

**State of Michigan
Civil Service Commission**

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

Position Code

1. INFOTMGRD59N

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 MANAGER-3	10. Division TDS - Technology & Database Support
5. Working Title (What the agency calls the position) Operations Manager – ITM14	11. Section Technology & Database Support
6. Name and Position Code Description of Direct Supervisor MANJASSERIL, SMITA T; STATE ADMINISTRATIVE MANAGER-1	12. Unit TDI Team
7. Name and Position Code Description of Second Level Supervisor TEKINEL, KEMAL; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 320 S Walnut St, Lansing, MI 48933 / 8:00am-5:00pm, Monday-Friday / Hybrid schedule

14. General Summary of Function/Purpose of Position

This position functions as the first-line Information Technology Operations manager within DTMB's Agency Services supporting DHHS for the Technology & Database Support division. This area is primarily responsible for providing operational oversight and support across several applications and platforms including, but not limited to: IBM Middleware, Amazon Web Services, and React Solutions on OpenShift.

Under the direction of the Business Relationship Manager and State Administrative Manager, the Information Technology Manager will oversee the daily operations of Departmental Solutions, establishing priorities, allocating technical resources across projects and production support, and ensuring effective workload distribution aligned with organizational demand. The role provides direct supervisory oversight, including employee evaluations, establishing employee training plans, analyzing resource capacity versus demand, and the assignment/prioritization of employee work loads.

Responsibilities also include serving as the primary technical escalation point for assigned initiatives, providing leadership on issue resolution, risk mitigation, and delivery continuity. Responsibilities include active participation in project status and governance meeting, reviewing and validating technical and project documentation, and reporting progress, risks and dependencies to leadership in a clear and actionable manner.

The role also plays a critical facilitation function, serving as a liaison between DTMB, DHHS, and vendor partners to ensure alignment on scope, timelines, technical decision and delivery expectations. Through proactive communication and structured collaboration ongoing projects, participating in project status meetings, reviewing project documentation, reporting progress of ongoing projects and system support to management, and facilitating conversations with DTMB, DHHS, and vendor personnel related to the status of ongoing projects and initiatives.

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**

Provide overall supervision and control of the functions and activities being performed by the team which includes system programming, trouble shooting, and system management of IT systems.

Individual tasks related to the duty:

- Manage the activities of subordinate specialists and analysts in providing ongoing operations, support, and maintenance of all systems and applications for supported agencies.
- Direct, coordinate, monitor, and supervise the activities of analysts in the development of information technology solutions to meet Agency needs and goals.
- Attend local Change Control Board meetings to monitor and approve systems Request for Change tickets.
- Monitor, evaluate, and discuss employee performance through review of completed work assignments and techniques.
- Work with upper management to develop work priorities, establish timelines, staff requirements, costs estimates, and staffing needs in alignment with organizational strategic direction and agency goals.
- Participate in the hiring of new staff, including interviews, reference checks and recommendations, as needed.
- Maintain and regularly update a skills inventory of all assigned staff for use in development of individual training plans.
- Develop cost estimates, human resource requirements, work plans, time schedules, and create work assignments to meet objectives.
- Develop staff through training, as well as coaching and mentoring.
- Maintain records, prepare reports, and compose correspondence relative to the work.

Duty 2**General Summary:****Percentage: 30**

Manage operations for all supported and technical assistance.

Individual tasks related to the duty:

- Participate in planning and approve high availability for all supported applications.
- Manage operations for all supported application systems.
- Develop and implement disaster recovery plans, processes, and procedures for supported applications
- Monitor the progress and performance of disaster recovery processes.
- Approve staff allocation to ensure adequate resources are available to carry out projects designated for the work area.
- Assure that Enterprise DevSecOps principles are incorporated in project planning and execution.

Duty 3**General Summary:****Percentage: 10**

Review service and maintenance requests from users. Ensure projects are clearly defined. Assign tasks to staff for detail review, documentation, and action.

Individual tasks related to the duty:

- Meet with users for clarification/elaboration as necessary to define problems and conceptualize development plan.
- Ensure users have clearly stated objectives and understand responsibilities in the development process in accordance with systems methodology.
- Ensure scope of all new development projects or major enhancements are economically justified, operationally feasible, and cost effective. Ensure hardware, software, and resources are sufficient to meet the needs of proposed projects. Ensure solutions are focused on the problem, not the symptoms, and the project/enhancement improves efficiency of operations and provides control/management of desired project objectives.
- Make appropriate recommendations to users and management.
- Create SOWs to define projects that improve processes, data quality, response time, or improve the operation of the unit.
- Oversee the resolution of complex IT problems related to the client's systems.
- Create work statements for IT contractual services and ensure contractual deliverables are met.

Duty 4**General Summary:****Percentage: 5**

Select and train employees for the team.

Individual tasks related to the duty:

- Interview prospective personnel for employment within the division.
- Coordinate and provide training of project staff.
- Appraise and monitor the performance and development of individual project members.
- Recommend advancement of project members and provide them with further opportunities for development

Duty 5**General Summary:****Percentage: 5**

Perform special assignments as required.

Individual tasks related to the duty:

- Lead and agency or division task force.
- Serve as acting manager of the Departmental Solutions division in the manager's absence.
- Perform other assignments as requested.

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

This position is responsible for all team activities; therefore, it must be able to perform functions independently. Decisions to be made include, but are not limited to project implementation approval, staff schedules, system problem resolution, resource allocation for special projects, priority setting for overlapping staff assignments, team effectiveness/efficiency, staff evaluations, and establishment and recommendation of standards and procedures for emerging technology. The effectiveness of management/administration techniques is depicted through the achievement of DTMB/Agency objectives and the lack of problems. If desired results are not obtained, alternative courses of action are developed. Decisions made can affect area staff, other division staff, end users (Agency management, local office staff, other agencies, and the public) with consequences involving inappropriate Agency management decisions based on incorrect information.

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

- Review own work to ensure it follows DTMB/Agency policies, procedures, and standards, and project objectives.
- Assistance is requested from the area manager when direction or decisions are required that are above the level of responsibility for this position.
- The division manager reviews the results of special assignments performed for him/her.
- The division director reviews recommendations for organization change, equipment, and/or technology acquisition.
- Decisions with a financial or policy impact.
- Application approval and submittal for federal funding for projects and IT initiatives.
- 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.

Position is within an office environment. Use of personal computer using keyboard and mouse.
 A minimum effort may be required to walk or drive to other locations. Majority of work is performed sitting at a workstation suitable for a personal computer or attending meetings in standard conference room settings.
 This position is 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.

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
CHOI, HOUNG	INFO TECH SPECIALIST-3 14	CHINTAKRINDI, ADHIRAJ	INFO TECH SPECIALIST-3 14
VACANT	INFO TECH PRGMR ANALYST-A	AKURATHI, SAILAJA	INFO TECH PRGMR ANALYST-A 12
GURRAM, SIREESHA	INFO TECH PRGMR ANALYST-A 12	VACANT	INFO TECH PRGMR ANALYST-E
VACANT	INFO TECH STUDENT ASSISTANT	THORNTON, MICHAEL G	INFO TECH STUDENT ASSISTANT A

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 duties of this position include directing the activities of staff providing operational and development support for all supported agency applications and projects; managing and coordinating activities by scheduling work assignments, setting priorities, and directing the work of information technology specialists and analysts; performing the Scrum master role, conducting daily standups, Sprint release planning and retrospectives with the team, and helping the team in the Agile/Scrum environment by supporting and removing impediments that prevent progress of Sprint release activities.

Duties also include assisting in application development management by planning, sizing, and backlog grooming for Agency Services program development activities and projects for the client agencies.

Occasional overtime and/or minimal travel may be required.

Required Competencies: Adaptability, Building a Successful Team, Building Trust, Continuous Learning, Customer Focus, Decision Making, Planning and Organizing, Technical/Professional Knowledge

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

PD update, the essential duties and tasks remain the same, the update is the use of different applications and platforms.

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

This section provides solution and application architecture, middleware, and database administration. These services are specifically for DHHS and the DTMB divisions supporting DHHS. The section has responsibility for supporting critical statewide (life threatening) systems and the tools which enable those systems to function. The section will liaison as appropriate with other areas of DTMB to perform its mission and services.

This position provides direct supervision and management of a highly technical team providing services to DHHS and other Agency Services teams supporting DHHS.

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 with not less than 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 Manager 14 - 15

Three years of professional experience equivalent to an Information Technology Infrastructure, Programmer/Analyst or IT Project Coordinator P11 or one year equivalent to an Information Technology Infrastructure, Programmer/Analyst or IT Project Coordinator 12.

Alternate Education and Experience

Information Technology Manager 14 - 15

Three years of experience as a computer programming supervisor or Information Technology Supervisor may be substituted for the education and experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

KNOWLEDGE OF:

- Principles and techniques of management, communication, organization, and planning.
- Systems analysis techniques, problem/need identification and assessment, objective/goals definition, and system testing, implementation, and performance review.
- State/Federal legal requirements, privacy and security laws, and agency programs and policy objectives.

SKILLED IN/EXPERIENCE WITH:

- Awareness of technological advances and willingness and ability to pursue and support that technology on behalf of the agency.
- Conflict Resolution
- Leadership/Coaching
- Resource Allocation

ABILITY TO:

- Maintain control of the environment in high pressure situations
- Instruct, direct, and evaluate employees
- Effectively communicate with others, both verbally and in writing
- Keep customers and staff members informed and respond to customer requests in a timely manner with positive communications, make communication a priority
- Work well with a diverse range of individuals

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

4/7/2026

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.

Employee

Date