

**State of Michigan
Civil Service Commission**

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

Position Code

1. ITINFANEB40N

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) Center for Shared Solutions
4. Civil Service Position Code Description INFO TECH INFRA ANALYST-E	10. Division Client Service Center
5. Working Title (What the agency calls the position) Information Technology Infrastructure Analyst 11	11. Section Incident Management
6. Name and Position Code Description of Direct Supervisor SINGLETON, TERRANCE; INFO TECH MANAGER-3	12. Unit
7. Name and Position Code Description of Second Level Supervisor VACANT; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work Operations Center, Dimondale, MI / Hours: Varies 7:00 a.m. – 5:30 p.m.

14. General Summary of Function/Purpose of Position

This position functions as an information technology (IT) professional serving as a technical expert and participates in a variety of analytical and technical assignments that provide for problem diagnosis and solutions documentation, implementation, administration, support, and maintenance of a variety of hardware, software, network, and telecom products in an information technology infrastructure environment. This position will analyze, develop, test, configure, implement, remotely support and maintain a variety of hardware platforms, software installations and configuration, specific network server operating systems, and enterprise services such as E-mail client, Active Directory support and services, along with enterprise monitoring of these services for the clients of the Department of Technology, Management & Budget and State of Michigan.

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: 60

Provide advanced support, remote diagnosis, and resolution on Tier 2 problems for escalated hardware and software issues requests, using specialized tools and elevated privileges. Provide support to the Client Service Center Technicians as a technical expert.

Individual tasks related to the duty:

- Performs advanced troubleshooting steps and fixes on escalated issues such as complex software and network connectivity issues, and remote VPN client access that cannot be resolved by Tier 1.
- Provide technical assistance to the ITT's while on the phone with customers.
- Performs remote installations, upgrades or downgrades on complex (i.e. software requiring licensed approvals, installations on multiple computers, including bureau layer installs) software and operating systems using State standard software
- Interprets and analyzes problems using automated diagnostic programs with administrator level and elevated privileges to provide support to customers.
- Administers, implements, and provides technical support on time sensitive responses and resolutions to major incidents (i.e. incidents having an impact on a large group of users where remediation is considered urgent)
- Serves as a liaison between other technical staff, management, users, and vendors regarding service requests, usage, standards, security, and other technical matters regarding changes to the customer's environment and the impact to customer systems.
- Analyze and researches software and hardware before it's deployed to the enterprise.
- Trains ITTs on support processes and procedures
- Perform quality assessments
- Mentor CSC Tier 1 staff
- Review KBA flags
- Other quality related duties as assigned

Duty 2

General Summary:

Percentage: 15

Assists in receiving and documenting calls and requests from customers during call wait times that exceed target SLAs

Individual tasks related to the duty:

- Log, track and respond to all incoming requests.
- Investigate, evaluate and diagnose reported IT problems and take appropriate action.

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

Research, analyze, develop and document new processes/procedures (e.g. knowledge articles) for use by Client Service Center Technicians and Analysts to resolve problems.

Individual tasks related to the duty:

- Proactively drafts processes and procedures (KBA's) to be used in CSC
- Identifies issues across support teams to improve Incident Management Process
- Participates and assists in root cause analysis for Problem management
- Ensures operational support documentation is complete and accurate

Duty 4**General Summary:****Percentage: 15**

Other duties as assigned.

Individual tasks related to the duty:

Special projects as needed.

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

This employee performs a range of professional assignments. Independent judgement is required to carry out assignments that have significant impact on services or programs. Guidelines are available but require adaptation or interpretation to determine appropriate courses of action.

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

Major changes in the direction of a project. Decisions that require authorization of funding. Decisions that involve staff time outside of the unit. Decisions that may have legislative, legal, security, or budgetary impact.

Modifications to operational support procedures including determining which activities are performed and who performs them
Affects client and CSC techs.

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.

Extensive use of a computer terminal and keyboard; extensive use of a telephone; conditions can be stressful; general business 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?

This position provides direct, advanced or escalated support to 49,000 State of Michigan customers. Primary support is around the State of Michigan's standard end user environment, including desktops, laptops, tablets, and standard software. This position uses advanced diagnostic tools and elevated privileges to perform remote support for customers.

This position also documents solutions and fixes to be reused in the environment by ITTs, where appropriate. Identify continuous improvement opportunities on the position related processes, procedures, documentation, etc. Assist in the overall development and implementation of Client Service Center (CSC) goals for improving customer satisfaction.

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

New duties and responsibilities since the position was last reviewed are:

- Mentor CSC Tier I Staff
- Review Knowledge Base Article Flags
- Perform Quality assessments and other Quality-related duties as assigned
- Assist with Smart Device issues/requests, and in a more advanced capacity than Tier I agents

- Duty 1 Section: A decrease in Duty 1 percentage from 65% to 60%
- Duty 4 Section: An increase in Duty 4 percentage from 10% to 15%

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

Center for Shared Solutions is responsible for the delivery and maintenance of all desktop hardware, software and infrastructure, providing desktop computing services to the customers of the Department of Technology, Management & Budget (DTMB). The Client Service Center is the first point of contact in the delivery of these services as well as security services and infrastructure Services. The CSC Information Technology Analyst provides analytical and technical support for problem diagnosis and solutions.

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 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 Infrastructure Analyst P11

No specific type or amount is required.

Alternate Education and Experience**Information Technology Infrastructure Analyst P11 - 12**

Possession of an associate's degree with 16 semester (24 term) credits in computer science, data processing, computer information, data communications, networking, systems analysis, computer programming, information assurance, IT project management or mathematics and two years of experience as an application programmer, computer operator, or information technology technician; or two years (4160 hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

OR

Educational level typically acquired through completion of high school and four years of experience as an application programmer, computer operator, information technology technician or four years (8,320 hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Experience/skill in working with Windows server and/or workstation support administration

Working knowledge of BMC Helix/Remedy ITSM software

Knowledge of concepts of computer system detailed network hardware and software structure and support. Knowledge of Citrix, VMware, and Microsoft operating systems

Knowledge of secure remote support techniques

Knowledge of computer infrastructure security techniques, tools, and methods

Knowledge of computer hardware and software troubleshooting technique

Advanced knowledge of workstation encryption systems and Administrative Management Consoles Ability to communicate well, both verbally and in writing

CERTIFICATES, LICENSES, REGISTRATIONS:

Employees in this position must meet all security requirements established by the DTMB. This position requires passing a pre-employment screening, including passing a drug screen, criminal history background check and a fingerprint check by the Michigan State Police. 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.

SHANITRA FLUELLEN

9/19/2024

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