

State of Michigan
Civil Service Commission
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 Department of Technology, Management & budget
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Agency Services
4. Civil Service Classification of Position Information Technology Programmer/Analyst P11	10. Division Corrections
5. Working Title of Position (What the agency titles the position) Client – IT Programmer/Analyst	11. Section
6. Name and Classification of Direct Supervisor Akula, Bindu; INFO TECH MANAGER - 3	12. Unit
7. Name and Classification of Next Higher Level Supervisor Boyl, Jason; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 4125 W. St. Joseph Hwy., Lansing, MI 48917 / 8:00am – 5:00pm; Monday-Friday or variation

14. General Summary of Function/Purpose of Position

This position on the Customer Service Team assists the Client Specialist in the tactical and operational coordination and communication of information technology services to the Michigan Department of Corrections (MDOC).

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15. Please describe your assigned 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

Assists in the tactical and operational coordination and communication of Information Technology (IT) services to the Client Agency.

Individual tasks related to the duty.

- Research, complete and/or resolve application, hardware, and software issues.
- Perform research and development of creative solutions and strategies for development in non-standard working environments.
- Meet the BRM's expectations for the delivery of services, project administration/operations/status, and to discuss client agency's technology strategy as directed by the BRM.
- Research, apply and leverage technical understanding of agency business goals, drivers, constraints and critical issues that are key components in recommending technical direction.
- Reviews and understands Client Agency's upcoming initiatives. Receives and processes assignments for upcoming initiatives. Notify needed resources.
- Use DTMB Remedy system to help resolve incidents assigned to the CRM group for investigation and assist in resolution.
- Assist Client Specialist in process creation and related documentation.
- Represent DTMB and Client agency to resolve IT issues.
- Assists in tracking customer service metrics.
- Reviews, understands and executes strategic plans.

Duty 2

General Summary of Duty 2: 20 % of Time

Assist with program planning, policy, and procedural development to assist in identifying technology needs for client agency.

Individual tasks related to the duty.

- Implement solutions supporting specific agency business goals, drivers, directions, critical issues and constraints.
- Apply technical knowledge to provide guidance for Agency pre-project planning.
- Executes business plans and alternative solutions for initiatives.
- Administers DTMB standards and proposed solutions.
- Research upcoming Enterprise service delivery projects.
- Represents the BRM in meetings as a backup.

Duty 3

General Summary of Duty 2: 15% of Time

Assist Client Specialist in facilitating services.

Individual tasks related to the duty.

- Assists in the management and facilitation of relationships/expectations through the delivery of services for the client agency.
- Research information for proactive communication for the client agency.
- Supports the functional inter-relationships of agency specific applications and the platforms they execute on.

Duty 4

General Summary of Duty 4: 10% of Time

Research and analyze system designs.

Individual tasks related to the duty.

- Assist in communication on infrastructure availability based on RFC communications.
- Research information and provide problem resolution and issue management between Infrastructure Services and BRM.
- Provide guidance in designing and creating application updates, modifications and new initiatives with tools available to system developers.
- Research and analyze infrastructure system design needs, client requirements, and assists in communicating these needs to Infrastructure Services.
- Researches, collects, and analyzes data in order to meet priorities, timeframes, deliverables and costs.

Duty 4

General Summary of Duty 5: 5 % of Time

Other duties as assigned.

Individual tasks related to the duty.

- Other duties as assigned.

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.

Day-to-day duties that do not affect work outside of the team.

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

- Matters that affect the budget.
- Updates on enterprise, multiple-agency, and major projects.
- Major changes in project scope.
- When decision results in a business process change.
- When a decision impacts MDOC goals or priorities.

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.

Standard office environment. Use of personal computer using keyboard and mouse to perform trouble shooting, create and edit technical materials, communications with staff and clients, and reports. A minimum effort may be required to walk or drive to other locations. Majority of work is performed sitting at an ergonomic prepared workstation suitable for a personal computer or attending meetings in standard conference room settings. This position is subject to stress and pressure to resolve problems quickly and effectively.

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.)

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>

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

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

Manager prepared.

23. What are the essential duties of this position?

- Assist the BRM and Client Specialist with client/agency-based planning to identify technology needs and direction of specific State of Michigan agency(s) including tactical and operational planning for initiatives.
- Assist in developing and recommending creative solutions and strategies to deployment and implementation issues particularly in non-standard working environments and non-standard requests technology applications.
- Works with agency contacts to correct urgent issues related to their applications. This is not limited to correcting errors but includes efforts to tailor existing implementations to meet specific needs.
- Must be able to communicate with other analysts, project managers and with the users, both listening and lending professional advice. This position must work well in team focused environment.

Critical Job Role: Client Support, Customer Service

Competencies: Customer Focus, Building Trust, Technical and Professional Knowledge and Skills, Communication, and Building Strategic Working Relationships.

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?

The Agency Support division is responsible for providing system and programming development to multiple programs areas within the client agency/department. The division must assess user problems/needs, design, develop, program, implement, maintain, enhance, manage, and control numerous computer systems. It must perform these activities in compliance with state and federal regulations, in adherence to prevailing division policy, procedures, and standards, while maintaining operational effectiveness. This position assists the technical specialist assigned leveraged teams within DTMB supporting the client partners.

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 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:

No specific amount or type is required.

Information Technology Programmer/Analyst P11 - 12

Possession of an associate's degree with 16 semester (24 term) credits in computer science, information assurance, data processing, computer information, data communications, networking, systems analysis, computer programming, IT project management, or mathematics and two years of experience as an application programmer, computer operator, or information technology technician; or two years (4,160 hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

OR

Educational level typically acquired through completion of high school and four years of experience as an application programmer, computer operator, information technology technician, or four years (8,320

hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of personal computers and personal computer software.
- Ability to prepare detailed business process documentation.
- Ability to gather and analyze facts, define problems, and devise business process solutions.
- Ability to plan and develop basic and detailed mechanical and clerical procedures for use in business process solutions.

CERTIFICATES, LICENSES, REGISTRATIONS:

N/A

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