Position Code
1. INTCSPL3D88N

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)** Office of the Chief Technology Officer (OCTO)
4. Civil Service Position Code Description INFO TECH SPECIALIST-3	**10. Division** Core Infrastructure Services -CIS
5. Working Title (What the agency calls the position) Infrastructure Specialist	**11. Section** Service Delivery and Request Team
6. Name and Position Code Description of Direct Supervisor CHURCH, HEATHER A; INFO TECH MANAGER-3	**12. Unit**
7. Name and Position Code Description of Second Level Supervisor ZBOJNIEWICZ, TAMRA A; STATE ADMINISTRATIVE MANAGER-1	**13. Work Location (City and Address)/Hours of Work** 515 Westshire Drive, Lansing, MI 48917 / Monday - Friday; 8:00 am to 5:00 pm

14. General Summary of Function/Purpose of Position

The Infrastructure Specialist(IS) serves as a member of the Service Delivery and Request (SDRT) team supporting multiple agencies with predominant responsibility as the interface to all OCTO areas. The IS advises and assists management with issues essential to the maintenance of relationship/expectations and provides overall accountability for the delivery of all OCTO services for the customers represented by the Business Relationship Manager (BRM). The IS must be able to grasp the business and technical requirements of the Client agencies' applications and infrastructure needs and possess a high level of technical expertise that is required to analyze and recommend a variety of solutions to agencies' infrastructure problems and concerns. The IS will be responsible for the coordination and optimizing of service delivery of OCTO Services and the resolution of issues to facilitate a timely resolution. This position receives tactical direction from the OCTO and is responsible for troubleshooting, prioritizing, and escalating IT issues related to OCTO services. The IS will present agency project objectives and priorities to the OCTO Service Owners and will monitor the progress of ongoing agency IT projects, providing updates to the CRM team, BRM and General Manager(GM). The IS will assist the agency with OCTO IT Strategy needed in budget development, program planning, establishing policy and procedures, and will represent OCTO services at agency meetings.

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: 70**

Serves as the predominant represettantive of OCTO to the Customer Relationship Management (CRM) team, Business Relationship Manager (BRM) and General Manager (GM) of the supported agency(s).

Individual tasks related to the duty:

- Responsible for ensuring the delivery and support of all OCTO related services.
- Meets with CRM, BRM and GM regularly to advise and assist in maintenance of the Agency Services relationships and expectations for the delivery of OCTO IT services, IT project statuses, and to discuss customer's technology strategy; to understand specific agency business goals, drivers, direction, critical issues and constraints; and to communicate OCTO services goals and directions.
- Meets on a regular basis with OCTO Service Owners and Management to report on the status of projects and issues occurring within the agency and OCTO Services and to receive directions from management to carry out the implementation strategies. Escalates issues to management as appropriate.
- Partners with the CRM and BRM, for the assigned agency(s) for IT related issues.
- Provides updates to and escalates issues to the CRM, BRM and GM as appropriate.
- Provides early warning to OCTO services of upcoming agency IT projects and initiatives so that anticipated IT resource requirements can be properly allocated to provide cost effective solutions.
- Interfaces directly with the OCTO services areas to ensure that agency projects and initiatives are meeting targeted deadlines. The IS is authorized to request additional OCTO resources be assigned or escalates the issue to management.
- ITSM ticketing system management, monitoring, and escalation for area of responsibility.
- Coordinate, monitor, and delivery of Service Requests from their agency(s).Assist as needed with the creation of the service requests for OCTO services.

Duty 2

General Summary: **Percentage: 20**

Advises and assists management in strategic planning process to identify technology needs and direction of specific State of Michigan agency(s).

Individual tasks related to the duty:

- Assists with the development of policies and procedures for the delivery of OCTO Services resources and technologies to support agency business.
- Familiar with IT technical solutions and DTMB service offerings.
- Expedites development and implementation of solutions requiring changes to the service offerings (such as network, server, desktop and cloud environments).
- Advises and assists the CRM and BRM in the development and execution of strategic/tactical/operational plans.
- Represents OCTO in the establishment of priorities, timeframes, deliverables and costs with BRM.
- Advises and assists OCTO Management in the development of business plans and alternative solutions related to IT strategy development.
- Provides problem and issue resolution to CRM, BRM and GM.
- Meets with OCTO service owners to monitor progress, resolve problems and discuss continuous improvement strategy.

Duty 3

General Summary: **Percentage: 10**

Completes special assignments as needed, provides additional administrative services as assigned and performs analytical assessments for the effective planning and development of OCTO objectives.

Individual tasks related to the duty:

- Advises and assists OCTO management in the identification of new requirements and development of service delivery methodologies.
- Develops approaches to accomplish special assignments, strategic plans and directions, and training requirements.
- Maintains contacts and provides informational updates on DTMB to supported agency(s).
- Carries out special project assignments as required.

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

Independent decisions include prioritizing work, managing the relationship/expectations and providing overall accountability for the delivery of OCTO services.

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

Decisions having strategic technical implications, conflicts between technical directions or staff organizations, and any other design or change having significant impact to department staff.

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.

Normal physical effort associated with office positions.

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):

N	Complete and sign service ratings.	N	Assign work.
N	Provide formal written counseling.	N	Approve work.
N	Approve leave requests.	N	Review work.
N	Approve time and attendance.	N	Provide guidance on work methods.
N	Orally reprimand.	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?

Serves as the representative of OCTO to the Customer Relationship Management Team, Business Relationship Manager and General Manager of the supported agency(s).

Advises and assists management in strategic planning process to identify technology needs and direction of specific State of Michigan agency(s).

Completes special assignments as needed, provides additional administrative services as assigned and performs analytical assessments for the effective planning and development of OCTO Services objectives.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

The last PD on file was from 2008. Organizational names from reorganization and DTMB roles that have changed since then. For example I&O is now Office of the CTO (OCTO) CSD is now a BRM, and CS is now CRM team.   This team used to be part of a area called ISPMO and that area no longer exists and they are now under my area is our new divisional name Core Infrastructure Services (CIS).

25. What is the function of the work area and how does this position fit into that function?

Service Delivery and Request team is responsible for the timely delivery of OCTO services to all State of Michigan agencies. The position provides the interface between OCTO and a specific Agency Services Business Relationship Manager and Customer Relationship Management Team who represents the agency needs.

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 at least 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 Specialist 14 - 15
Three years of professional experience equivalent to an Information Technology Infrastructure or Programmer/Analyst P11 or one year equivalent to an Information Technology Infrastructure or Programmer/Analyst 12.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of:
  - the principles and techniques of administrative management; including organization, planning, staffing, training, budgeting and reporting.
  - fiscal planning, budgeting and management.
- Ability to:
  - plan, direct and coordinate program and administrative activities of a complex, interrelated, and interdependent nature where unknowns and numerous contingency factors are involved.
  - formulate policies and procedures relevant to program areas based on information of a conceptual nature from varied and complex sources.
  - plan, coordinate and expedite work projects.
  - communicate with others verbally and in writing.

CERTIFICATES, LICENSES, REGISTRATIONS:

- ITIL Foundations Certification is desired, but not mandatory.

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   2/25/2025

Appointing Authority	**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**