

Position Code
1. INFOSPV2A23N

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
	TECHNOLOGY, MANAGEMENT & BUDGET
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
	OFFICE OF SUPPORT SERVICES
4. Civil Service Position Code Description	10. Division
INFORMATION TECHNOLOGY SUPERVISOR 12	PRINT AND MAIL MANAGEMENT
5. Working Title (What the agency calls the position)	11. Section
CPC SUPERVISOR	PRINTING SERVICES
6. Name and Position Code Description of Direct Supervisor	12. Unit
BRAD BEST, SAM 15	CONSOLIDATED PRINT CENTER
7. Name and Position Code Description of Second Level Supervisor	13. Work Location (City and Address)/Hours of Work
KRISTEN HAMPTON, SDA 17	GSB, 7461 CROWNER DR., LANSING 7:30 AM – 4:30 PM

14. General Summary of Function/Purpose of Position

This position will be responsible for managing the daily production activities for the Consolidated Print Center that provides printing services to various state agencies. These responsibilities include using the appropriate methods and guidelines for managing workflow, inventory control, and vendor liaison. This position directly supervises the first shift operations staff and second-level supervision of the third shift operations. The employee will direct printing and other physical resources to ensure effective utilization and resolve operational difficulties to minimize interruptions of service. The position will have a comprehensive knowledge of all machine platforms and the ability to operate various devices that reside at the print center, including a wide range of printers from various manufacturers. The supervisor will employ knowledge of automated software packages to control production flow and meet site objectives. The position will monitor hardware performance, system resources, and environmental and security equipment to ensure proper performance and minimize interruptions in service.

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** 35

Administrative duties.

Individual tasks related to the duty.

- Develop and maintain the production operating agenda by scheduling work assignments, setting priorities and directing the work of subordinate technicians.
- Evaluate and document employee achievements and deficiencies through the analysis of completed work responsibilities and/or reviewing of work techniques. Conduct appropriate corrective or disciplinary guidance as necessary.
- Ensures proper labor relations and conditions of employment are preserved. This includes, but is not limited to, specific policies and work rules that govern the CPC and PMM.
- Administer annual performance reviews. Provide the necessary resources for employee growth. Arrange training for staff as needed.
- Monitor employee productivity.
- Approve Tell leave requests and bi-weekly timesheets.
- Monitor work for completeness and accuracy.
- Attend training sessions, as needed or required.
- Participate in disciplinary actions and grievances.
- Training of new employees.
- Manage overtime roster and schedules for all shifts according to union contract regulations.

Duty 2

General Summary of Duty 2 **% of Time** 35

Workflow management.

Individual tasks related to the duty.

- Promote and sustain the print management schedule by examining print volume and operating issues to schedule equipment and personnel efficiently.
- Serve as the primary liaison between department end users and print staff to determine each department's special needs and allocating resources to meet customer expectations.
- Attend meetings as needed and represent the organization on various issues, including customer initiatives and special projects.
- Conduct ongoing staff meetings with subordinates to keep employees updated on issues that affect the organization.
- Assist technical support personnel in analyzing and correcting complex system malfunctions, including the Enterprise Output Manager (EOM) program used to administrate production workflow.

- Prepare control logs and accurate documentation to illustrate shift performance.
- Develop workflow procedures and internal control processes to ensure controlled document printing is completed according to established service level agreements.
- Notify subordinates of all work priorities, changes in policies which effect production, and any related problems that may impact the schedule and critical due out dates.
- Participate in customer seminars to promote services and provide tours of the organization, as requested.

Duty 3

General Summary of Duty 3

% of Time 30

Other duties as assigned.

Individual tasks related to the duty.

- Follow procedures to preserve security and environmental equipment to support file integrity.
- Troubleshoot and resolve difficult operating problems to minimize delays in service.
- Operate printers as needed.
- Change consumables.
- Complete required information informing customers and management of print progress.
- Resolve customer inquiries regarding topics that related to scheduling and print issues.
- Maintain effective communication with internal and external customers regarding production and machine status.
- Process improvement planning and implementation.
- Development and implementation of DTMB strategic plan initiatives and actions plans.
- Assist analyst staff with testing of new program development or migration of existing applications.
- Additional duties, tasks and projects assigned by management.

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

The supervisor is expected to make decisions that impact the production setting and workflow. Independent judgments include operational decisions, staff assignments, service commitments, and overall quality assurance. These determinations considerably impact State government agencies that the Consolidated Print Center serve. They affect whether customers receive output with critical due out dates in a timely manner and have an economic impact on the organization.

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

- Management is consulted regarding disciplinary action of subordinate staff.
- The manager is informed of any significant delays in production or when appropriate escalation is required.
- Decisions that could result in changes to established policies or have financial impact need to be approved by the manager.

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.
- Work is performed in an environment characterized by cool temperature, constant machine noise, and physical challenges. Position is exposed to a variety of printing-related paper dust and noise.
 - Deadlines and responses to emergency situations will occur on a periodic basis. The employee will be required to respond to these situations and take appropriate action to ensure production is not restricted.
 - The physical activities to complete these duties include prolonged standing, bending, kneeling, walking, lifting up to 100 pounds maximum with frequent lifting and/or carrying of objects weighing up to 50 pounds, forward and overhead reaching, and accurate vision. The duties involve significant management of paper and printer products, which includes handling paper stock of various dimensions to load and unload various machines and printers, pushing and pulling carts weighing up to 1,500 pounds and using a pallet jack to maneuver pallets and rolls of paper weighing 5,000 pounds and greater.

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>
Melissa Dowding	ITS 11		
Bradley Mikulka	ITT 10		
Lysander Booker	ITT 9		
Randall Kusowski	ITT 9		

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

- | | |
|--|---|
| <input checked="" type="checkbox"/> Complete and sign service ratings. | <input checked="" type="checkbox"/> Assign work. |
| <input checked="" type="checkbox"/> Provide formal written counseling. | <input checked="" type="checkbox"/> Approve work. |
| <input checked="" type="checkbox"/> Approve leave requests. | <input checked="" type="checkbox"/> Review work. |
| <input checked="" type="checkbox"/> Approve time and attendance. | <input checked="" type="checkbox"/> Provide guidance on work methods. |
| <input checked="" type="checkbox"/> Orally reprimand. | <input checked="" type="checkbox"/> 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 managing the daily production activities for the Consolidated Print Center that provides printing services to various state agencies. These responsibilities include using the appropriate methods and guidelines for managing workflow, inventory control, and vendor liaison. This position directly supervises the first shift operations staff and second-level supervision of the third shift operations. The employee directs printing and other physical resources to ensure effective utilization and resolve operational difficulties to minimize interruptions of service. The position has a comprehensive knowledge of all machine platforms and the ability to operate various devices that reside at the print center, including a wide range of printers from various manufacturers. The supervisor employs knowledge of automated software packages to control production flow and meet site objectives. The position monitors hardware performance, system resources, and environmental and security equipment to ensure proper performance and minimize interruptions in service.

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 Consolidated Print Center (CPC) provides variable data print and developmental services for all state agencies. The output is generated from the mainframes or client-server environments that reside at the DTMB hosting centers. Printing is typically completed on either electronic or preprinted forms. The CPC is a high security area which prints items that may be of monetary value such as warrant and check processes, controlled items, or contain information involving privacy rights. Finished product may be distributed directly to the requesting agency or department or directly to their customer through DTMB Mailing Services and United States Postal Service. The supervisor ensures production workflow to meet SLAs and additional expectations.

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

EDUCATION:

Possession of a certificate in information systems, data processing, electronics technology, mainframe operations, or microcomputer systems gained through completion of a one-year college level curriculum is desirable.

EXPERIENCE:

Information Technology Supervisor 12

Two years of experience as an Information Technology Technician 10.

OR

One year of experience as an Information Technology Supervisor 11.

Alternate Education and Experience

Information Technology Supervisor 11 - 13

Significant on-the-job, or other technical training that can be shown to provide the required knowledge of information systems equivalent to that gained through completion of a one-year college level curriculum may be substituted for the post-secondary certificate.

Possession of an associate's degree in information systems, data processing, electronics technology, or microcomputer systems may be substituted for one year of information technology technician work experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

Thorough understanding of the process and procedures used to operate large scale print systems and peripheral equipment. Comprehensive knowledge of computer operations systems, and the abilities to independently identify and resolve problems. The capability to effectively communicate and provide instruction to others. Computer Information System experience, network technologies, and peripheral equipment is required.

CERTIFICATES, LICENSES, REGISTRATIONS:

N/A

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

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'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.

Staci Erickson _____
Appointing Authority Signature

4/25/2025 _____
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.