

**State of Michigan
Civil Service Commission**

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

Position Code

1. INFOTMGRD75N

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 - IT
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) CTO
4. Civil Service Position Code Description Info Tech Manager-3	10. Division Business Operations Support Services
5. Working Title (What the agency calls the position) ITAM Hardware Manager - ITM 14	11. Section ITAM
6. Name and Position Code Description of Direct Supervisor BRADISH, RANEE A; STATE ADMINISTRATIVE MANAGER-1	12. Unit Hardware
7. Name and Position Code Description of Second Level Supervisor BISSELL, MARY M; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 7285 Parsons Dr. Lansing, MI / M-F / 8-5

14. General Summary of Function/Purpose of Position

This position serves as a first-line professional manager leading the Chief Technology Officer (CTO) ITAM (IT Asset Management) Hardware program. The position will be responsible for coordination of the work activities in the ITAM Hardware suite of application development and maintenance, process management, and customer support. The person in this position will facilitate meetings with all areas of OCTO to ensure compliance with all State of Michigan (SOM) hardware asset management policies as required.

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: 45

Supervise, determine work priorities, and coordinate work activities of the staff involved in BOSS-ITAM-Hardware, within the Office of Chief Technology Officer. Staff are responsible for conducting meetings with internal customers, coordinating hardware asset management strategies, supporting technologies to meet the State of Michigan's business requirements; strategic direction; vulnerability management; risk assessment; Business Continuity Planning. .

Individual tasks related to the duty:

- Determine appropriate process staff level, screen candidates resumes, conduct interviews, and make the successful candidate recommendation ensuring equal employment opportunity and Department of Civil Service practices are met.
- Identify and assign training needed to maintain best-in-class practices, especially as it relates to ITAM Hardware suite of application development and maintenance, process management, and customer support
- Assign resources such that business demands are met and turnaround meets established standards. Monitor inbound work to ensure timeliness of delivery.
- Determine and manage the process' work priorities determined by the business needs of CTO- Business Operations Support Services.
- Conduct performance reviews through the review of assignments completed and work techniques.
- Analyze the impact of changes prior to implementation.
- Conduct staff meetings on a consistent basis. Identify personnel problems and provide effective resolutions.
- Communicate effectively with staff encouraging two-way dialogues. Ensure process changes are communicated timely and effectively with process staff.
- Develop an appropriate reporting structure.
- Develop and monitor IDP's for employees.

Duty 2

General Summary:

Percentage: 20

Leadership

Promotes DTMB and CTO missions and visions by creating a positive team atmosphere supporting the goals. Recognizes individual and team successes. Contributes to maintaining the integrity of the organization. Displays high standards of ethical conduct. Encourages risk taking by providing staff latitude, discretion, and independent judgement. Supports and leads staff in a teamwork culture. Model's high standards of honesty, integrity, trust, openness, and respect for individuals by applying these values daily.

Individual tasks related to the duty:

- Recognizes individual and team successes.
- Contributes to maintaining the integrity of the organization.
- Displays high standards of ethical conduct.
- Encourages risk taking by providing staff latitude, discretion, and independent judgement.
- Supports and leads staff in a teamwork culture.
- Models high standards of honesty, integrity, trust, openness, and respect for individuals by applying these values daily.

Duty 3

General Summary:

Percentage: 20

Organizational Tone

Meet with the Division Director as needed on matters of communication to determine the approach and tone for internal and external communications as it relates to the ITAM Hardware team. Ensure that direction and tone is delivered consistently. Ensure that the leadership team understands the tone and direction and that they are consistent with that tone in ad hoc communications. Similarly provide the director with data from surveys, focus groups and other resources to help in tone and direction setting.

Meet with the Division Director regarding ITAM Hardware review statuses and change management practices to establish the tone for the organization. Demonstrate commitment to internal communications to further CTO culture through internal media.

Individual tasks related to the duty:

- Provide overall technical guidance to staff.
- Stay current on current technical trends.
- Read technical magazines, books, and other technical literature to ensure the highest level of technical competence.
- Attend training, seminars, industry conventions, and train others regarding IT issues, solutions, etc.

Duty 4**General Summary:****Percentage: 15****Process Management**

The process manager oversees the daily execution of the process design and assigns resources to ensure that the process runs successfully and meets business needs of the ITAM Hardware team. Promotes a customer focused work environment and advocates for customer needs. Ensures that changing customer demands are met by the process. Establishes and maintains cross process integration to ensure service delivery.

The position will be responsible for the process management of the work activities in the ITAM Hardware Plans (SSP), ITAM Hardware suite of application development and maintenance, process management, and customer support. The person in this position will facilitate meetings with all areas of OCTO to ensure compliance with all State of Michigan (SOM) security policies, information technology ITAM Hardware, NIST 800-53 Security Controls and State and Federal regulatory frameworks, as required.

Individual tasks related to the duty:

- Manage process activities ensuring the business needs are met.
- Promote a customer-focused work environment advocating for customer needs.
- Assist in defining the process ensuring changing customer service needs are met.
- Confer with SAM 15 to establish process performance indicators and ensures data collection is completed for the process.
- Manage the process' effectiveness and efficiency to the desired outcome.
- Participate in the development of Service Level Agreements and/or Memorandums of Understanding as needed to support the process.
- Implement updates to an ever-changing business process focusing on business improvements.
- Advises and assists ensuring cross-process integration is established and maintained.
- Manages process requirements to avoid conflicts with other sections.

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

Decisions necessary to carry out the tasks listed in 14 and 15.

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

Media, DTMB Strategy; filling of position vacancies, or major expenditures.

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 is an office environment using a computer most of the day. You will be required to retrieve materials from the copier and facsimile equipment throughout the day. Standing, stooping, walking, sitting, kneeling, bending are all required in order to successfully complete the tasks of this position.

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.

NAME	CLASS TITLE	NAME	CLASS TITLE
TAYLOR, AUSTIN J	INFO TECH PRGMR ANALYST-E P11	VENUGOPALA-MENON, VINOD	INFO TECH SPECIALIST-3 14
FLOWER, ALEXANDER W	INFO TECH PRGMR ANALYST-E P11	VACANT	DEPARTMENTAL ANALYST-A
WANG, HSING-JAN	DEPARTMENTAL SPECIALIST-2 13	HERRIFF, CHERI	DEPARTMENTAL ANALYST-A 12
MARTIN, GRAHAM	DEPARTMENTAL ANALYST-E P11	MAYBEE, PAIGE E	DEPARTMENTAL SPECIALIST-2 13
VACANT	INFO TECH PRGMR ANALYST-E	VACANT	INFO TECH PRGMR ANALYST-A
VACANT	DEPARTMENTAL ANALYST-E		
Additional Subordinates			

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, management prepared.

23. What are the essential functions of this position?

This position serves as a first-line professional manager in a complex work environment leading the Chief Technology Officer (CTO) ITAM (IT Asset Management) Hardware program. The position will be responsible for coordination of the work activities in the ITAM Hardware suite of application development and maintenance, process management, and customer support. The person in this position will facilitate meetings with all areas of OCTO to ensure compliance with all State of Michigan (SOM) security policies, information technology ITAM Hardware, NIST 800-53 Security Controls and State and Federal regulatory frameworks, as required.

Critical Job Role: People Leaders

Competencies: Adaptability, Decision Making, Valuing Diversity and Inclusion, Planning and Organizing Work, and Communication.

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?

This function manages the creation and maintenance of policies, coordination of various audit requests, and quality assurance related to ITAM Hardware policies, information technology ITAM Hardware and state and federal regulatory frameworks. The manager will work with internal OCTO sections to communicate the security and quality policies, as well as, with external DTMB and Agency Services areas to coordinate communication and remediation.

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 with not less than 21 semester (32 term) credits in one or a combination of the following: computer science, data processing, computer information systems, data communications, networking, systems analysis, computer programming, information assurance, IT project management or mathematics.

EXPERIENCE:

Information Technology Manager 14 - 15

Three years of professional experience equivalent to an Information Technology Infrastructure, Programmer/Analyst or IT Project Coordinator P11 or one year equivalent to an Information Technology Infrastructure, Programmer/Analyst or IT Project Coordinator 12.

Alternate Education and Experience

Information Technology Manager 14 - 15

Three years of experience as a computer programming supervisor or Information Technology Supervisor may be substituted for the education and experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the various aspects of complex application development, training and supervisory techniques, and the ability to analyze and appraise facts and precedents in making decisions, to communicate effectively with others and maintain favorable public relations. Additionally, possess knowledge of Agile, Application Software Lifecycle, and the ability to research, design, administer and maintain software applications. Microsoft, project management or leadership training and certification desirable.

CERTIFICATES, LICENSES, REGISTRATIONS:

Duties may involve use of personal vehicle

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.

TENERA TROTTER

Appointing Authority

8/8/2024

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