

Position Code

1.

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
VACANT	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-E	Customer Experience Division
5. Working Title (What the agency calls the position)	11. Section
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 human-centered design analyst in the Human-Centered Design (HCD) section within the Office of Continuous Improvement (OCI). HCD Analyst 9-11 carries out a limited range of duties to assist with the delivery of training and support for human-centered design, process improvement, meeting facilitation, and strategic planning efforts. 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 60**

Support OCI in the launch, oversight, and performance assessment of statewide HCD initiatives.

Individual tasks related to the duty.

- Collaborates with conducting user-research activities in support of State projects.
 - Makes recommendations, proposals and drafts research plans and interview guides.
 - Recruit and schedule participants.
 - Conduct virtual and/or live 1-on-1 interviews, focus groups, and observational studies.
 - Analyze and report results using words, graphics, and video.
- Proposes and assist with the development and delivery of training in HCD techniques and methods to State employee for HCD-related educational materials and print and digital training aides.
- Track activities associated with Human-Centered Design pre-qualified vendors, who provide support to agencies across the state to enhance usability of state services.
 - Schedule and attend regular touchpoint meetings, track financial transactions, and create reports regarding vendors' project deliverables.

Duty 2

General Summary of Duty 2 **% of Time 25**

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.
- Attend HCD Speaker Series events:
 - Track event attendance.
 - Provide suggestions for event topics.
- 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.

Duty 3

General Summary of Duty 3 **% of Time 15**

Other duties in support of OCI.

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.
- Assist in producing reports related to OCI initiatives.

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

Decisions involving understanding customer expectations. Understanding the purpose and steps of process improvement, learning and development opportunities, strategic planning, measurement and assessment tools, the creation of appropriate products and services, the policies, practices, and culture such products are to support. Also, decisions that involve the application of continuous improvement principles and practices.

- 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.)**

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>

- 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.

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?**

Yes

- 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.

Updated to reflect the section's move to the Customer Experience Division.

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 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.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of customer- or user-experience practices, including qualitative user research methods.
- Ability to maintain effective relationships with a wide variety of internal and external customers.
- Ability to facilitate meetings and large work groups both in person and remotely.
- Ability to organize, evaluate, and prepare documentation and reports in relation to complex, interrelated, and interdependent systems.
- Ability to evaluate, recommend, adopt, and use digital tools.

CERTIFICATES, LICENSES, REGISTRATIONS:

Employee is expected to become a certified facilitator in the State of Michigan's Lean Process Improvement Methodology.

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

Supervisor's Signature

10/22/2025

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.