

## 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.  |   |
| <b>2. Employee's Name (Last, First, M.I.)</b>   | <b>8. Department/Agency</b><br>TECH, MGMT AND BUDGET - IT   |
| <b>3. Employee Identification Number</b>  | <b>9. Bureau (Institution, Board, or Commission)</b><br>Office of the Chief Technology Officer (OCTO)                               |
| <b>4. Civil Service Position Code Description</b><br>Info Tech Prgmr Analyst-E  | <b>10. Division</b><br>Endpoint & User Management   |
| <b>5. Working Title (What the agency calls the position)</b><br>Support Analyst   | <b>11. Section</b><br>Endpoint & User Operations - Delivery Services  |
| <b>6. Name and Position Code Description of Direct Supervisor</b><br>REITZ, RYAN M; INFO TECH MANAGER-3   | <b>12. Unit</b><br>Delivery Services Team 2   |
| <b>7. Name and Position Code Description of Second Level Supervisor</b><br>NELSON, NICHOLAS A; STATE ADMINISTRATIVE MANAGER-1   | <b>13. Work Location (City and Address)/Hours of Work</b><br>7285 Parsons Drive, Dimondale, MI / Monday - Friday; 8:00 am - 5:00 pm |
| <b>14. General Summary of Function/Purpose of Position</b><br>This position analyzes, develops, tests, configures, implements and maintains a variety of hardware platforms, network server operating systems, backup-recovery systems, storage infrastructure and enterprise services such as E-mail, directory services and enterprise monitoring of these services for the clients of the Department of Technology, Management & Budget and State of Michigan end-users. |   |

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**

The position develops, tests, deploys and manages desktop software installation packages created from a large variety of vendors and internal programmers for the various desktop operating systems across the State of Michigan networks. This can include any of the following:

**Individual tasks related to the duty:**

- Write and modify installation programs where needed using State standard integrated development environment tool.
- Test package using chosen deployment tool. Coordinate application testing in the statewide network.
- Create, maintain and deploy state-standard and agency specific application packages. Must produce results within time constraints as established by management.
- Address and resolve any operational or technical problems involved in the use of the desktop software installation management system.
- Conduct customer interviews to gather agency specific information required for their support.

**Duty 2**

**General Summary:**

**Percentage: 20**

Provide customer support for standard Operating Systems, standard peripheral equipment, and file/print environment anomalies.

**Individual tasks related to the duty:**

- Provide technical support on trouble tickets assigned through customer support tool (Remedy). This level of support is provided to all state departments/agencies who are clients of DTMB.
- Analyze and resolve problems to identify network hardware system and operational efficiencies and failure patterns.
- Support and maintain automated data processing systems and computer operating system support applications within the network environment following General Operating Procedures.

**Duty 3**

**General Summary:**

**Percentage: 20**

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.

Deciding on how best to overcome security threats utilizing version and patch controls. Determine and implement corrective action to resolve common problems that adversely affect the Department's servers. Test and determine whether or not applications will function properly within the network environments. Determining the proper configuration for server hardware and software. Determine the optimum method of testing and distributing new network server software and hardware.

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

This position operates with minimal supervision. Decisions that are politically sensitive in nature, have a major budget or financial implication and have strategic technical implications.

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.

Extensive standing, sitting, reaching, lifting, bending, carrying, walking, kneeling. Use of a telephone extensively. The employee is regularly required to lift up to 60 pounds.

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):

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|---|--|
| <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.  |

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?

System support for networked servers, client systems and various operating systems and software platforms across the State of Michigan environment. This position performs a wide range of network administration responsibilities to enable the State of Michigan technology users to accomplish their business and public service requirements through effective operations and sharing of information and applications.

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?

This position provides support for various server, storage and network systems both hardware and software. The work area is the primary means that Infrastructure Services delivers network hardware support to its customers and the various departments in the state.

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:**

- Significant experience/skill in working with Windows 2008/2012 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:**

- This position requires ITIL training. If the employee does not currently have ITIL Foundations certification (v. 3 or higher), they will be required to attend ITIL training and take the ITIL Certification test within 1 year of acquiring this position.
- 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

3/30/2026

\_\_\_\_\_  
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