

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

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POSITION DESCRIPTION

This form is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties sign and date the form. If the position is vacant, the supervisor and appointing authority should complete the form.

This form will serve as the official classification document of record for this position. Please take the time to complete this form as accurately as you can since the information in this form is used to determine the proper classification of the position. **THE SUPERVISOR AND/OR APPOINTING AUTHORITY SHOULD COMPLETE THIS PAGE.**

2. Employee's Name (Last, First, M.I.)	8. Department/Agency Technology, Management & Budget
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Classification of Position Senior Executive Business Relationship Administrator 17	10. Division Agency Services – Licensing and Regulatory Affairs (LARA)
5. Working Title of Position (What the agency titles the position) Business Relationship Manager	11. Section
6. Name and Classification of Direct Supervisor Andrew Mason, Senior Management Executive 19 (GM)	12. Unit
7. Name and Classification of Next Higher-Level Supervisor Heather Frick, Senior Deputy Director 20	13. Work Location (City and Address)/Hours of Work 611 W. Ottawa, Lansing, MI 8:00 A.M. TO 5:00 P.M., M – F (hours may vary)
14. General Summary of Function/Purpose of Position This Business Relationship Manager (BRM) is the director of an Agency Services Division supporting the Department of Licensing and Regulatory Affairs. This position is accountable to the General Manager, provides technical guidance, and is accountable for all matters related to IT business solutions utilized by the Agency. This support spans the life cycle of all technology solutions, from development through on-going maintenance and operational support, and decommission. This support structure includes DTMB staff, contract staff, and outsourced partnerships under the direction and control of Agency Services. This position is responsible for ensuring the Agency Services Division assesses user needs, designs, develops, programs, implements, maintains, enhances, manages, and controls numerous IT business solutions. This position must ensure these activities are performed in compliance with state and federal regulations, in adherence to prevailing policies, procedures, and standards, while maintaining operational effectiveness. The BRM must carry out all division administrative duties in alignment with the divisional performance expectations and lead the division toward the goal of providing organizational improvements, technologic advancements, and evolving organization needs for the agency.	
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15. Please describe your assigned duties, percent of time spent performing each duty, and explain what is done to complete each duty. List your duties in the order of importance, from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary of Duty 1 35% of Time

This position is responsible for the development, maintenance, operations, and long-range planning for all IT business solutions and services in support of the agency. Serves as primary IT contact for the Agency Partner communicating information concerning IT business solutions.

Individual tasks related to the duty.

- Develops long- and short-term goals for meeting and improving delivery of IT business solutions and services to the Agency.
- Collaborate with the General Manager in developing strategic plans and assembling metrics to facilitate discussions with Agency Partner regarding divisional performance, strategic capabilities, and provide guidance on legislative initiatives.
- Partner with DTMB teams, agencies, and senior leadership to generate meaningful results that align with agency priorities and IT strategic plans.
- Strategize with Agency Partners and DTMB teams to develop future roadmaps and explore new opportunities, converging agency priorities and IT strategic plans into one set of objectives.
- Establish division policies, work guidelines, and procedures to meet division, and agency/department goals, and organizational strategy while maintaining compliance with all State of Michigan policies, standards, and procedures.
- Adhere to the State of Michigan Security Accreditation Process.
- Provides technical expertise to the General Manager and other agency/department management by means of recommendations and proposals.
- Anticipates and analyzes future problems, needs and opportunities, determines probable effects of various alternatives and selects a course of action to obtain the desired results.
- Collaborate with the Agency Partner on any issues to alleviate need for escalation.
- Ensures quality delivery of IT business solutions by DTMB staff, contract staff, and out-sourced partnerships under the direction and control of Agency Services.
- Regularly reviews status of all major development projects that are undertaken within the enterprise.
- Establishes methods for monitoring the level of quality and compliance with service requests, or other deliverables as requested by the Agency Partner, to ensure DTMB is aligning to expectations, providing results, and achieving value.
- Keep the General Manager informed and advised of issues, concerns and problems which would impact client agency's operation or affect other agencies.
- Serves as the DTMB representative in meetings with the Agency on issues relating to delivery of IT business solutions and services.
- Serves on various IT Governance boards and Agency Steering Committees on the development/support of IT business solutions and services.

Duty 2

General Summary of Duty 2 30% of Time

Directs the individual staff areas within the division toward Agency and division objectives.

Individual tasks related to the duty.

- Reviews systems development/support activities and the overall utilization of resources. Allocates resources consistent with agency priorities and project planning to ensure contingency plans are in place to address conflicts between priorities and resource shortages.
- Provides day-to-day guidance, direction, and supervision of division managers and other assigned staff for work assignments, priorities and expectations.
- Ensure dedicated Client Specialist and Infrastructure Services Delivery Specialist have tools and cooperation of other staff to coordinate efforts, resolve issues, and complete assignments.
- Evaluates performance of staff in meeting work expectations; define and initiate training, work assignments, or other measures necessary for continued improvement in performance.
- Ensure staff is informed, trained, and have necessary tools to perform job duties.

- Review and approve training plans annually for all managers and staff.
- Direct, motivates, delegates, and empowers subordinate managers in the successful performance of their tasks and responsibilities, while encouraging innovation.
- Reviews workload and staffing requirements, making recommendations regarding employment, promotions, salary adjustments and termination.
- Provides staff to respond to all state and federal audit recommendations, System Security Plan annual reviews and significant change impacts.
- Provides counsel, training, technical and policy guidance to area managers. Ensure they effectively administer, manage, and plan the activities performed within their areas.
- With the aid of direct-report managers, develop and implement improved management techniques throughout the division.
- Fulfills department requirements in terms of providing work coverage and communication to Agency during periods of personnel illness, vacation, or education.

Duty 3

General Summary of Duty 3 25% of Time

This position functions as the day-to-day project sponsor for all IT projects associated with development, ongoing maintenance, and operational support of comprehensive IT business solutions for the Agency.

Individual tasks related to the duty.

- As the project DTMB sponsor, acts as the key advocate for projects by gaining commitment from key stakeholders and ensuring the project aligns with agency goals.
- Partner with Agency Partners to identify project solutions that align with the Agency Strategic goals and IT Strategies (DTMB and Agency).
- Review impact of adding new technology through thorough review of IT Roadmap, Master System Lists, and complete analysis of purchased vs. custom build.
- Emphasize value when developing ideas, evaluating risk, and evolving needs.
- Ensure all IT ideas, projects, and applications are entered in the SOM Project and Portfolio Management system, are accurate, and are updated regularly, ensuring they follow the SUITE methodology, Investment Management methodology, and other DTMB standards.
- Provides analysis and recommendations for IT business solutions, including resource and cost analyses for General Manager approval and authorization by Agency Partner.
- In collaboration with the project manager, communicates project progress to the Agency Partner, invites feedback, and takes appropriate action.
- In collaboration with the project manager and project team, ensure that projects are completed on time, within budget and scope (initial baseline or with approved change notices).
- Ensure contract and project change notices are maintaining the initial purpose and Strategic Goal of the project.
- Working with Procurement Contract Administrator, develops methods to monitor vendor performance and deliverables to ensure contract requirements are being met in a timely and cost-effective manner.
- Consults and communications with the DTMB Technology Service Owners on any escalated issues with infrastructure impact.
- Ensures that project output will be sustained by ensuring that are in place to maintain it once the project is fully operational.

Duty 4

General Summary of Duty 4% of Time

Facilitates coordination of all Department of Technology, Management and Budget support entities, including, but not limited to shared solutions, EPMO, telecom, infrastructure, desktop, procurement, and security.

Individual tasks related to the duty.

- Facilitate activities and meetings with DTMB partners.
- Oversee implementation of DTMB Enterprise IT strategic plan and Agency strategic plan and align staff to accomplish the objectives; include annual review.

- Discusses, recommends, and coordinates with other division Directors for equipment acquisition that may be required to support new or expanded IT business solutions.
- Serve as Gatekeeper for the delineation of Agency/DTMB roles (who is responsible for deliverables and tasks).
- Work in tandem with DTMB Budget to understand and provide insight for both the Inter-departmental Grant and other spending for the Agency.

16. Describe the types of decisions you make independently in your position and tell who and/or what is affected by those decisions. Use additional sheets, if necessary.

Considerable independent decision making for day-to-day operations of the Division. This includes project management, vendor management, and division-related planning.

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

Decisions which require coordination between divisions or other organizations are reviewed to ensure a consistent approach. Decisions directly affecting funding, when there are conflicting priorities, or when issues conflict with the Agency's goals or are politically sensitive.

18. What kind of physical effort do you use in your position? What environmental conditions are you physically exposed to in your position? Indicate the amount of time and intensity of each activity and condition. Refer to instructions on page 2.

This is a high-visibility position, which may require longer hours and periodic travel. It also requires use of typical office equipment.

19. List the names and classification titles of classified employees whom you immediately supervise or oversee 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>
Jes Golka	SAM 15	Brent Johnson	ITS 14
Shoba Murali	SAM 15	Todd Smith	ITS 15
Will Metz	SAM 15	Cassandra Staszuk	ITPA 11
Phil Arnold	SAM 15	Katy Stevenson	Dept Spec 13
Kim Griswold	Exec Sec 10		

20. My responsibility 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.

21. I certify that the above answers are my own and are accurate and complete.

Signature

Date

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

TO BE COMPLETED BY DIRECT SUPERVISOR

22. Do you agree with the responses from the employee for Items 1 through 20? If not, which items do you disagree with and why?
Yes.

23. What are the essential duties of this position?

This Business Relationship Manager (BRM) is the manager of an Agency Services Division for Licensing and Regulatory Affairs. This position is accountable to the General Manager and supports the information technologies to meet agency IT business solutions. The position is responsible for coordinating day-to-day service delivery toward the goal of providing organizational improvements, technologic advancements, and evolving organization needs for the agency. This position serves as the single point of accountability for all matters related to IT business solutions utilized by the Agency.

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

Updated with removal/addition of tasks.

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

This division of DTMB is responsible for delivering all technology solutions to our State agency partners and in-turn, our State agency citizens, tourist and business clients. Agency Services is highly dependent on all DTMB support entities including, but not limited to shared solutions, infrastructure, desktop, procurement, and security. This support spans the life cycle of all technology solutions, from development through on-going maintenance and operational support. This support structure includes DTMB staff, contract staff and out-sourced partnerships under the direction and control of Agency Services. Collectively, our goal is to leverage enterprise solutions to help reduce costs and standardize on similar platforms.

This position is responsible for ensuring the Division assesses end-user needs, design, develop, program, implement, maintain, enhance, manage, and control numerous IT business solutions. This position must ensure these activities are performed in compliance with state and federal regulations, in adherence to prevailing division policy, procedures, and standards, while maintaining operational effectiveness.

26. In your opinion, 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:

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

ALTERNATE EDUCATION AND EXPERIENCE:

Education level typically acquired through completion of high school and three years of safety and regulatory or law enforcement experience at the 14 level; or, two years 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:

Professional knowledge of principles and techniques of management, communication, and organization required to direct and administer division programs, objectives, and goals. Knowledge of information technology industry security best practices (e.g., NIST 800-53 R5 Security and Privacy Controls).

In addition, the following skills are desired for this position:

- Recognition of escalation need
- Motivator and Leader
- Leads by example
- Honest and Direct
- Reliability and Timeliness
- Possess a sense of public service – its meaning and importance
- Accountability - responsibility for both good and bad and ability to address issues

- Ability to delegate assignments, track, and follow up
- Ability to hold staff accountable through support and guidance
- Ability to seek resolution for professional issues and follow civil service guidelines and rules
- Embraces diversity, equity, and inclusion - understands the importance of what people bring to the table
- Treat all staff fairly and honestly without favoritism
- Loyal to the state taxpayers and the mission of DTMB
- Basic understanding of the budgeting process and impacts of decision making
- Highly Desired – BRMP certification

CERTIFICATES, LICENSES, REGISTRATIONS:

None.

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

27. 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

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

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

Appointing Authority's Signature

Date