

**State of Michigan
Civil Service Commission**

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

Position Code

1. ITPRANE

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) Infrastructure & Operations
4. Civil Service Position Code Description Info Tech Prgmr Analyst-E	10. Division Infrastructure and Operations
5. Working Title (What the agency calls the position) Network Security Engineer Tier 1	11. Section Network Security
6. Name and Position Code Description of Direct Supervisor HOWELL, THOMAS D; INFO TECH MANAGER-3	12. Unit
7. Name and Position Code Description of Second Level Supervisor SCRIVER, JENNIFER; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 608 W ALLEGAN ST; LANSING, MI 48915 / Monday - Friday; 8:00 a.m. - 5:00 p.m.
14. General Summary of Function/Purpose of Position Provide administrative, technical, programming and engineering support for single and multiple types of Local Area Network (LAN) deployments, security systems, network reporting systems, network access control, remote access systems, and Voice over IP. Create and maintain accurate network and system documentation. Platforms consist of a diverse mixture of switches, routers, firewalls, VPN Concentrators, and content switches/load balancers.	

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: 75

Configure, deliver, maintain and support any of the cataloged Telecommunications data services. Perform trouble analysis and repair of delivered services. Document and produce reports from enterprise service management and monitoring systems.

Individual tasks related to the duty:

- Perform Tier 2 operational support for various NTSC network services. This can include:
 - Cisco router and data switch configuration, installation and support.
 - Cisco & Checkpoint firewall hardware configuration and installation, firewall rule analysis and implementation.
 - Wireless networking configuration, coverage area analysis, access point installation, etc.
 - Virtual Private Networking configurations for user or site remote access.
 - Writes configuration scripts, complies with established standards, and modifies delivered programming of telecommunications systems including Data Switching Fabric, Perimeter Security Devices, enterprise Routing schema, Internet Protocol telephony systems, User remote and wireless access in SOM network.
 - Prepares, modifies and audits technical schematics, data sheets, and configuration databases of deployed data, network and telecommunication products.
 - Uses established DTMB and industry communications standards in the development process for telephony and data systems. Provides input to standards groups and committees for modification of established standards.
 - Develops guidelines and checklists for tier 1 support personnel and works with the Client Service Center (CSC) to improve and correct procedures.
 - Migrates legacy systems to new platforms or perform system upgrades to existing systems.

Duty 2

General Summary:

Percentage: 15

Work with the Telecommunications Subject Matter Experts/Engineers to deliver new projects and services.

Individual tasks related to the duty:

- Evaluate and provide recommended changes to Design documents and requests.
- Analyze emerging industry products in the Telecom LAB for supportability and compatibility with established standards.
- Report deviations to the engineering team and make recommendations for change.
- Attend design meetings to represent delivery technology issues and report outcomes to Network Services management.
- Develop and perform product and user requirement user acceptance testing, for both new requests and previously deployed network and telecommunication systems for future service offering extensions.

Duty 3

General Summary:

Percentage: 5

Assist in the development of Telecommunications processes, procedures, programs, and support mechanisms.

Individual tasks related to the duty:

- Perform duties as assigned by the Network Services manager and Network Services Team lead workers to facilitate process improvement and business streamlining activities.

Duty 4

General Summary:

Percentage: 5

Work with outside vendors for the proper design, monitoring, maintenance and configuration of cataloged services.

Individual tasks related to the duty:

- Oversee network vendors and suppliers to insure compliance with established standards, service level agreements, quality, price and timeliness of contracted services.
- Prepare DTMB technical documentation of vendor provided products and services.
- Perform other related assignments as directed.

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

New procedures are performed under the general guidance of the Administrator, but established work, such as entering new objects in a firewall rule or troubleshooting a connectivity problem will be performed independently. The position has responsibility to coordinate other staff when task calls for joint working efforts. Coordination of the work of outside vendors and supervision of their performance when on the organization's premises will be performed independently. The decisions made could impact the operation of the entire enterprise network, as many work actions will impact performance of the network.

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

When dealing with new work processes or work task. Any issues that would set or create new procedures, policies or guidelines. Any work that would require a network outage.

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.

The employee must sit for extended periods of time, monitor system displays, and occasionally perform physical labor (lifting up to 50lbs, operate a motor vehicle, walk up to 1/2 mile).

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"/> 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. |

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?

Provide administrative, technical, programming and engineering support for single and multiple types of Local Area Network (LAN) deployments, security systems, network reporting systems, network access control, remote access systems, and Voice over IP. Create and maintain accurate network and system documentation. Platforms consist of a diverse mixture of switches, routers, firewalls, VPN Concentrators, and content switches/load balancers.

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

Requesting to downgrade for training purposes.

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

This position is responsible for enterprise network and support system administration. Supervision for this position will be provided by the Network & Telecommunication Services management team.

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 9

No specific amount or type is required.

Information Technology Programmer/Analyst P11

No specific type or amount is required.

Alternate Education and Experience

Information Technology Programmer/Analyst 9

Educational level typically acquired through the completion of high school and two years of experience as an application programmer, computer operator, IT Technician, or two years (4,160 hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must be familiar with Cisco Systems IOS, Avaya PBX, Checkpoint and Cisco Firewalls and have knowledge of enterprise networking principals.
- Knowledge must be specific to a routed network including Ethernet, router, switch load-balancing and firewall components.
- Ability to highly perform job duties on a consistent basis and engage in knowledge transfer of standard, troubleshooting techniques, division work practices/standards and technical skills to apprentice level technicians..
- Certifications from Cisco, Checkpoint, RSA, and Microsoft are highly desirable.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Employees in this position must meet all security requirements established by the Department of Information Technology. Employee will be subject to a background investigation.
- Duties may involve use of 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

5/20/2025

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