

**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) Office of Chief Technology Officer
4. Civil Service Position Code Description Info Tech Prgmr Analyst-E	10. Division Endpoint & User Management
5. Working Title (What the agency calls the position) Information Technology Programmer Analyst 9	11. Section Endpoint & User Operations - Delivery Services
6. Name and Position Code Description of Direct Supervisor REITZ, RYAN M; INFO TECH MANAGER-3	12. Unit Delivery Services Team 2
7. Name and Position Code Description of Second Level Supervisor NELSON, NICHOLAS A; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 7285 Parsons Drive, Dimondale, MI / Monday - Friday; 8:00 am to 5:00 pm (hybrid)

14. General Summary of Function/Purpose of Position

This entry level position examines new software to be used in the State of Michigan managed network environment. Creates software installation packages for software to be delivered to workstations based on operating system. Analyze and devise solutions to resolve software conflicts that can occur through installation. The position also provides general desktop technical support to all departments and agencies in the state for problems escalated from Client Service Center or Field services. This encompasses, but is not limited to, continuing support of centralized desktop management; establishing and supporting statewide standards for software, hardware, and operating systems; to include configuration and deployment methods. Specific duties include performance of Operating system maintenance, configuration, and troubleshooting, providing technical support on incident tickets, granting network file/print rights, software deployment to workstations, and server file/print management.

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: 40

Evaluate software for potential package installation or choosing a deployment method. Create, configure, and analyze software installation packages for any or all state agencies.

Individual tasks related to the duty:

- Locate or acquire software for analysis.
- Review software publishers' installation procedure.
- Determine the appropriate deployment method.
- Create and modify packages utilizing appropriate methods.
- Research, analyze, and resolve issues exposed with the software package.
- Develop and maintain any documentation needed.
- Interface with agency representatives to determine specialized configuration requirements.
- Utilize current tools and determined method to deploy software to workstations.
- Learn software packaging techniques and methodologies.

Duty 2

General Summary:

Percentage: 20

Resolve escalated technical issues by analyzing trouble tickets, coordinating with clients and vendors, and using remote tools to diagnose and fix problems within managed environments.

Individual tasks related to the duty:

- Respond to escalated trouble tickets that cannot be resolved by the Client Service Center or Field Services, ensuring timely and accurate issue handling.
- Engage directly with clients, technicians, and vendors to investigate, analyze, and diagnose complex technical problems.
- Coordinate with all necessary internal and external resources to identify solutions and drive issues to resolution.
- Assess and troubleshoot problems within the managed environment, providing expert assistance to restore functionality.
- Use remote-control tools to support customers, perform diagnostics, and resolve issues efficiently.

Duty 3

General Summary:

Percentage: 20

Coordinate and execute software deployments, ensure required approvals, implement specialized configurations, and resolve installation issues to support reliable and consistent delivery.

Individual tasks related to the duty:

- Perform remote software deployments to designated workstations, ensuring accurate installation and minimal disruption to operations.
- Coordinate with team members and agency contacts to communicate deployment plans, requirements, and timelines.
- Prepare and submit required change documentation for review and approval in accordance with established procedures.
- Manage the end-to-end software deployment process, including packaging, scheduling, and delivery to targeted devices.
- Monitor deployment results to confirm successful installation and address any discrepancies.
- Work with agency representatives to gather and implement specialized configuration needs.
- Troubleshoot and resolve software deployment issues to maintain reliable and consistent delivery across the environment.

Duty 4

General Summary:

Percentage: 20

Manage access and software deployment by assigning security rights, configuring file permissions according to DTMB standards, and deploying workstation software through Active Directory to support secure and consistent system operations.

Individual tasks related to the duty:

- Use Active Directory to assign and manage group security rights in accordance with established access control requirements.
- Configure and maintain file-level security permissions following DTMB standards, ensuring proper authorization and data protection.
- Utilize Active Directory to assign and deploy workstation software, supporting application availability across the managed environment.

Duty 5**General Summary:****Percentage: 10**

Other duties as assigned

Individual tasks related to the duty:

- Schedule and maintain the testing laboratory for use.
- Schedule and maintain new equipment inventory for EOC-UX division warranty replacement of machines.
- Assist with various projects as assigned.
- Perform server preparation and maintenance.

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

Test and determine whether 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.

Decisions that have potential impact on the infrastructure 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.

While performing the duties of this position, the employee is regularly required to sit, stand and walk; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate computers and other standards office equipment; reach with hands and arms; bend kneel and crouch. The employee is regularly required to lift up to 60 pounds. The employee would primarily be in a temperature-controlled environment when performing their duties.

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):

- | | |
|---|--|
| ☐ Complete and sign service ratings. | ☐ Assign work. |
| ☐ Provide formal written counseling. | ☐ Approve work. |
| ☐ Approve leave requests. | ☐ Review work. |
| ☐ Approve time and attendance. | ☐ Provide guidance on work methods. |
| ☐ Orally reprimand. | ☐ 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?

Examines new software to be used in the State of Michigan managed network environment. Creates software installation packages for software to be delivered to workstations based on operating system. Analyze and devise solutions to resolve software conflicts that can occur through installation. The position also provides general desktop technical support to all departments and agencies in the state for problems escalated from Client Service Center or Field services. This encompasses, but is not limited to, continuing support of centralized desktop management; establishing and supporting statewide standards for software, hardware, and operating systems; to include configuration and deployment methods. Specific duties include performance of Operating system maintenance, configuration, and troubleshooting, providing technical support on incident tickets, granting network file/print rights, software deployment to workstations, and server file/print management.

Competencies: Adaptability, Building Trust, Communication, Decision Making, Technical Knowledge

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

New position

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

The function is to deliver software, and to provide support for State workstations and file/print servers. This position is in full support of the various functions and services that are provided.

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:

- Some experience/skill in working with windows 10, Windows 11.
- Server support administration which includes manipulating Active Directory and Group Policy object components.
- Ability to:
 - communicate well, both verbally and in writing.
 - work as a team member.
 - be a self-starter.
- Knowledge of:
 - concepts of computer system hardware and software structure and support.
 - Microsoft operating systems.
 - computer programming
- ITIL Certification (v. 3 or higher)

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 personal 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.

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