

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) Chief Technology Officer
4. Civil Service Position Code Description Info Tech Specialist-3	10. Division Endpoint & User Management
5. Working Title (What the agency calls the position) Video Conferencing Architect	11. Section Endpoint & User Enablement
6. Name and Position Code Description of Direct Supervisor RAYNER, TODD M; INFO TECH MANAGER-3	12. Unit Video Endpoint Services
7. Name and Position Code Description of Second Level Supervisor ADOLPH, PHILLIP G; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 7285 Parsons Drive, Lansing, I / 7:30 am-4:30 pm or 8:00 am-5:00 pm; Mon - Fri

14. General Summary of Function/Purpose of Position

This position serves as the State of Michigan's Video Conferencing subject matter expert. This position is responsible for architecting solutions which deliver Video Conferencing Services to agencies and users. This solution allows for robust Video Conferencing solutions that connect to Video equipment and users' computers, either connected or not, to State of Michigan infrastructure. The position works with other internal and external personnel, to provide the most secure, reliable, and complete solution possible. The position requires a mix of skills in both the application development area, as well as in infrastructure and operations. The position provides design, implementation and troubleshooting support for CTO Services, Technical Services, Agency Services, Center for Shared Solutions and all vendors who use the State of Michigan's solutions. In the case of a major outage or unresolved technical issue, the Video Conferencing Solutions Architect serves as the technical point of contact with the vendor and other technical areas. This position must keep current with new and emerging cloud concepts, compliance standards and regulations for Video Conferencing solutions. The Video Conferencing Solutions Architect also provides for the ongoing design, development and documentation of the enterprise Video Conferencing Solutions environment. The Video Conferencing Solutions Architect advocates the use of emerging technologies, develops cloud standards, procedures, and aligns them with strategic initiatives for the environment.

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: 60**

Research and design emerging technology strategies and provide technical, architectural, and administrative oversight of the enterprise Video Conferencing design and implementation for agencies, staff, and constituents.

Individual tasks related to the duty:

- Provide technical architecture expertise as it relates to the integration of systems, security, middleware, services, hardware, and tools, to IT project business and technical requirement sessions and for system implementation.
- Lead and coordinate with other technical resources in the overall system design, implementation and integration of systems with other existing systems/technologies on multiple platforms within the agency, across multiple state agencies, Office of Enterprise Architecture and with multiple vendors.
- Develop strategic goals required to ensure that the overall architecture is in compliance with the DTMB Strategic Plan.
- Consult with system designers on proper system design and use of enterprise architecture components.
- Compile or design hardware and software architectural models of current and proposed systems across the client enterprise for use internally and in conjunction with third party technology partners. The models are of two types:
 - Enterprise Models that depict the entire client enterprise and its inter-relationships internally and with the state enterprise architecture.
 - Reference Models that depict recommended & approved technologies & designs, which can serve as a template for future projects.
- Perform architecture design reviews across the organization.
- Define, implement and maintain the IT technical architecture design methodology and best practices.
- Lead the alignment effort toward State of Michigan (SOM) Digital Strategies development and implementation.
- Survey external emerging developments, and evangelize new technologies, standards and methodologies that will have a positive impact on the quality of (Agency) systems and services.
- Ensure the implementation of security standards in system architectures and designs. Be familiar with, provide research, documentation and input (when applicable) to Enterprise Security standards.
- Plan, develop and administer architecture design related policies and procedures to promote high quality, accuracy and usable system designs.
- Provide technical leadership, guidance and direction to Application Architects, Programmer/Analyst(s) supporting system design, database architecture and design and overall architecture functions in client agencies.

Duty 2**General Summary:****Percentage: 20**

Provide strategic and architectural support for the video conferencing infrastructure as a Subject Matter Expert. Specialist performs network performance and other duties as necessary to support the mission of the organization.

Individual tasks related to the duty:

- Perform technical requirements analysis for client enterprise level middleware, services, hardware components and objects.
- Oversee the design, development and testing of client enterprise level components, API's.
- Oversee and approve the development and changes to the architecture to ensure proper execution of the design.
- Provide technical support to application designers in the use of the architecture environment.
- Provide "practical" technical solutions to the development team to solve complex development problems.
- Chair appropriate change control boards.
- Oversee the development of testing plans, scenarios and test data to ensure compliance and fit with the overall architecture.
- Manage architecture components and documentation versions using the established configuration management process and tools.
- Manage associated projects to develop client enterprise level architecture components and objects.
- Review the security and account administration services.
- Act as the (Agency) IT Architect on statewide and client enterprise application integration projects.
- Act as liaison to DTMB Enterprise Architecture and the Office of Enterprise Security.

Duty 3**General Summary:****Percentage: 10**

Perform middleware, services, hardware support as required.

Individual tasks related to the duty:

- Provide assistance to the hardware and administrators on system level components, middleware and APIs (assets).
 - Ensure the installation, configuration, and implementation of the assets follow the architecture guidelines.
 - Insure proper operation of the assets.

Duty 4**General Summary:****Percentage: 10**

Perform additional duties as assigned.

Individual tasks related to the duty:

- Participate in the development and implementation of processes that improve efficiency and enhance productivity.
- Provide leadership, consultation and expertise on special teams and projects as assigned.
- Ensure relevant administrative functions are complete and accurate.

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

Final decision maker on the following:

- Technical architecture design – all development projects, development staff and systems users.
- Technology used to implement architectures – all development projects, development staff and system users.
- The best approach to resolve technical issues and troubleshoot problems – all development projects, development staff and system users.
- Plan, develop and administer architecture design related policies and procedures – all development projects, development staff and system users.

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

- Recommendations for technical design that may have a direct impact on other State Agency systems.
- Requiring endorsement from managers of other impacted systems, impact budget and staffing needs, or significantly impacting project schedules.
- Decisions having strategic technical implications.
- Conflicts between technical directions or staff organizations and changes having significant impact to staff.
- Security considerations impacting the enterprise or requiring additional review by policy

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.

Typical office environment.

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):

- | | | | |
|----------------------------|------------------------------------|----------------------------|-----------------------------------|
| <input type="checkbox"/> N | Complete and sign service ratings. | <input type="checkbox"/> N | Assign work. |
| <input type="checkbox"/> N | Provide formal written counseling. | <input type="checkbox"/> N | Approve work. |
| <input type="checkbox"/> N | Approve leave requests. | <input type="checkbox"/> N | Review work. |
| <input type="checkbox"/> N | Approve time and attendance. | <input type="checkbox"/> N | Provide guidance on work methods. |
| <input type="checkbox"/> N | Orally reprimand. | <input type="checkbox"/> 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?

As the Solutions Architect for (DTMB), this position is strategically responsible for the design and implementation of (DTMB's) client enterprise level architecture, middleware, services, and hardware components. This Specialist leads the alignment to SOM Digital Strategy; compiles or designs architectural models of current and proposed systems across the client enterprise; performs design reviews across the Agency Services client organization; leads the evaluation of vendor software targeted for possible integration into the systems or environment; defines and manages the IT design methodology; surveys external emerging developments, and evangelizes new technologies and standards; manages the development and maintenance of (DTMB's) architecture environment, and consults with application designers on how to implement enterprise architecture components and how to resolve issues.

Critical Job Role: Solutions Architecture

Competencies: Customer Focus, Technical/Professional Knowledge, Planning and Organizing Work, Communication, Building Trust, Contributing to Team Success.

Occasional overtime and on call may be required

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

New position

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

The function of the unit is to provide strategic and technical expertise to all the users of Video Conferencing services throughout the State of Michigan. It includes strategy development, planning, implementation, maintenance, and enhancements of the State's Video Conferencing infrastructure.

This position reports to Endpoint and User Management, serving as the primary Video Conferencing solution architect supporting the director to provide strategic and architectural solution direction and technical oversight. In addition, this position works in coordination with Enterprise Architecture to ensure that strategies and solutions align with the IT strategic direction.

Responsibilities include all aspects of Video Conferencing strategy and architecture development, administration, installation, maintenance, and testing.

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:

- This position requires a thorough understanding of Video Conferencing technologies. It requires a high degree of technical skill, initiative, creativity, and broad-based understanding of many technology areas. All activities require strict adherence to department policies and procedures as well as industry best practices. The Enterprise Video Conferencing Engineer position also involves mentoring, coaching and constant coordination and consultation with fellow specialists and administrators within the department, vendors, and other teams.
- This position requires a thorough understanding and working knowledge of Video Conferencing protocols and standards, and the ability to analyze problems in the environment and provide solutions. This position requires a thorough understanding of peripheral technologies and network security compliance. Apply access control permissions. Apply security controls in accordance with project and/or OS build standards.
- Ability to:
 - communicate well, both verbally and in writing.
 - work as a team member.
 - be a self starter.

CERTIFICATES, LICENSES, REGISTRATIONS:

Candidate must acquire ITIL Foundations V3 or V4 certifications within one (1) year of hire.

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

7/9/2025

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