

**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 Supporting DHHS
4. Civil Service Position Code Description Info Tech Prgmr Analyst-E	10. Division Technology & Database Support
5. Working Title (What the agency calls the position) ITPA P11 – Client Specialist	11. Section Business Services
6. Name and Position Code Description of Direct Supervisor TEKINEL, KEMAL; STATE DIVISION ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor BUCKWALTER, NATHAN; SENIOR MANAGEMENT EXECUTIVE	13. Work Location (City and Address)/Hours of Work 320 S Walnut St, Lansing, MI 48933 / 8:00am-5:00pm, Monday-Friday / Hybrid
14. General Summary of Function/Purpose of Position This position reports to the Business Relationship Manager (BRM) for DTMB Agency Services supporting DHHS and assists other Client Specialists in the tactical and operational coordination and communication of information technology services to the client agency	

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 Client Agency

Individual tasks related to the duty:

- Research, complete, and/or resolve application, hardware, and software issues
- Research and develop creative solutions and strategies for development in non-standard working environments
- Meet BRM's expectations for the delivery of services, project administration/operations/status, and discuss Client Agency's technology strategy as directed by the BRM
- Research, apply, and leverage technical understanding of Agency business goals, drivers, constraints, and critical issues that are key components in recommending technical direction
- Review and understand, and receive and process assignments for Client Agency's upcoming initiatives
- Use DTMB Remedy system to help resolve incidents assigned to the CRM group for investigation and assist in resolution
- Assist Client Specialists in process creation and related documentation
- Represent DTMB and Client Agency to resolve IT issues
- Assist in tracking customer service metrics
- Review, understand, and execute strategic plans

Duty 2

General Summary:

Percentage: 20

Assist in program planning, policy, and procedural development to assist in identifying 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
- Execute business plans and alternative solutions for initiatives
- Administer DTMB standards and proposed solutions
- Research upcoming Enterprise service delivery projects
- Represent BRM in meetings as a backup

Duty 3

General Summary:

Percentage: 15

Assist Client Specialists in facilitating services

Individual tasks related to the duty:

- Assist in the management and facilitation of relationships/expectations through the delivery of services for Client Agency
- Support the functional inter-relationships of Agency specific applications and the platforms they are executed 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 BRM
- Provide guidance in designing and creating application updates, modifications, and new initiatives
- Research and analyze infrastructure system design needs, client requirements, and assist in communicating these needs to Infrastructure Services
- Research, collect, and analyze data to meet priorities, timeframes, deliverables, and costs

Duty 5

General Summary:

Percentage: 5

Other duties as assigned

Individual tasks related to the duty:

- Perform 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.

- Establish work plans and prioritize course of action for analyzing problems and developing systems. Action is influenced by, and may affect, legislative action, departmental support, and could have critical impact upon the functions of other, dependent automated systems, Department/Agency program office personnel, clients, and/or customers.
- Respond to inquiries for information regarding functionality and/or production system issues. Timely, informed responses are critical to clients/customers of the automated services.

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

- Implementation of modifications or new development for automated systems
- Commitment of resources for the investigation of production errors or proposed development
- Decisions regarding major changes in project scope
- Decisions that have or may have legislative, legal, or budgetary impact

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.

Position is located within a standard office location or standard conference room settings.
A minimum amount of effort may be required to walk or drive to locations other than primary work location.
Position 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.

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?

As an Information Technology Programmer/Analyst, the employee performs a range of IT assignments including, but not limited to, the coordination, evaluation, monitoring, review, and processing of IT hardware and software commodity procurement requests, Remedy tickets, Depot Buy requests, AARPs, and related IT invoices for DTMB Agency Services supporting DHHS. Assist with the initiation and execution of IT hardware and software commodity procurement DOIT1's with personnel and customers. Communicate regularly with Financial Services, personnel, and customers regarding IT hardware and software commodity requests. Process Virtual Private Network (VPN) requests new access or amended privileges for DTMB personnel. This position also has day-to-day ownership to monitor, follow-up, track, and submit IT 139 form requests on behalf of DTMB Agency Services supporting DHHS.

Competencies (in alphabetical order): Building Strategic Working Relationships, Communication, Customer Focus, Decision Making, Initiating Action, Planning and Organizing, Technical/Professional Knowledge

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 Technology & Database Support division is responsible for providing system and programming development to multiple programs areas within DHHS. 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:

KNOWLEDGE OF:

- Information technology application design and development and industry best practices is required
- PC software such as Java, .Net, Oracle database, Discoverer, and/or SQL database
- Fundamental concepts and operating principles of data communications and data processing hardware and software
- Computer programming, data modeling, and object-oriented programming procedures and techniques
- Application development environments and related tools
- MS SQL Server, MS Visio, MS Project, and fundamental Project Management Methodology (PMM) is very desirable but not required

ABILITY TO:

- Prepare detailed written instructions and documentation
- Analyze instructions and data
- Gather and analyze facts, define problems, and devise solutions
- Effectively make oral and written reports and presentations and prepare clear and concise graphs and charts
- Maintain records, prepare reports, and conduct correspondence related to the work
- Communicate effectively verbally and in writing
- Maintain cooperative environment allowing the person to lead special committees
- Communicate technical terminology at a level appropriate to the audience
- Apply time management skills regarding workload
- Provide quality customer service, build trust through integrity of work, and build strategic relationships through teamwork are required
- Effectively work with a software development team, make decisions related to assigned tasks, analyze business requirements, create design specifications, and construct and test computer systems
- Troubleshoot and resolve development problems, and calmly and rationally assess situations

CERTIFICATES, LICENSES, REGISTRATIONS:

Duties may involve the use of a 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

Appointing Authority

9/15/2026

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