

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 - MB
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Office of Continuous Improvement (OCI)
4. Civil Service Position Code Description STATE ADMINISTRATIVE MANAGER-1	10. Division
5. Working Title (What the agency calls the position) Lean Technology Manager	11. Section Lean Technology Section
6. Name and Position Code Description of Direct Supervisor HALFMAN, ANDREW; STATE OFFICE ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor GRANDY-MILLER, HOLLY T; STATE BUREAU ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 200 N WASHINGTON SQ; LANSING, MI 48933 / Monday-Friday 8 a.m.-5 p.m.
14. General Summary of Function/Purpose of Position This position will be responsible for the day-to-day operations of the Lean Technology Section of Office of Continuous Improvement (OCI). This position is accountable to the OCI Office Administrator and is responsible for research and development and the advancement of lean tools that improve process performance for better technology adoption. Responsibilities will include working with DTMB leadership to identify Lean Tech engagement projects and promoting the adoption of Lean Technology in all SOM agencies. The Lean Technology Manager will deploy lean technology methods across state government such as Refined Customer Profiling, LPI to Statement of Work (SOW) development, Process and Requirement edit sessions for COTS, and other methods in development.	

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

Manage day to day development, maintenance, operations, and long-range planning for all Lean Tech projects and services for the client agency. Serves as primary LPI technology focal point with client agencies and provides necessary information concerning LPI technology services and deliverables. Develop and enforce office and department policies.

Individual tasks related to the duty:

- Works closely with DTMB partners including IT Central Procurement, IT Steering Committee, IT Strategic Group, EPMD, and agency services.
- Develops new methodologies to meet the needs of customers that are transitioning from the LPI to agency services. Deliverables will inform business decisions on their IT solution, business requirements, and/or user stories, and customer profiling.
- Keeps the OCI Director informed and advised of issues, concerns, and problems which would impact successful implementation of LPI technology outcomes.
- Research and development of methodologies that improve technology adoption
- Performance management for the section
- Supervises and directs section employees in the performance of their duties and responsibilities and in the resolution of sensitive or complex or precedent-setting situations
- Selects and assigns staff; ensures compliance with Affirmative Action policies and procedures
- Administers applicable union contracts and the provisions of the Civil Service Rules including grievances and employee relation activities
- Motivates staff toward the accomplishment of program goals and objectives
- Monitors staff performance
- Manages workload for unit employees
- Assigns work to unit employees based on skill and availability
- Reviews weekly status updates from employees and works with employees to identify and mitigate project issues
- Mentor and advise unit employees in any unusual or difficult issues
- Approve deviations from standard LPI processes
- Provide reporting to leadership on project status and issues

Duty 2

General Summary:

Percentage: 30

Lead highly complex or critical lean tech and LPI workshops, and mentor LPI certification candidates, coach agency LPI offices.

Individual tasks related to the duty:

- Utilize LPIB4IT methodology to lead projects
- Provide direction to project participants and sponsors
- Mentor new LPI candidates per the Client Relationship Model (CRM) mentoring processes
- Analyze the DTMB system repository to inform client agencies of existing COTS solutions, facilitate Edit COTS sessions
- Facilitate sessions to inform and assist in the creation of robust business requirements and Statement of Work (SOW).
- Facilitate sessions to build refined customer profiles to ensure focused adoption of IT solution.

Duty 3

General Summary:

Percentage: 15

Directs the section toward client agency and division objectives. Assigns, prioritizes, and provides guidance on all projects within the section.

Individual tasks related to the duty:

- Provides day-to-day guidance, direction, and supervision of assigned staff for work assignments, priorities and expectations.
- Evaluates performance of staff in meeting work expectations, define and initiate training, work assignments, or other measure necessary for continued improvement in performance.
- Cultivate relationships with leaders/IT liaisons in state government
- Manage LPIB4IT call for projects for each agency
- Ensure successful completion of Lean tech deliverables in each agency and promote results to leaders

Duty 4

General Summary:

Percentage: 5

Other duties as assigned

Individual tasks related to the duty:

- Special projects as assigned, such as strategic planning, employee engagement, etc.

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

Decisions about the area being supervised, staffing assignments.
 Information being sent to various groups/committees, legislators etc.
 Groups/ committees/legislators/departments/federal counterparts that need to be included in any of the information and discussion meetings/review.

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

A significant change that may have an impact on staff and available resources/program objectives in a particular department or statewide.

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.

Position duties and tasks are performed in a typical office environment which includes working with standard office equipment. Some travel may be required for workshops in Michigan outside of Lansing.

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>
Byrnes,Nathaniel	DEPARTMENTAL SPECIALIST-2		
Feldpausch, Joel	DEPARTMENTAL SPECIALIST- 2		
Morton, Shawna	DEPT ANALYST- 12		

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?

Serve as the manager of the OCI Lean technology section. Responsible for managing the LPIB4IT portfolio of projects for all state agencies and promoting the adoption of Lean technology methodologies throughout the state. Provide any direction and technical assistance to staff as necessary.

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 OCI is responsible for working with all state departments to establish a more effective system of customer service, performance measurement and regulatory and business practices. The OCI will serve as a place for state and agency employees to receive coaching, mentoring and guidance regarding the Lean technology methodology and projects.

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:

Excellent managerial skills, organizational skills, job initiative and interpersonal skills.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

Certification in the State of Michigan's adopted Lean Process Improvement methodology is required.

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.

KELLI HOWER

10/12/2020

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