

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) Chief Technology Officer (CTO)
4. Civil Service Position Code Description STATE ADMINISTRATIVE MANAGER-1	10. Division Cloud Infrastructure Delivery
5. Working Title (What the agency calls the position) State Administrative Manager 15	11. Section Cloud Services
6. Name and Position Code Description of Direct Supervisor HOWARD, MARSHALL Y; STATE DIVISION ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor FROST, JASON W; SENIOR MANAGEMENT EXECUTIVE	13. Work Location (City and Address)/Hours of Work OPS CENTER, 7285 PARSONS DRIVE, DIMONDALE / Monday – Friday; 8 a.m. – 5 p.m.
14. General Summary of Function/Purpose of Position This position reports to the Division Director within the Department of Technology Management and Budget as a member of the Platform Design and Support Services Design Services management team. The State Administrative Manager works with Division Director to implement the department's mission, policies, strategic plans, and directives, as well as the organizational structure where appropriate. The State Administrative Manager maintains strategic relationships internal and external to the state, including the governor's office, agencies, legislative branch, suppliers, and external IT associations (i.e. NASCIO, NASTD, etc.).	

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: 50

The State Administrative Manager provides ongoing leadership and guidance to achieve vision, mission, goals, and objective for area of responsibility. Keep leadership informed and escalate as appropriate.

Individual tasks related to the duty:

- - Coordinates and directs the work for area of responsibility by evaluating, directing, and monitoring daily operations. Aligns the organization to achieve vision, mission, goals, and objectives. Establishes priorities for staff and ensures priorities are adhered to.
 - Participates in emergency situations and during priority incident management. Responds to urgent requests from leadership. Escalates sensitive, complex, or controversial matters to Division Director.
 - Manages a portfolio of products and services for area of responsibility within the division. Ensures the portfolio aligns to the strategic plans, architecture roadmaps, budgets and spend plans, SOM policies, and external accreditations compliances.
 - Sets performance expectations and ensures first line managers effectively handle administrative, supervisory, and planning functions. Establishes metrics for services, processes, and components. Ensures alignment to best practices and frameworks for the organization.
 - Manages service activities to ensure the services support ongoing needs of customers. Handles escalations from customers, as necessary. Assists with customer satisfaction metrics and improvement initiatives.
 - Manages Individual Development Plans (IDPs) for direct subordinates. Responsible for performance management of staff through first line managers and direct reports. Counsels employees and takes disciplinary action, as appropriate.
 - Ensures that proper labor relations and conditions of employment are maintained throughout the area of responsibility. Selects and assigns staff ensuring equal opportunity employment in hiring and promotion. Manages area of responsibility within Civil Service, SOM policy, and Union rules and regulations.
 - Provides leadership, coaching, and staff assistance. Motivates staff to accomplish organizational goals.
 - Participates in regular reviews of division revenue and spend plans. Assists Division Director to ensure expenditures are within approved budget. Recommends spend plan changes to Division Director, if necessary. Monitors and adjusts revenue projections. Assists with identifying budget initiatives and makes recommendations. Attends periodic financial reporting reviews with IT Finance and leadership, as requested.
 - Manages Standard Operating Procedures (SOP's) for area of responsibility. Advises Division Director of SOP changes and seeks approval, when appropriate.
 - Conducts meetings to discuss the status of assignments and projects. Discusses risk identification and mitigation, operating problems, technical problems, and resource requirements.
 - Maintains records, prepares reports, and conducts correspondence relative to the work performed by the area of responsibility.
 - Confers with officials of federal, state, and local agencies, legislators, governor's cabinet, professional organizations, and interest groups on matters relating to the division, as appropriate.
 - Cultivates a broad range of relationships commensurate with position. Maintains a positive working relationship with Executive Leadership, Directors and Managers within the organization, Business Relations Managers (BRM's) and State Agencies. Ensures stakeholder feedback is incorporated in all aspects of product and service delivery.

Duty 2

General Summary:

Percentage: 25

Under guidance, the State Administrative Manager provides direction and oversight that will enhance DTMB's technical and organizational capabilities. The State Administrative Manager promotes and maintains organizational focus on improving employee and customer relationships.

Individual tasks related to the duty:

- Assists with the initiation and execution of new contracts. Reports supplier performance issues to Division Director. Provides feedback to leadership and makes recommendations for future contract strategies.
- Assists the Division Director with service level management activities. Ensures the service levels and delivery expectations defined by leadership are met by area of responsibility.
- Manages the implementation of a workforce and talent management plan as outlined by the Division Director. Manages talent risks and creates mitigation plans. Provides direction and support for employee development and cross training. Reviews and approves requests for education and associated expenses.
- Performs regular review of SOM and CTO policies, standards, and procedures. Coordinates revision recommendations with peers and stakeholders.
- Participates in the development of strategic plans and associated tactical plans. Coordinates and oversees with customer and DTMB areas to obtain requirements, present plans, and provide progress updates as required.
- Participates in the analysis of customer satisfaction surveys as appropriate. Develops Service Improvement Plans (SIPs) and reports, as necessary.

Duty 3

General Summary:

Percentage: 20

The State Administrative Manager will manage programs, as well as audit and compliance initiatives, for area of responsibility.

Individual tasks related to the duty:

- Participates in the continual improvement program initiatives for the ongoing improvement of products, services, and processes.
- Ensures Project Management Office (PMO) methodology and tools are properly used. Assists Division Director in the annual call for projects.
- Oversees product and service design activities for area of responsibility to align with the other architectures in the organization. Ensures the service design provides service continuity.
- Oversees organizational change management for area of responsibility, as outlined by leadership.
- Reviews the IT Service Catalog and IT Service Rate Sheet to ensure it is update to date and clearly defined.
- In coordination with other impacted areas, oversees audit, internal controls evaluation, and external accreditation activities, along with reporting, remediation, and response activities.

Duty 4

General Summary:

Percentage: 5

Other duties as assigned.

Individual tasks related to the duty:

- Manages approach to accomplish special assignments for area of responsibility, including Strategy, Work plans, Analysis, Reporting, Communication, and Organizational change management. Executes work according to approved approach.

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

The State Administrative Manager evaluates efficiency, effectiveness, and maturity for area of responsibility and applies accepted means and methods to achieve vision, mission, goals, and objectives as outlined by leadership

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

Where accepted means and methods are insufficient for circumstance, the State Administrative Manager recommends a new course of action to the Division Director. For sensitive, complex, or controversial matters, the State Administrative Manager seeks input from the Division Director prior to taking action.

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.

Standard office setting

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.

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
POCAN, SCOTT R	INFO TECH MANAGER-3 14	VACANT	INFO TECH SPECIALIST-3
VACANT	INFO TECH SPECIALIST-4	ELLIOT, THOMAS J	INFO TECH SPECIALIST-4 15
MURPHY, MICHAEL L	INFO TECH SPECIALIST-4 15	VACANT	INFO TECH PRGMR ANALYST-A
VACANT	INFO TECH PRGMR ANALYST-A		

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

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

Serves as a State Administrative Manager who is a member of the Division Director's management team. Essential functions will include establishing priorities, allocating staff, and ensuring that first line supervisors handle administrative, supervisory, and planning functions. Ensures alignment with the vision, mission, goals, objectives, as well as policies and procedures of the Department of Technology, Management & Budget.

Critical Job Role: Professional Support

Job Competencies; Building Partnerships, Communications, Decision Making, Formal Presentation, Innovation, Leading Through Vision and Values, Managing Conflict, Technical/Professional Knowledge.

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?

Chief Information Officer (CIO) and IT Deputy Directors develop strategies, policies, and work rules governing the Department of Technology, Management and Budget's IT organization including the technical infrastructure for the State of Michigan. This position assists the Division Director in the implementation of the department's mission, policies, strategic plans, and directives, as well as the organizational structure where appropriate.

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

EDUCATION:

Possession of a bachelor's degree in any major.

EXPERIENCE:

State Administrative Manager 15

Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

Alternate Education and Experience

State Administrative Manager 15

Education level typically acquired through completion of high school and two years of safety and regulatory or law enforcement experience at the 14 level; or, one year of safety and regulatory or law enforcement experience at the 15 level, may be substituted for the education and experience requirements.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to:
 - think strategically and holistically as well as translate strategy into action.
 - allocate resources, implement management control and evaluation system, motivate staff, develop and implement creative and innovative solutions to complex problems, and to provide leadership.
 - analyze and appraise facts and precedents in making administrative decisions.
- Extensive knowledge of:
 - state and federal laws and legislative processes related to the work.
 - federal, state, and local relationships that impact the operations of a department.
 - training and supervisory techniques and employee policies and procedures.
 - business operations, fiscal management, business processes, and human resource management.

CERTIFICATES, LICENSES, REGISTRATIONS:

None

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

3/6/2026

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