

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) OCTO
4. Civil Service Position Code Description Info Tech Specialist-3	10. Division EUM
5. Working Title (What the agency calls the position) M365 Solutions Architect	11. Section EUE
6. Name and Position Code Description of Direct Supervisor TAYLOR, KOLE; INFO TECH MANAGER-3	12. Unit Foundational Infrastructure 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, DIMONDALE, MI 48821 / 8:00 A.M. – 5:00 P.M. M-F (may vary) hybrid

14. General Summary of Function/Purpose of Position

This position serves as an IT Solutions Architect 14 supporting DTMB's Microsoft 365 (M365) tenant, including continued operation of all enterprise M365 services used by SOM employees. This position is also responsible for researching and realizing upcoming advancements, architecting and applying configuration to our M365 environment to ensure security, usability, and resiliency standards into the future. This position will serve as the technical expert on orchestrating the placement and interaction of application components, to meet the agency business requirements, while also satisfying the often-conflicting requirements of sustainability, cost control, standardization, security, compliance and strategic alignment primarily for SOM's M365 tenant, DNS configuration, DHCP management, mail design, and security certificates. This position must ensure that M365 configuration is properly integrated with COTS packages, Software as a Service, Web Services and other federal, state and local government applications and services, both internal and external to the State. This position will provide technical expertise and leadership to application development staff, promoting usability, security, mobility, maintainability and reuse. This position must be able to function with a minimum direct supervision and requires a high degree of direct contact with department program managers and DTMB project and technology oversight groups. This position works as a part of a team of architects/designers with additional support staff.

This position is responsible for administering and managing the organization's M365 tenant, including mail system design and configuration; as well as DNS and DHCP management, and security certificate lifecycle oversight. The role encompasses implementing and maintaining M365 services to ensure optimal performance, security, and compliance across the enterprise. Key responsibilities include managing Exchange Online configurations, supporting identity and access management, enforcing security policies, and integrating M365 solutions with existing infrastructure. Additionally, the position provides technical leadership for related functions such as endpoint configuration, certificate management, and network services to maintain a secure and reliable environment.

This position indirectly reports to the CTO through the Office of Enterprise User Management.

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

In a specialist capacity, develop and manage the enterprise level architecture for all IT systems and projects within the scope of responsibility. Plan, develop and administer architectural practice related policies and procedures.

Individual tasks related to the duty:

- Lead and coordinate with other technical resources in the overall application design, implementation, and integration of applications with other existing applications/technologies/data sources on multiple platforms within the agency, across multiple state agencies, DTMB Office of Enterprise Architecture, and with multiple vendors.
- Develop strategic goals required to ensure that the overall application architecture is in compliance with the DTMB Strategic Plan and DTMB development methodology best practices.
- Consult with application designers on proper application design and use of enterprise services.
- Define, implement, and maintain the IT application architecture design methodology and best practices.
- Lead the effort towards services-based development and implementation.
- Ensure the implementation of security standards in application architectures, designs, and coding practices. Be familiar with, provide research, documentation, and input (when applicable) to Enterprise Security policies and standards.
- Plan, develop and administer application design-related policies and procedures to promote high quality, accurate, and reusable application designs.
- Provide technical leadership, guidance, and direction to Application Architects, Database Administrators, Programmer/Analyst(s) supporting application design, database architecture and design, and overall application and service architecture functions in client agencies.
- Design and maintain Exchange Online mail architecture, including mailbox policies and routing configurations.
- Manage DNS and DHCP settings to support SOM services and ensure proper name resolution and network functionality.
- Oversee the lifecycle of security certificates, including procurement, installation, renewal, and compliance documentation.
- Configure and enforce M365 security policies, including conditional access, data loss prevention, and encryption standards.
- Integrate M365 services with identity and access management solutions to maintain secure authentication and authorization.
- Monitor M365 health dashboards, investigate service alerts, and coordinate remediation efforts.
- Collaborate with infrastructure and security teams to ensure consistent implementation of M365 best practices.
- Maintain audit-ready documentation for all M365 configurations and changes.

Duty 2

General Summary:

Percentage: 20

Develop and maintain application-level architecture standards, documentation, and repositories.

Individual tasks related to the duty:

- Oversee the design and validation of configuration of all users and services within our M365 tenant(s).
- Oversee and approve the development of, and changes to, the standard architecture of M365.
- Provide practical technical solutions to the development team to solve complex application development problems.
- Contribute to the development of testing plans, scenarios, and test data to ensure compliance and fit with the overall security architecture at SOM.
- Manage application architecture components and documentation versions using the established development and management processes and tools.
- Manage associated projects to develop and maintain SOM's modern M365 practices.
- Act as liaison to DTMB Office of Enterprise Architecture and Office of Enterprise Security. Direct the use of EA Solution Patterns and Reference Models with existing and proposed solutions within the area of responsibility. Assist in creating EA Solution Assessments.
- Oversee the design and validation of Exchange Online mail architecture and ensure alignment with organizational standards.
- Manage DNS and DHCP configurations that support SOM services and maintain network reliability.
- Establish and enforce standards for security certificate management, including renewal and compliance tracking.
- Validate M365 configurations against security and performance baselines; remediate deviations promptly.
- Maintain accurate documentation of service architecture, including mail flow, DNS records, DHCP scopes, and certificate inventories.
- Coordinate with infrastructure and security teams to ensure consistent implementation of M365 best practices.
- Monitor for configuration drift across M365 services and enforce corrective actions to maintain compliance.
- Act as liaison to enterprise architecture and security teams for M365-related projects and assessments.

Duty 3

General Summary:

Percentage: 10

Perform additional duties as assigned.

Individual tasks related to the duty:

- Perform code library, middleware, services support as required.
- Ensure the installation, configuration, testing, and implementation of the applications follow the architecture guidelines.
- Ensure proper operation of the applications.
- 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.
- Troubleshoot Exchange Online mail flow, DNS, and DHCP issues impacting M365 functionality.
- Manage security certificate renewals and deployments to maintain secure communications.
- Deploy approved updates and patches for M365 services, ensuring compliance and compatibility.
- Document all changes and maintain audit-ready records for compliance and security reviews.
- Document deployment processes and maintain audit-ready records.

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:

- M365 design and configuration affecting agency development projects, development staff and applications users.
- Methodologies and tools used to develop application code, within DTMB standards, affecting agency development teams.
- The best approach to resolve M365 configuration and architecture issues and troubleshoot problems affecting all agencies.
- Plan, develop and administer application architecture design related policies and procedures, affecting agency development and technical support teams.

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

- Recommendations for application design that may have a direct impact on systems and agencies beyond the scope of responsibility.
- Requiring endorsement from managers of impacted applications beyond the scope of responsibility
- Recommendations impacting budget and staffing needs or significantly impacting project schedules.
- Decisions having strategic technical implications.
- Conflicts between technical directions or staff organizations and changes have 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 FIS, this position administers and manages the organization's Microsoft 365 tenant and related enterprise services, including Exchange Online, mail system design, DNS and DHCP configuration, and security certificate lifecycle oversight. It architects and implements secure, reliable, and compliant M365 configurations; integrates M365 services with COTS, SaaS, web services, and government applications; and researches and deploys new M365 capabilities to support long term usability and resiliency. The role provides technical leadership to development and infrastructure teams, ensuring solutions meet business needs while supporting security, mobility, maintainability, and standardization across the enterprise, and requires independent decision making and collaboration with program managers and technology governance groups.

Critical Job Role: Solutions Architect

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

Occasional overtime may be required.

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

Establishment

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

The Foundational Infrastructure Services (FIS) team delivers and maintains a wide portfolio of core enterprise IT services for the State of Michigan, supporting nearly all SOM employees by managing critical platforms such as Microsoft 365, Active Directory, DNS, DHCP, certificate services, endpoint and server management, identity and access controls, security configurations, application delivery, and other foundational technologies. This position directly supports that mission by serving as a key architect and administrator for the M365 ecosystem and its intersecting technologies including Entra ID, DNS, Intune, and related identity and security controls ensuring that these enterprise platforms are effectively designed, aligned with statewide standards, and integrated across SOM systems. Through this alignment, the position strengthens FIS's ability to provide stable, secure, and resilient infrastructure services that enable statewide productivity.

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:

- A thorough knowledge of the various aspects of complex application development environments and practices, ability to use precedents in making decisions, capacity to communicate effectively with others, and maintain favorable public relations with clients.
- Considerable knowledge of application development environments and tools, ability to gather and analyze facts, define problems and recommend solutions, ability to conduct interviews, and establish and maintain effective relationships with system users, ability to communicate technical terminology at a level appropriate to the audience.
- A thorough knowledge of the various aspects of client agency.
- The ability to recommend technical solutions to business problems is essential.
- A thorough knowledge of business requirements, network-based application orchestration, control, audit, and enablement of system administration, database management, and application development.
- Advanced application development and integration techniques, using PowerBuilder, JAVA, JavaScript, .NET, HTML, XML, SQL, SOAP, REST, Microsoft VISIO, Microsoft Project, Microsoft Office (Word, Excel, Access, PowerPoint), relational database concepts, database concepts, telecommunication concepts, secure coding concepts, secure authorization concepts, web services.

CERTIFICATES, LICENSES, REGISTRATIONS:

None

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.

AMY MILLER

3/26/2026

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