

State of Michigan
Civil Service Commission

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

Position Code

1. STDDADM1

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
4. Civil Service Position Code Description State Administrative Manager-1	10. Division Business Operations Support Services (BOSS)
5. Working Title (What the agency calls the position) Business Services State Administrative Manager	11. Section Business Services
6. Name and Position Code Description of Direct Supervisor BISSELL, MARY M; 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 Westshire Building, 515 Westshire, Lansing, MI / 8:00 am to 5:00 pm

14. General Summary of Function/Purpose of Position

The State Administrative Manager is second line manager and responsible for carrying out management duties for first line managers and their staff. This position is responsible for providing direction and control of functions and activities, including establishing priorities, allocating staff, and ensuring that first line supervisors handle administrative, supervisory, and planning functions.

This position is responsible for the overall strategic and administrative oversight of several critical business services functions including HR, Budget, Training and business process management and IT Communications for the Office of the Chief Technology Officer. It is responsible for all business services functions required to plan, design, optimize, implement, manage, and escalate issues within these enterprise programs.

Additionally, this position is responsible for advocating the use of emerging regulations, policy, developing standards and procedures, risk management, developing strategies, and aligning practices with strategic initiatives. This position will assist in carrying out special projects, strategy or assignments for the Division director including such duties as researching and developing departmental policies and procedures, providing oversight and coordination, proof-of concepts, drafting correspondence and preparing reports and statistics.

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. Recognizes individual and team successes. Contributes to maintaining the integrity of the organization. Displays high standards of ethical conduct. Encourages risk taking by providing staff latitude, discretion, and independent judgement. Supports and leads staff in a teamwork culture. Model's high standards of honesty, integrity, trust, openness, and respect for individuals by applying these values daily.

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 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: 30

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.

This position is responsible for the overall strategic and organizational direction of the Business Services program for the Office of the Chief Technology Officer. It is responsible for all functions required to plan, design, optimize, implement, manage, and escalate issues within Business Operations Support Services including the research and design of emerging policy and practices to provide administrative oversight of the Business Services program.

Individual tasks related to the duty:

- Assists with the initiation and execution of new contracts. Report on 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. Manage 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.
- Provide strategic direction for the Business Services program by creating and maintaining the overall strategic direction for the design of Business Services programs including risk assessment of current processes for the OCTO and requirements set forth.
- Establish and monitor strategic initiatives by coordinating projects for the year across the DTMB enterprise to carry out effectively.
- Analyze and evaluate program operations best practices to ensure federal, state, and local compliance for DTMB policy standard within the organization and expert in legislative review and recommendations.
- Work with the Business Services management team to ensure the team has strategic support to reduce risk and promote awareness activities within DTMB.
- Provide vision and guiding principles for the strategy of enterprise solutions, as well as consultation to project teams in the implementation and integration of Business Services program solutions.
- Design processes to achieve the business, functional, and performance requirements of the Business Services program while monitoring risk management activities to recommend the best solutions for the team.
- Provide leadership support on special project teams assigned by upper management regarding internal and external business processes.
- Research and recommend to upper management implementation of current regulatory requirements and best practices impacting Business Services programs.

Duty 3

General Summary:

Percentage: 15

Manage programs, as well as business services 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.
- Conducts special studies to determine needs and to assist in planning, implementing, and evaluating programs.
- Reviews and interprets existing and proposed laws, policies, and procedures as they relate to assigned projects.
- Reviews and assesses the viability of strategic plans, initiatives, and objectives developed by the various program areas.
- Extensive awareness in organizational policies, legislative review and analysis into risks or vulnerabilities identified.

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.
- Provides support and coordination for emergent issues and concerns related to the Business Operations support services or DTMB organization.
- Maintains currency by attending professional development training.

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

Independent decisions include work priorities, annual leave policies relevant to peak workloads and staffing levels, overtime work scheduling based upon expectations of timely completion of assignments, detail design of key network configurations, and task assignments based upon the experience, training and aptitude of my employees. Daily staff work activities evolve from these decisions.

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

Decisions requiring supervisory review include setting certain work priorities based upon overall departmental direction and activities of other departmental entities. Also, decisions having strategic budgetary implications, conflicts between technical directions or staff organizations and any other change having significant impact to department staff.

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.

Normal physical effort associated with office positions. No special environmental conditions encountered other than when traveling between buildings (outdoors).

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.

NAME	CLASS TITLE	NAME	CLASS TITLE
NIETO, STACEY C	DEPARTMENTAL MANAGER-3 14	ANDERSON, JESSICA L	DEPARTMENTAL MANAGER-3 14

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?

The State Administrative Manager is the second line manager and responsible for carrying out management duties for first line managers and their staff. This position is responsible for providing direction and control of functions and activities, including establishing priorities, allocating staff, and ensuring that first line supervisors handle administrative, supervisory, and planning functions.

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Critical Job Role: Business Operational Leader

Competencies: Adaptability, Decision Making, Building Trust, Communication and Developing a Successful Team.

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 function of this work area is to provide complete and thorough OCTO budget and financial oversight, and management of billing operations, and transparent rate creation/oversight. This work area ensures good solid training opportunities and clear and concise communications throughout the OCTO. Additionally, the area works with all divisions within OCTO to guide teams in management reviews in preparation of audits while ensuring compliance. Overall, the work area is the "business" side of the OCTO.

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:

A thorough knowledge of the budget and rate development and oversight as well as billing. An understanding of various aspects of complex network systems, an understanding of training and communications techniques, and the ability to analyze and appraise facts and precedents in making management decisions. Ability to communicate effectively with others and maintain favorable public relations. Additionally, the ability to lead a team of highly professional staff in a complex area for the OCTO.

CERTIFICATES, LICENSES, REGISTRATIONS:

Duties may involve 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

6/29/2026

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