

**State of Michigan
Civil Service Commission**

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

Position Code

1. DPTLTCHEH97R

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 - MB
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Office of Support Services
4. Civil Service Position Code Description DEPARTMENTAL TECHNICIAN-E	10. Division Records Management Services
5. Working Title (What the agency calls the position) Departmental Technician	11. Section
6. Name and Position Code Description of Direct Supervisor YOUNG, ANDREW; DEPARTMENTAL MANAGER-2	12. Unit
7. Name and Position Code Description of Second Level Supervisor SAMPLE, BRICE; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 3400 N. Grand River, Lansing, MI / 8:00 – 4:30 p.m.

14. General Summary of Function/Purpose of Position

The Imaging Services Unit is responsible for the development and administration of several state contracts for such services as: micrographics, imaging, media storage, records destruction and eSignature. The unit also manages a robust electronic document management system and a system for managing boxes and files in the Records Center.

This is a technician position responsible for billing functions related to the administration of our state contracts, records disposition functions in the Records Center, system documentation creation/maintenance, system security and support and backup duties to the other Departmental Tech positions.

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

System security and customer support

Individual tasks related to the duty:

- Troubleshoot user issues in Record Management Services administered systems. Issues may include login issues, eSignature issues, Document Management issues, Records Center system issues, processing holds for electronic and physical record and providing general user guidance.
- Create service tickets to track user issues, status, and escalations to analysts or management.
- Process security changes for in Records Management systems at the direction of the agency, including, but not limited to, Records Center and Document Management systems.
- Perform user security audit for Records Management systems and provide to agencies for updates.
- Perform document uploads of agency records into Records Management systems.
- Flag and perform disposal on record that have met retention based on Retention and Disposal Schedules. Follow appropriate procedures to properly dispose of records in Records Management administered systems.

Duty 2

General Summary:

Percentage: 25

Retention and Disposal Schedule revisions, modifications, and maintenance in Records Center and Document Management Systems.

Individual tasks related to the duty:

- Perform routine maintenance on record center systems in accordance with established procedures.
 - Modify retention triggers and retention periods based on approved retention schedules.
 - Implement and remove retention holds that suspend the disposition of records as instructed by the agency and management.
- Search for and move boxes and files from one record series to another in Records Center and Document Management system as instructed by the Records Analysts.

Duty 3

General Summary:

Percentage: 15

Interagency Service Fund Billing

Individual tasks related to the duty:

- Billing review and enter defined information from vendor invoices onto spreadsheets for the following:
 - local government units
 - microfilm and open shelf storage for state agencies.
 - imaging and microfilm services for state agencies.
 - confidential destruction services.
- Provide vendor invoices and spreadsheets to Finance to interagency bill customers.
- Investigate and resolve billing problems.

Duty 4

General Summary:

Percentage: 5

Documentation Creation and Maintenance

Individual tasks related to the duty:

- Use customer management software or other tracking mechanism to keep track of demonstrations and potential new customers until a project is underway.
- Create and maintain documentation for all applications and management spreadsheets

Duty 5

General Summary:

Percentage: 5

Records Center Disposal of Records

Individual tasks related to the duty:

- Run reports of eligible records that have met retention.
- Perform quality assurance of the reports.
- Communicate with Records Management Officers and review disposal notices.
- Work directly with agencies on discrepancies for boxes eligible for disposal (i.e. metadata or retention changes).
- Work with analysts on resolving records destruction and retention based on agency feedback.
- Notify records center of destruction approvals.
- File notices, responses and destruction approvals.
- 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.

Movement and correction of data in the Records Center system as necessary to correctly reflect the contents of boxes of records stored in the Records Center.

When discrepancies discovered in billings for contracted services, calls made to contractor to rectify the problem billings. Agencies are assured that the services being received are correctly billed in accordance to contract terms.

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

Changes to systems, processes, or procedures.

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.

Minimal box lifting (30+ lbs.).

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?

The Imaging Services Unit is responsible for the development and administration of several state contracts for such services as: micrographics, imaging, media storage, records destruction and eSignature. The unit also manages a robust electronic document management system and a system for managing boxes and files in the Records Center.

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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?

Records Management Services (RMS) is responsible for policy, procedures and services necessary to manage both state and local government records. RMS's critical responsibilities include the development and approval of all records retention policy within the state, the operation of the State Records Center (for storage of inactive records), and contract administration for micrographics, imaging, special media storage, computer output microfilm and confidential records destruction. RMS also provides electronic document management solutions to state agencies. This position supports the Inter-agency Service Fund that administers the document management services, contracts, and inter-account billings for state and local government agencies. This position is also responsible for the semi-annual destruction of approximately 30,000 containers of state government records and approximately 2,000 boxes of transfers to the Archives of Michigan.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

Departmental Technician 7

One year of experience performing administrative support activities equivalent to the 7-level in state service.

Departmental Technician 8

One year of experience performing administrative support activities equivalent to the 8-level in state service.

OR

One year of experience as a technician or paraprofessional equivalent to the entry level in state service.

Departmental Technician E9

One year of experience as a supervisor of administrative support activities equivalent to the 9-level in state service.

OR

One year of experience performing administrative support activities equivalent to the 9-level in state service.

OR

Two years of experience as a technician or paraprofessional, including one year of experience equivalent to the intermediate level in state service.

Alternate Education and Experience

Departmental Technician 7

Completion of two years of college (60 semester or 90 term credits) may be substituted for the experience requirement.

Departmental Technician 8

Possession of a Bachelor's degree may be substituted for the experience requirement.

Departmental Technician E9

Possession of a Bachelor's degree and one year of job-related experience may be substituted for the experience requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to communicate effectively and maintain favorable public relations. Proficient in Microsoft Office Suite (Excel, Access, Word, PowerPoint). Skilled in the use and manipulation of databases and spreadsheets.

CERTIFICATES, LICENSES, REGISTRATIONS:

N/A

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

8/3/2026

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