

## 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.  |   |
| <b>2. Employee's Name (Last, First, M.I.)</b>   | <b>8. Department/Agency</b><br>TECH, MGMT AND BUDGET - IT   |
| <b>3. Employee Identification Number</b>  | <b>9. Bureau (Institution, Board, or Commission)</b><br>Office of the Chief Technology Officer  |
| <b>4. Civil Service Position Code Description</b><br>DEPARTMENTAL ANALYST-E   | <b>10. Division</b><br>Infrastrucutre & Operations  |
| <b>5. Working Title (What the agency calls the position)</b><br>Service Consultant  | <b>11. Section</b><br>Network Services  |
| <b>6. Name and Position Code Description of Direct Supervisor</b><br>MASSEY, GERARD M; INFO TECH MANAGER-3-FZN  | <b>12. Unit</b><br>Uniifed Communications   |
| <b>7. Name and Position Code Description of Second Level Supervisor</b><br>ADRIAN, ASHLEY A; STATE ADMINISTRATIVE MANAGER-1   | <b>13. Work Location (City and Address)/Hours of Work</b><br>608 W Allegan St, Hannah Building, Lansing, MI 48933 / 7:30 AM-4:30PM Monday-Friday (Hybrid) |
| <b>14. General Summary of Function/Purpose of Position</b><br><br>This position serves as the division liaison between Network Services and State of Michigan (SOM) Agencies as a Service Consultant. The position works with DTMB and Agency Liaisons to serve as the agency's single point of contact to secure cost-effective voice and data communication services. Performs tasks that identify customer needs, document business and technical requirements and assign technical resources for all service requests. Designs and maintains all forms and procedures for the division. The Service Consultant works with DTMB Agency Services, Agency Telephone Coordinators (ATCs), and other agency contacts to communicate infrastructure initiatives and projects that affect SOM Agencies, service offering changes, end user instructions and other information necessary for the division.<br><br>This position maintains strategic relationships internal and external to the state, including the SOM agencies, governor's office, legislative branch, and suppliers. |   |

**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: 40**

Serves as Network Services Liaison between DTMB Agency Services, DTMB Service Delivery Managers, and Agency Telephone Coordinators (ATCs).

**Individual tasks related to the duty:**

- Serves as the division liaison for Agency Services and Agency customers for all Network Services service offerings and service requests.
- Handles all customer issues and escalations. Provides direction for customers and engages technical resources and division Management, as needed.
- Consults with Agency Services and Agency customers to make service recommendations.
- Research, analyze, recommend, and implement enhanced call processing and/or call center solutions at the request of Agency customers.
- Perform quarterly audits of technical programs and the billing system to ensure accuracy. Engage Agency contact(s) to correct any discrepancies.
- Document all processes and workflow related to their functions.
- Schedule quarterly meeting and training sessions with Agency Telephone Coordinators (ATCs).
- Develop and recommend strategies and solutions to customer needs.
- Function as the statewide telephony project lead for the call center system-related processes, functions, and technological advancements affecting call centers and business processes. Design custom call flows for proper call distributions and call handling.
- Test all new Agency applications prior to implementation and production.
- Research, analyze, recommend, and implement enhanced call processing solutions.

**Duty 2**

**General Summary:**

**Percentage: 30**

Provides management and oversight of all Service Requests for the division.

**Individual tasks related to the duty:**

- Review all incoming Infrastructure Service Requests (ISRs) for the division. Evaluate solutions prior to initiation.
- Facilitate weekly ISR project meetings with Network Services management to assign technical resources.
- Schedule review meetings with internal resources and Agency Services prior to kick-off meetings.
- Schedule research and planning meetings with Agency customers to determine the technical and business requirements for each ISR project prior to kickoff. Develop project timeline and create cost estimates for Agency customer approval.
- Oversee ISR project implementation and task-completion deadlines. Provide bi-weekly ISR project status updates to Agency Services and customers.
- Consult with the ISR project resources to ensure accurate service delivery.
- Provide day-1 operational support post project completion.
- Review all new C906 – Cisco Telephone Work Requests for accuracy. Return all incomplete forms to customers for corrections prior to approval.
- Evaluate, plan, assess, and develop service strategies to meet customer needs. Prepare solution recommendations, including cost analysis and benefits gained.
- Design and maintain all forms for the division. Work with DTMB Agency Services on all form-related projects and initiate updates and changes to forms, as needed.

**Duty 3**

**General Summary:**

**Percentage: 20**

Perform administrative duties for all service areas, including documentation development, policy guidelines, operational procedures, end user instructions, data centralization and service strategy development.

**Individual tasks related to the duty:**

- Review all division knowledge articles with technical resources to ensure they are up to date. Create new knowledge articles when needed. Hold bi-annual meetings with the Client Service Center (CSC) Process Team to review and update knowledge articles.
- Manage and maintain the centralized document repository for Agency customers. Ensure all end-user instructions, supporting documentation and guidelines are up to date and add new documentation as necessary.
- Design and implement methods to review division service offerings and make service recommendations based on customer feedback and needs.
- Analyzes division policies and procedures and propose changes to achieve greater efficiency and effectiveness.
- Conduct surveys and special studies to assist in planning and implementation of new services and/or areas of improvement.
- Develop PowerBI dashboards for Executive Leadership for project status tracking and agency usage.
- Test all new desk phones and headsets prior to adding them to the service catalog. Create instructions and guidelines for end users and update the IT Telecom Equipment Line Rate document with new models and rates.

**Duty 4**

**General Summary:**

**Percentage: 10**

Other duties as assigned by Network Services management.

**Individual tasks related to the duty:**

- Participate in continual improvement initiatives of products, services and processes for the division.
- Review IT Service Catalog entries to ensure they are up to date and clearly defined.
- Attend trainings, seminars and conferences for continuous learning and to stay current with industry trends.
- 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.**

Independently perform troubleshooting and connectivity problems while consulting with a technical support staff member. The service consultant will work with agencies to extrapolate business and technical requirements, and schedule meetings with agencies and customers.

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

- New work processes/tasks/issues that create a new procedure, policy, or guideline.
- Newly developed service strategies, changes and recommendations.
- Coordinate work with external vendors and supervision of their performance when on the organization's premises will be performed independently. The decisions made could influence the operation of the entire enterprise network, as many work actions will affect network performance.

**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.**

This position is assigned to a desk/professional office environment where the majority of the work is performed. Occasional travel to meet with agency staff may be necessary.

**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):**

- |                            |                                    |                            |                                   |
|----------------------------|------------------------------------|----------------------------|-----------------------------------|
| <input type="checkbox"/> N | Complete and sign service ratings. | <input type="checkbox"/> N | Assign work.                      |
| <input type="checkbox"/> N | Provide formal written counseling. | <input type="checkbox"/> N | Approve work.                     |
| <input type="checkbox"/> N | Approve leave requests.            | <input type="checkbox"/> N | Review work.                      |
| <input type="checkbox"/> N | Approve time and attendance.       | <input type="checkbox"/> N | Provide guidance on work methods. |
| <input type="checkbox"/> N | Orally reprimand.                  | <input type="checkbox"/> N | 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 is responsible for communication while working closely with the assigned agencies to understand the agency's business and technical requirements in voice, data, and video telecommunication. This position is responsible for managing projects and service requests to ensure project timelines are maintained, tasks are tracked, and effective communication is sustained between stakeholders, customers, internal technical resources and external partners. This position is also responsible for maintaining all documentation for the division, including procedures, policies and end user instructions and guidelines.

**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?**

Network Services provides data and voice network services to all SOM departments and agencies. This position plays a critical role in the division as they act as the division liaison and are responsible for maintaining customer relationships and communications, all documentation for the division, designing and maintaining service request forms, and developing service strategies based on customer needs. The position provides expertise in increasingly complex products and services provided by the division.

**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 9**

No specific type or amount is required.

**Departmental Analyst 10**

One year of professional experience.

**Departmental Analyst P11**

Two years of professional experience, including one year of experience equivalent to the intermediate (10) level in state service.

**Alternate Education and Experience**

**Departmental Analyst 9 - 12**

Educational level typically acquired through completion of high school and the equivalent of at least two years of full-time active-duty experience at or above the E-6 level in the uniformed services may be substituted for the education requirement.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Professional and/or administrative experience in a customer service-oriented setting.
- Ability to:
  - work independently with various department staff and other state, local and federal agencies to accomplish goals and meet deadlines.
  - communicate effectively, both verbally and in writing.
- Analytical skills and problem resolution.
- Familiarity with Changepoint is preferred.
- Understanding of basic project management principles and methodologies is preferred.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

None

*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.***

STACI ERICKSON

\_\_\_\_\_  
Appointing Authority

3/2/2026

\_\_\_\_\_  
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