

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 MDE, CEPI, MDCR, MCSC, & MiLEAP
4. Civil Service Position Code Description Info Tech Manager-3	10. Division MDCR, MCSC, & MiLEAP/MDE & CEPI Infrastructure
5. Working Title (What the agency calls the position) MiLEAP Development Unit Manager	11. Section MDCR, MCSC, & MiLEAP Application Support
6. Name and Position Code Description of Direct Supervisor ERHARDT, CHANTAL Z; STATE ADMINISTRATIVE MANAGER-1	12. Unit MiLEAP Development
7. Name and Position Code Description of Second Level Supervisor WAGER, SCOTT; SENIOR EXEC BUS REL ADMIN	13. Work Location (City and Address)/Hours of Work 525 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 serves as a first line manager of IT resources and activities to ensure the objectives and goals of Michigan Lifelong Education, Advancement, and Potential (MiLEAP) are accomplished. This position will provide support and oversight for Cloud solutions in Salesforce, Dynamics CRM, Jira, .NET applications where the application portfolio is supported by state staff and vendor staff with a combination of both vendor and state hosting. This position will participate in IT software and application procurements in support of the MiLEAP. In addition, this position will be the primary point of contact supporting Call Center technology utilized by MiLEAP through partnering with DTMB Enterprise Service providers.	

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

Leads a unit of staff 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.
- Assign tasks to unit members and track progress of the tasks.
- 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.
- Monitor and evaluate employee performance through the review of completed work assignments and work techniques. Meet regularly with staff to discuss.
- Conduct regular team meetings to facilitate effective communication and teamwork, as well as discussions regarding assignments, priorities, and training.
- Administer policies and procedures governing staff in the workplace.
- Assign staff to work groups and committees, where appropriate.
- 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 staff through training, as well as coaching and mentoring.
- Maintain records, prepare reports, and compose correspondence relative to the work.
- Establish and monitor program priorities and objectives, targets of services and resource allocation.
- Coordinate and act as the primary contact for MiLEAP supported application suite and IT procurements, along with Call Center primary point of contact.

Duty 2

General Summary:

Percentage: 20

Provide Project Support and Technical Assistance.

Individual tasks related to the duty:

- Provide day-to-day oversight and technical guidance to staff on situations that require a technical decision.
- Support Project Management and apply the concepts of Project Management Methodology on the new IT development initiatives for MiLEAP.
- Provide technical guidance and content knowledge on all application support, both in-house and vendor supported.
- 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.
- Approve staff allocation to ensure adequate resources are available to carry out projects designated for the work area.
- Develop and implement disaster recovery plans and procedures for supported applications.
- Assures change management processes are included in project documentation and proper approvals obtained prior to implementation.
- Assures 'lessons learned' are completed and included in the project documentation prior to project close out.
- Assure that enterprise DevSecOps principles are incorporated in project planning and execution.
- Participate in key decision-making activities related to IT infrastructure cost estimate, budget forecast, unit operations, staffing, etc.

Duty 3

General Summary:

Percentage: 20

Responsible for the planning and coordination of unit activities to ensure that the objectives and goals of the Agency are accomplished in accordance with Agency priorities, time limitations, and budgets.

Individual tasks related to the duty:

- Represent the interests of client's applications to increase customer satisfaction and improve maintenance support of the applications.
- Review customer requests and develop work plans for the project to meet objectives, meeting with customers as necessary to clearly outline issues and their resolution.
- Promote compliance with established IT standards.
- Create work statements to define projects that improve business processes, data quality, enhance 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.
- Ensure contractual deliveries are met.
- Act as the liaison between top level management and customers.
- Make recommendations to both users and management to improve the effectiveness and efficiency of processes and practices.

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

Support Senior Management.

Individual tasks related to the duty:

- 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.
- Coordinate feasibility and cost studies for user requests for IT services.
- Recommend automation projects and prioritize all information technology requests for the unit.
- Initiate and plan projects that use multiple Section resources.
- Participate in key decision-making activities related to budget needs, Section operations, staffing, infrastructure, etc.
- Assist Senior Management in establishing and ensuring a professional workplace environment.
- Assist Senior Management in establishing and enforcing standard work practices.
- Assist Senior Management with special projects as needed.
- Support Project Management.

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

Other duties, as assigned.

Individual tasks related to the duty:

- 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.
- Prepare status reports as requested.
- Special projects as defined by leadership.
- Other IT-related tasks as requested by DTMB.

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 Unit 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 projects, priority setting for overlapping staff assignments, team effectiveness/efficiency, staff evaluations, and establishment and recommendation of standards and procedures for the emerging technology.

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. Assistance is requested from the Section Manager when direction or decisions are required that are above the level of responsibility for this position.

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.

Work is performed in a typical office environment where there may be long periods of work sitting at a desk working on a personal computer.

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>
MADASAMY, MUTHAMILSELVI	INFO TECH SPECIALIST-3 14	VACANT	INFO TECH PRGMR ANALYST-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 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.

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 position functions as an information technology professional, participating in or overseeing a variety of analytical and programming assignments that provide for the development, enhancement, and maintenance of automated information systems. The incumbent must perform these activities in compliance with state and federal regulations, in adherence to prevailing division policy, procedures, and standards, while maintaining operational effectiveness.

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, supervision, communication, and organization.
- Ability to instruct, direct, and evaluate employees.
- Ability to effectively communicate with others, both verbally and in writing.
- Ability to keep customers and staff members informed and respond to customer requests in a timely manner with positive communications. Make communication a priority.
- Ability to work well with a diverse range of individuals.
- Ability to maintain control of the environment in high pressure situations.

CERTIFICATES, LICENSES, REGISTRATIONS:

None required.

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

3/17/2026

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