, DAVID M; SENIOR EXEC BUS REL ADMIN	12. Unit
7. Name and Position Code Description of Second Level Supervisor CRAWFORD, KIMBERLY L; SENIOR MANAGEMENT EXECUTIVE	13. Work Location (City and Address)/Hours of Work 608 W. Allegan St. Lansing, MI 48933 / 8:00 am – 5:00 pm, Monday – Friday Hybrid

14. General Summary of Function/Purpose of Position

This position will function as the administrative manager for Agency Services supporting MDE and CEPI within the Department of Technology, Management and Budget. The administrative manager will be the second line manager for this work area and will be responsible for carrying out management duties for first line managers and their staff. The manager is responsible for providing direction and control of functions and activities in the work area including establishing priorities, allocating staff, and ensuring that first line supervisors handle administrative, supervisory, and planning functions. The supervisory functions that this position manages include employee evaluation, counseling, selection, provision of technical and policy guidance and training of employees.

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

Leads a unit of staffs responsible for system programming, troubleshooting, and 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.
- Provide policy guidance, performance expectations and leadership to first line supervisors. Ensure they effectively handle administrative/ supervisory/ planning functions and provide communication with their staff.
- Work with upper management to develop work priorities, establish timelines, staff requirements, cost estimates, and staffing needs in alignment with organizational strategic direction and agency goals.
- Establish and monitor program priorities and objectives, targets of services and resource allocation.
- Maintain record, prepare reports and compose correspondence relative to work.
- Conduct regular team meetings to facilitate effective communication and teamwork, as well as discussions regarding assignments, priorities, and training.
- 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.
- Provide direction and support for employee development and cross training.
- Responsible for performance management of staff through first line managers and with their direct reports.
- Ensure production support needs are met through leveraging and prioritization of resources.

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:

- Manage and oversee multiple large long-range complex technical projects.
- Provide day-to-day oversight and technical guidance to staff on situations that require a technical decision.
- 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.
- Make recommendations for an improved IT infrastructure and architecture and offer solutions to application and database problems (design, access, and content) on enterprise and business area levels.
- 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.
- Responsible for continual improvements of business processes.
- Ensure technical guidance and support is available as needed.

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.
- Prepare status reports as requested.
- 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.

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 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.

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.

Office type work-- standing, typing, filing, and walking.

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>
JOHNSON, BRANDON L	INFO TECH MANAGER-3 14	MONTENEGRO, FERNANDO	INFO TECH SPECIALIST-3 14
PUNNIYAMOORTHY, VIDHYA	INFO TECH SPECIALIST-3 14	VACANT	INFO TECH SPECIALIST-3
PATEL, BHUMIKA	INFO TECH PRGMR ANALYST-A 12	VACANT	INFO TECH PRGMR ANALYST-A
VACANT	INFO TECH PRGMR ANALYST-E		

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?

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.

Critical Job Role: People Leaders

Competencies: Adaptability, Decision Making, Building Trust, Developing a Successful Team and Planning and Organizing.

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

PD update, position was part of an internal Agency Services reorganization. Addition of education workforce system and removal of Database Unit.

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

The Center for Educational Performance and Information (CEPI) section is responsible for providing data management and administration, system and programming development to multiple program areas within the client agency (CEPI), and the Michigan Department of Education (MDE) Michigan Online Educator Certification System (MOECS). The Section staff must assess user problems/needs, design, develop, program, implement, maintain, enhance, manage, and control numerous data and computer systems. It must perform these activities in compliance with state and federal regulations, in adherence to prevailing division policy, procedures, and standards, while maintaining operational effectiveness.

This position leads the application development section that is responsible for system programming, troubleshooting and system management of IT systems that support the CEPI and the MDE MOECS educator certification system.

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 in any major.

EXPERIENCE:

State Administrative Manager 15

Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

Alternate Education and Experience

State Administrative Manager 15

Education level typically acquired through completion of high school and two years of safety and regulatory or law enforcement experience at the 14 level; or, one year of safety and regulatory or law enforcement experience at the 15 level, may be substituted for the education and experience requirements.

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 a diverse range of individuals.
- Ability to keep customers and staff members informed and respond to customer requests in a timely manner with positive communications. Make communication a priority.
- Knowledge of Cloud Service Provider services and their use.
- Experience in working with others in a process that determines work priorities is very desirable.
- Good negotiation skills are a must.

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.

AMY MILLER 4/16/2026

_____ _____

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.

ZHENG WANG _____

Employee Date