State of Michigan
Civil Service Commission

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code
1. ITPRANA

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 Prgmr Analyst-A	**10. Division** Endpoint and User Management
5. Working Title (What the agency calls the position) Support Analyst	**11. Section** Endpoint and User Enablement
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** Operations Center, 7285 Parsons Drive / 8:00 am to 5:00 pm (hours may vary)

14. General Summary of Function/Purpose of Position

This position is responsible for configuring and supporting the State's core enterprise infrastructure systems, including computer management platforms, DNS services, server virtualization technologies, account management services, Microsoft 365 operations, certificate services, and other foundational enterprise components. These systems underpin statewide IT operations and have broad impact across all SOM accounts and devices. This position performs daily monitoring, administration, and issue resolution for these core services. It also serves as an escalation point for DTMB staff, providing third- and fourth-tier support for requests and incidents related to the State's enterprise infrastructure.

This position also participates in major enterprise infrastructure initiatives that influence how technology is delivered and managed across the State of Michigan. In collaboration with DTMB teams and agency partners, the role contributes technical expertise to projects involving modernization, security enhancements, platform lifecycle upgrades, and the implementation of new statewide services. These efforts help shape long-term infrastructure strategies and ensure that core systems continue to meet statewide operational, security, and performance needs.

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**

Provide design and troubleshooting support for internal office of the CTO teams, Agency Services teams, and vendors who interface with the State's technical services and infrastructure.

Individual tasks related to the duty:

- Define technical objectives/goals and develop plans for the implementation or configuration of FIS-supported systems to integrate with other DTMB-managed services.
- Define technical objectives/goals and develop plans for the implementation of the desktop software installation management system to ensure that is supports the client and departmental objectives and policies.
- Consult on the development of relevant policies and procedures.
- Address and resolve any system wide operational or technical problems involved in the administration of the State's Microsoft 365 landscape.
- Plan, coordinate, and validate the implementation and maintenance of networked server hardware and operating systems.
- Evaluate new standard technology designs and plans for the coordination to integrate into the current environment for hardware consolidation server centralization, to reduce operating costs and network environment complexity.
- Develop, implement, and monitor information technology quality assurance standards.

Duty 2

General Summary: **Percentage:** **35**

Provide escalated support for customer service tickets that can't be resolved by Tier-1 and Tier-2 support staff.

Individual tasks related to the duty:

- Troubleshoot, address and resolve any system wide operational or technical problems involved in the administration of the State's Microsoft 365 landscape.
- Network with external State of Michigan employees, outside programmers, and user groups to resolve difficult problems.
- Analyze problems, needs, and opportunities to make appropriate recommendations to the management team.

Duty 3

General Summary: **Percentage:** **5**

Other duties as assigned

Individual tasks related to the duty:

Other duties as assigned.

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

- Evaluate and determine for over 55,000 State of Michigan Active Directory Users:
  - course of action for production failures.
  - appropriate security level of staff.
  - appropriate group policy implementations.
  - appropriate sites and services request.
  - appropriate DNS implementations.

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

Re-evaluation of project assignment priorities and deadlines when unexpected changes occur corresponding to the complexity or amount of effort required for completion in relationship to other priority projects that come up.

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.

Use of personal computer to perform troubleshooting, evaluate new tools and products, provide technical materials, communicate with user staff, and report status. 50% of time spent using keyboard and mouse. Not intensive.

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?

This position is responsible for configuring and supporting the State's core enterprise infrastructure systems, including computer management platforms, DNS services, server virtualization technologies, account management services, Microsoft 365 operations, certificate services, and other foundational enterprise components. These systems underpin statewide IT operations and have broad impact across all SOM accounts and devices. This position performs daily monitoring, administration, and issue resolution for these core services. It also serves as an escalation point for DTMB staff, providing third- and fourth-tier support for requests and incidents related to the State's enterprise infrastructure.

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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?

This position primarily supports configuration of the State's systems for computer management, DNS, server virtualization, account management, and other enterprise systems. These systems are part of the State's foundational infrastructure, and they have the potential to affect any SOM accounts and devices. This position does day-to-day monitoring, management, and troubleshooting of the State's core infrastructure systems. The position also provides other DTMB staff with a path for escalated support on requests and incidents related to these systems.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Information Technology Programmer/Analyst 9

Possession of an Associate's degree with 16 semester (24 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.

Information Technology Programmer/Analyst P11/12

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:

Information Technology Programmer/Analyst 12
Two years of professional experience equivalent to an Information Technology Infrastructure or Programmer/Analyst P11.

Alternate Education and Experience

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

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:

- Significant experience/skill in working with Windows 2012/2016/2019 server support administration, Active Directory, and Microsoft Exchange infrastructure.
- Ability to:
  - communicate well, both verbally and in writing.
  - work as a team member, ability to be a self-starter.
- Knowledge of:
  - concepts of computer system detailed network and software structure and support.
  - Microsoft operating systems.
  - conceptual designs and implementation plans.

CERTIFICATES, LICENSES, REGISTRATIONS:

- ITIL v3/v4 Foundations Certificate required or achieved within 6 months of date of appointment.
- Duties of the position may require the use of a vehicle.

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 | 9/28/2026

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**