CS-214
Rev 11/2013

Position Code
1. DEPTALTA

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

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete this form 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 - MB
3.Employee Identification Number	**9.Bureau (Institution, Board, or Commission)**
	OFFICE OF CONTINUOUS IMPROVEMENT (OCI)
4.Civil Service Position Code Description	**10.Division**
DEPARTMENTAL ANALYST-A	Customer Experience Division
5.Working Title (What the agency calls the position)	**11.Section**
SENIOR HUMAN-CENTERED DESIGN ANALYST	Human-Centered Design
6.Name and Position Code Description of Direct	**12.Unit**
Jason Wilkinson, STATE ADMINISTRATIVE MANAGER 15	
7.Name and Position Code Description of Second Level Supervisor	**13.Work Location (City and Address)/Hours of Work**
John Peralta, STATE DIVISION ADMINISTRATOR 17	Hybrid – 3 days/week remote and 2 days/week at Elliott-Larsen Building, Lansing, MI / 8 a.m. - 5 p.m.

14. General Summary of Function/Purpose of Position

This position serves as a senior-level human-centered design analyst in the Human-Centered Design (HCD) section within the Office of Continuous Improvement (OCI).

Senior HCD Analyst is a statewide recognized resource for assisting Agencies with human-centered design efforts. This includes conducting user research, creating user-experience deliverables, providing training and coaching in HCD, and leading continuous improvement efforts such as meeting facilitation, change management, and strategic planning.

The Human-Centered Design section helps DTMB create a user-centered culture, enabling Agencies to understand their users' needs and provide innovative solutions.

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 of Duty 1 **% of Time 70**

Acting as the HCD subject matter expert across state government: Lead the launch, oversight, and performance assessment of statewide HCD initiatives.

Individual tasks related to the duty.

- Lead user research activities in support of State projects.
    - Scope projects.
    - Create research plans.
    - Create interview guides.
    - Oversee the recruitment activities.
    - Set guidelines based on virtual and/or live 1-on-1 interviews, focus groups, and observational studies.
    - Analyze and report results.
- Develop and deliver training in HCD techniques and methods to State employees.
    - Curate HCD-related educational materials.
    - Develop print and digital training aids.
- Manage contracts with the associated Human-Centered Design pre-qualified vendors, who provide support to agencies across the state to enhance usability of state services.
    - Lead regular touchpoint meetings, oversee financial transactions, and synthesize progress reports to drive project success.

Duty 2

General Summary of Duty 2 **% of Time 20**

Provide operational support to incorporate Human-Centered Design and Lean Process Improvement methodologies in State Agencies.

Individual tasks related to the duty.

- Provide HCD consulting support to state agencies, as requested.
- Manage the monthly HCD Speaker Series events, to include:
    - Creating a 12-month speaker plan.
    - Identify, schedule, and promote events.
- Provide project implementation support, including meeting facilitation, status updates, and capturing performance metrics.
- Make effective, tactful presentations to project teams to present the benefits of HCD/LPI to leadership and workgroup participants.
- Steer the support and optimization of digital user experience (UX) tools (e.g., Miro and Figma) by:
    - Overseeing technical support coordination to enhance user experience.
    - Coordinate community-of-practice engagements to empower users with necessary skills.

Duty 3

General Summary of Duty 3 **% of Time 10**

Other duties as assigned.

Individual tasks related to the duty.

- Develop recommendation report out from special HCD studies and present to project sponsors and senior leadership, as directed.
- Manage project success and best practices on the HCD OCI SharePoint site, ensuring it serves as a dynamic resource hub for future projects and project teams.
- Create reports related to OCI initiatives.
- Support strategic planning efforts including the annual statewide strategic plan update.

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

Most decisions involving development and delivery of user research/usability studies.

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

Supervisory review is necessary for issues that are politically sensitive, or complex; when deviating from standards/practice; or when testing new materials, methodologies, or approaches.

18. What kind of physical effort is used to perform this job? What environmental conditions is this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

The employee normally works in an office/classroom setting. Some travel is required. Transports facilitation equipment and materials up to 40 lbs. Requires long periods of standing and occasional twisting, bending, and stooping.

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. (If more than 10, list only classification titles and the number of employees in each classification.)

NAME	CLASS TITLE	NAME	CLASS TITLE

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

___Complete and sign service ratings.
___Provide formal written counseling.
___Approve leave requests.
___Approve time and attendance.
___Orally reprimand.
___Assign work.
___Approve work.
___Review work.
___Provide guidance on work methods.
___Train employees in the work.

TO BE COMPLETED BY DIRECT SUPERVISOR

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

23. What are the essential functions of this position?

The employee normally works in an office/classroom setting. Some travel is required. Transports facilitation equipment and materials up to 40 lbs. Requires long periods of standing and occasional twisting, bending, and stooping.

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

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

The HCD section is a component of OCI and is responsible for ongoing programs and initiatives including performance citizen/customer engagement through Human-Centered Design, Lean Process Improvement, Lean Technology Adoption, and Change Management. This position supports the planning, delivery, and implementation of HCD training and projects statewide.

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 in any major.

EXPERIENCE:

Departmental Analyst 12
Three years of professional experience, including one year of experience equivalent to the experienced (P11) level in state service.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of customer- or user-experience practices.
- Demonstrated ability to plan, coordinate, and conduct user research.
- Demonstrated ability to work independently on projects up to three months in duration.
- Demonstrated ability to maintain effective relationships with a wide variety of internal and external customers.
- Demonstrated ability to facilitate meetings and large work groups both in person and remotely.
- Demonstrated ability to organize, evaluate, and prepare documentation and reports in relation to complex, interrelated, and interdependent systems.
- Demonstrated ability to evaluate, recommend, adopt, and use digital tools.

CERTIFICATES, LICENSES, REGISTRATIONS:

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

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.

Jason Wilkinson — 10/16/2026

Supervisor's Signature — **Date**

TO BE FILLED OUT BY APPOINTING AUTHORITY

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

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

Appointing Authority Signature — **Date**

TO BE FILLED OUT BY EMPLOYEE

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's Signature — **Date**

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