

**State of Michigan
Civil Service Commission**

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

Position Code

1. ITPRANE

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 – Treasury and MGCB
4. Civil Service Position Code Description Info Tech Prgmr Analyst-E	10. Division Michigan Gaming Control Board (MGCB)
5. Working Title (What the agency calls the position) Client Support	11. Section Customer Service
6. Name and Position Code Description of Direct Supervisor MITCHELL, LAQUITSHA D; INFO TECH MANAGER-3	12. Unit
7. Name and Position Code Description of Second Level Supervisor LEBLANC, JAMES R; SENIOR EXEC BUS REL ADMIN	13. Work Location (City and Address)/Hours of Work 3062 West Grand Boulevard, Detroit, Michigan / 7a.m. to 4p.m., or 8a.m.-5p.m. Monday-Friday

14. General Summary of Function/Purpose of Position

This position reports to the Information Technology Manager (ITM) for DTMB Agency Services and assists the Client Specialist in the tactical and operational coordination and communication of information technology services to the client agency.

This position is responsible for tactical and operational coordination and communication of information technology services to the client agency. This client support position works in conjunction with their manager, the BRM, and client specialist in prioritization of assignments based on a detailed knowledge of business needs. This position must be able to provide support for IT solutions and strategies with a high degree of direct contact with client agency program managers and directors as well as Infrastructure Services management and the Enterprise Project Management Office (EPMO) on major projects.

As an IT Systems Analyst, the employee performs a wide and complete range of IT analyst assignments including, but not limited to, diagnosis, administration, testing, implementing, supporting and maintenance of computer systems, computer hardware, software, network products, applications and technical solutions for the Michigan Gaming Control Board.

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

Assists in the tactical and operational coordination and communication of Information Technology (IT) services to the Client Agency.

Individual tasks related to the duty:

- Research, complete and/or resolve application, hardware, and software issues.
- Perform research and development of creative solutions and strategies for development in non-standard working environments.
- Meet the ITM's expectations for the delivery of services, project administration/operations/status, and to discuss client agency's technology strategy as directed by the ITM.
- Research, apply and leverage technical understanding of agency business goals, drivers, constraints and critical issues that are key components in recommending technical direction.
- Reviews and understands Client Agency's upcoming initiatives. Receives and processes assignments for upcoming initiatives. Notify needed resources.
- Use DTMB Remedy system to help resolve incidents assigned to the CRM group for investigation and assist in resolution.
- Assist Client Specialist in process creation and related documentation.
- Represent DTMB and Client agency to resolve IT issues.
- Assists in tracking customer service metrics.
- Reviews, understands and executes strategic plans.

Duty 2

General Summary:

Percentage: 20

Assist with program planning, policy, and procedural development to assist in identify technology needs for client agency.

Individual tasks related to the duty:

- Implement solutions supporting specific agency business goals, drivers, directions, critical issues and constraints.
- Apply technical knowledge to provide guidance for Agency pre-project planning.
- Executes business plans and alternative solutions for initiatives.
- Administers DTMB standards and proposed solutions.
- Research upcoming Enterprise service delivery projects.
- Representing the ITM in meetings as a backup.

Duty 3

General Summary:

Percentage: 15

Assist Client Specialist in facilitating services.

Individual tasks related to the duty:

- Assists in the management and facilitation of relationships/expectations through the delivery of services for the client agency.
- Research information for proactive communication for the client agency.
- Supports the functional inter-relationships of agency specific applications and the platforms they execute on.

Duty 4

General Summary:

Percentage: 10

Research and analyze system designs.

Individual tasks related to the duty:

- Assist in communication on infrastructure availability based on RFC communications.
- Research information and provide problem resolution and issue management between Infrastructure Services and ITM.
- Provide guidance in designing and creating application updates, modifications and new initiatives with tools available to system developers.
- Research and analyze infrastructure system design needs, client requirements, and assists in communicating these needs to Infrastructure Services.
- Research, collects, and analyzes data in order to meet priorities, timeframes, deliverables and costs.

Duty 5

General Summary:

Percentage: 5

Other duties as assigned.

Individual tasks related to the duty:

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.

All decisions are necessary to set priorities in completing work. Decisions regarding the overall management of the CIP data and information.

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

Work is performed independently but requires coordination with other members of the team. Supervisors or management teams provide information on projects, scopes, goals and objectives. Decisions which will have a major impact on the overall goals and mission of CIP are referred to with the analysis and recommendations to CIP management. Priority conflicts and any unique situations or unclear policy issues require management consultation.

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.

Normal Office Environment

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):

- | | |
|---|--|
| ☐ 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?

Yes

23. What are the essential functions of this position?

- Develop and recommend creative solutions and strategies to deployment and implementation issues particularly in non-standard working environments.
- Work with contacts to correct urgent issues related to their applications. This is not limited to correcting errors, but includes efforts to tailor existing implementations to meet specific needs.
- Leverage a highly technical and thorough understanding of agency business goals, drivers, constraints and critical issues that are key components in recommending technical direction.
- Must be able to communicate with other analysts, project managers and with the user, both listening and lending professional advice. This position must work well in team focused environment.

Critical Job Role: Agency Services

Competencies: Customer Focus, Technical and Professional Knowledge and Skills, Communication, Decision Making, Building Strategic Working Relationships, Planning and Organizing Work, Innovation and Initiating Action.

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

Establishment

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

The Agency Support division is responsible for providing system and programming development to multiple programs areas within the client agency/department. The division must assess user problems/needs, design, develop, program, implement, maintain, enhance, manage, and control numerous 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 assists the technical specialist assigned leveraged teams within DTMB supporting the client partners.

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

EDUCATION:

Information Technology Programmer/Analyst 9

Possession of an Associate's degree with 16 semester (24 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.

Information Technology Programmer/Analyst P11/12

Possession of a Bachelor's degree with 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 Programmer/Analyst 9

No specific amount or type is required.

Information Technology Programmer/Analyst P11

No specific type or amount is required.

Alternate Education and Experience

Information Technology Programmer/Analyst 9

Educational level typically acquired through the completion of high school and two years of experience as an application programmer, computer operator, IT Technician, or two years (4,160 hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Thorough knowledge of the various aspects of complex technology systems.
- Ability to use precedents in making decisions.
- Capacity to communicate effectively with others and maintain favorable public relations with clients. Ability to communicate technical terminology at a level appropriate to the audience.
- Considerable knowledge of application development environments.
- Ability to gather and analyze facts, define problems and recommend solutions.
- Ability to conduct client interviews and establish and maintain effective relationships with system users.
- A thorough knowledge of the various aspects of the business of Agency Services – Treasury and MGCB is also needed.
- The ability to recommend technical solutions to business problems is essential.

CERTIFICATES, LICENSES, REGISTRATIONS:

None

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

Appointing Authority

7/22/2026

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