CS-214
REV 1/2006

	1. **Position Code**

State of Michigan
Department of Civil Service
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Federal privacy laws and/or state
confidentiality requirements protect
a portion of this information.

POSITION DESCRIPTION

This form is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties sign and date the form. If the position is vacant, the supervisor and appointing authority should complete the form.

This form will serve as the official classification document of record for this position. Please take the time to complete this form as accurately as you can since the information in this form is used to determine the proper classification of the position. **THE SUPERVISOR AND/OR APPOINTING AUTHORITY SHOULD COMPLETE THIS PAGE.**

2. **Employee's Name (Last, First, M.I.)**	8. **Department/Agency** DEPT. OF TECHNOLOGY, MANAGEMENT & BUDGET
3. **Employee Identification Number**	9. **Bureau (Institution, Board, or Commission)** AGENCY SERVICES SUPPORTING LEO
4. **Civil Service Classification of Position** IT Manager 14	10. **Division** Customer Service
5. **Working Title of Position (What the agency titles the position)** Information Technology Manager 14	11. **Section**
6. **Name and Classification of Direct Supervisor** Jeff Powell, SAM15	12. **Unit**
7. **Name and Classification of Next Higher-Level Supervisor** Chris Chittenden, Business Relationship Manager (BRM)	13. **Work Location (City and Address)/Hours of Work** Lansing MI-48909 8:00 AM–5:00PM, M-F

14. **General Summary of Function/Purpose of Position**

This position functions as the Information Technology first-line Manager in Agency Services supporting Labor and Economic Opportunity (LEO). This area is primarily responsible for supporting several application systems and building new applications as needed Among the primary supported application include the Worker's Compensation system and the Wage & Hour system as well as several other internal and public-facing applications and sites.
The manager will supervise staff providing operational support, production support and perform Scrum master role. This position will manage and coordinate activities by scheduling work assignments, setting priorities, conduct sprint planning, daily standup, sprint retrospective, directing the work for information technology specialists/analysts and contractors, selection and training of staff, support and practice Agile methodology.

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ITM14

15. **Please describe your <u>assigned</u> duties, percent of time spent performing each duty, and explain what is done to complete each duty.**

List your duties in the order of importance, from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary of Duty 1   **50% of Time**

Provide overall supervision and control of the functions and activities being performed by the team

Individual tasks related to the duty.
- Manage the activities of subordinate specialists and analysts in providing ongoing operations, support and maintenance of all systems and applications for supported agencies.
- Direct, coordinate, monitor and supervise the activities of analysts in the development of information technology solutions to meet Agency needs and goals.
- Perform Scrum master role in Agile/Scrum ceremonies or meetings, Sprint Planning, Daily stand-up, Iteration review, Retrospective and keep up the Scrum (task) board.
- Attend local Change Control Board to monitor, approve systems Request for Change tickets.
- Evaluate and verify employee performances through the review of completed work assignments and work techniques.
- Identify staff development and training needs and ensure training is obtained.
- Develop cost estimates, human resource requirements, work plans, time schedules and make work assignments to meet objectives.
- Establish and monitor program priorities, objectives and procedures, determining area objectives, targets of service and needs resource allocation.
- Maintain records, prepare reports and compose correspondence relative to the work.

Duty 2

General Summary of Duty 2   **30% of Time**

Manage operations for all supported application systems.

Individual tasks related to the duty.
- Participate in planning and approve high availability for all supported applications
- Develop and implement disaster recovery plans, processes and procedures for supported applications.
- Monitor the progress and performance of disaster recovery processes.

Duty 3

General Summary of Duty 3   **10% of Time**

Review service and maintenance requests from users. Ensure projects are clearly defined. Assign tasks to staff for detail review, documentation and action.

Individual tasks related to the duty.

- Meet with users for clarification and elaboration as may be necessary to clearly define the problem and conceptualize a development plan.
- Ensure the user has clearly stated the objectives and understands his responsibilities in the development process in accordance with systems methodology.
- Ensure scope of a new development project or major enhancement is economically justified, operationally feasible and cost effective; that hardware, software and human resources are sufficient to meet the needs of the proposed project; that solutions are focused on the problem, not the symptoms of the problem; that it improves the efficiency of the operation and provides control and management of desired project objectives;
- Make appropriate recommendations to users and management.

Duty 4

General Summary of Duty 4   **5% of Time**

Select and train employees for the team.

Individual tasks related to the duty.

- Interview prospective personnel for employment within the Division.
- Coordinate and provide training of project staff.
- Appraise and monitor the performance and development of individual project members.
- Recommend advancement of project members and provide them with further opportunities for development

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Duty 5

General Summary of Duty 5   **5% of Time**

Perform special assignments, as required

Individual tasks related to the duty.

- Lead an Agency or Division task force.
- Serve as Acting Area Manager of the Client Support Area in the Area Manager's absence.
- Perform other assignments as requested.

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16. Describe the types of decisions you make independently in your position and tell who and/or what is affected by those decisions. Use additional sheets, if necessary.

This position is responsible for all team activities; therefore, it must be able to perform functions independently. Decisions to be made include, but are not limited to: project implementation approval, staff schedules, system problem resolution, resource allocation for special projects, priority setting for overlapping staff assignments, team effectiveness/efficiency, and establishment and recommendation of standards and procedures for the emerging technology. The effectiveness of management/administration techniques is depicted through the achievement of DTMB/Agency objectives and the lack of problems. If desired results are not obtained, alternative courses of action are developed. Decisions made can affect area staff, other division staff, end users (Agency management, local office staff, other Agencies and the public) with consequences involving inappropriate Agency management decisions based on incorrect information.

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

- Review own work to ensure it is in compliance with DTMB/Agency policies, procedures, and standards, and project objectives.
- Assistance is requested from the Area Manager when direction or decisions are required that are above the level of responsibility for this position.
- The Area Manager reviews the results of special assignments performed for him/her.
- The Director reviews recommendations for organization change, equipment and/or technology acquisition.

18. What kind of physical effort do you use in your position? What environmental conditions are you physically exposed to in your position? Indicate the amount of time and intensity of each activity and condition. Refer to instructions on page 2.

No physical or environment restrictions.

19. List the names and classification titles of classified employees whom you immediately supervise or oversee on a full-time, on-going basis. (If more than 10, list only classification titles and the number of employees in each classification.)

NAME	CLASS TITLE	NAME	CLASS TITLE
Mike Dittenber	ITPA 12 (Business Analyst)	Vacant	ITPA 12 (Business Analyst)
Becky Rick-Watson	ITPA 12 (Developer)	Kiranmye Noothanapati	ITPA 12 (Developer)
David Falor	ITPA 12 (Developer)	Vacant	ITPA 12 (Developer)
Vacant	ITPA 9		

20. My responsibility for the above-listed employees includes the following (check as many as apply):

____**Complete and sign service ratings.**　　　____**Assign work.**

____**Provide formal written counseling.**　　　____**Approve work.**

____**Approve leave requests.**　　　____**Review work.**

____**Approve time and attendance.**　　　____**Provide guidance on work methods.**

____**Orally reprimand.**　　　____**Train employees in the work.**

21. *I certify that the above answers are my own and are accurate and complete.*

_____　　　_____
　　　　　　　　Signature　　　　　　　　　　　　　　　　　　**Date**

NOTE: Make a copy of this form for your records.

TO BE COMPLETED BY DIRECT SUPERVISOR

22. Do you agree with the responses from the employee for Items 1 through 20? If not, which items do you disagree with and why?

Management prepared

23. What are the essential duties of this position?

- To direct the activities of staff providing operational and development support for all supported agency applications and projects.
- Manage and coordinate activities by scheduling work assignments, setting priorities, and directing the work of information technology specialists and analysts.
- Perform Scrum Master role, conduct daily stand up's, Sprint release planning, Sprint release retrospective with the team and help the team in the Agile/Scrum environment by supporting and removing impediments that prevent progress of Sprint release activities.
- Assist application development management in planning, sizing, and backlog grooming for Agency Services' program development activities and projects for the client agencies.

Critical Job Role: People Leader – Manager

Competencies: Adaptability, Decision Making, Building Trust, developing a Successful Team, Agile, Scrum, Planning, Organizing, Tech/Prof Knowledge & Skills, Customer Focus, and Continuous Learning

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

This position also will work within the agile/scrum methodology and conduct duties as a Scrum Master in concert with the management role duties outline above.

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

Development and Operational Support of all agency applications and projects.
This position provides direct supervision and management of the team providing operational support for all software systems in LEO.

26. In your opinion, 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) hours in computer science, data processing, computer information systems, data communications, networking, systems analysis, computer programming, mathematics or Civil Service approved alternatives.

EXPERIENCE:

Four 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 or Four years of experience as a computer programming supervisor or Information Technology Supervisor may be substituted for the education and experience.
NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis. Certain positions may be assigned subclass codes and individuals appointed must possess the required specialized experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the principles and techniques of management, communication, organization, and planning. Advanced working knowledge of systems analysis techniques; problem/need identification and assessment; objective/goals definition; and system testing, implementation, and performance review. Knowledge of state/federal legal requirements, privacy and security laws, and Agency programs and policy objectives. Knowledge of Agile and Scrum practices and methodology. Ability to maintain control of the environment in high-pressure situations. Awareness of technological advances and willingness and ability to pursue and support that technology on behalf of the Agency.

CERTIFICATES, LICENSES, REGISTRATIONS:
    Duties may involve the use of a personal vehicle.

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

27. ***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

28. **Indicate any exceptions or additions to the statements of the employee(s) or supervisor.**

29. ***I certify that the entries on these pages are accurate and complete.***

_____	_____
Appointing Authority's Signature	**Date**