

State of Michigan
Civil Service Commission
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

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confidentiality requirements protect
a portion of this information.

POSITION DESCRIPTION

This form is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties sign and date the form. If the position is vacant, the supervisor and appointing authority should complete the form.

This form will serve as the official classification document of record for this position. Please take the time to complete this form as accurately as you can since the information in this form is used to determine the proper classification of the position. **THE SUPERVISOR AND/OR APPOINTING AUTHORITY SHOULD COMPLETE THIS PAGE.**

2. Employee's Name (Last, First, M.I.) Vacant	8. Department/Agency Department of Technology, Management & Budget
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) OCTO/I&O
4. Civil Service Classification of Position ITPA 11	10. Division EUM/EUE
5. Working Title of Position (What the agency titles the position) Information Technology Programmer Analyst 11	11. Section Phone Experience
6. Name and Classification of Direct Supervisor Robert McFadden, ITM 14	12. Unit Smart Device Configuration Team
7. Name and Classification of Next Higher Level Supervisor Phil Adolph, SAM 15	13. Work Location (City and Address)/Hours of Work 7285 Parsons Dr, Dimondale, MI 8:00 – 5:00 or 7:30 – 4:30

14. General Summary of Function/Purpose of Position

This position is a member of a team of information technology professionals. The team focus relies on strong players willing to contribute to each project while focusing on achieving the goals and mission of DTMB. This position will provide support services for mobile devices. This position may also be involved in new development, maintenance and enhancements which would encompass testing, implementation, documentation, and support.

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15. Please describe your assigned duties, percent of time spent performing each duty, and explain what is done to complete each duty.

List your duties in the order of importance, from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary of Duty 1

% of Time 50

Provide administration of the Smart Device/Mobile Environment across the State of Michigan via the use of the following tools: Microsoft Endpoint Manager MDM Portal, Microsoft Azure, MS Defender, iTunes software, Office365 Exchange Administration, Active Directory Users & Computers (ADUC), AT&T Business Direct portal, Verizon My Biz Portal, Apple Configurator and PowerShell.

Individual tasks related to the duty.

- Enroll and manage devices in the Endpoint Manager MDM and distribute applications via the MDM Console(s)
- Administer and evaluate devices in the Microsoft Azure Security console
- Enable/Disable and troubleshoot ActiveSync in the cloud via the Exchange Admin Center (EAC) or PowerShell
- BETA testing of iOS software via iOS Developer Center and related tools
- Configuration, implementation, testing and maintaining of Office365 software on Smart Devices/Mobile Technology
- Configuration, implementation, testing and maintaining of third-party software on Smart Devices/Mobile Technology
- Evaluates Smart Device/Mobile Technology equipment and software for purchase, upgrades; participates in alternatives analysis
- Troubleshoot and resolve user and device accounts and records

Duty 2

General Summary of Duty 2

% of Time 40

Provide technical support on trouble tickets assigned through customer support tool (Remedy) for Smart Devices, peripheral equipment, and Smart Device/Mobile Technology environment anomalies via the use of the following tools: Microsoft Endpoint Manager MDM Portal, Microsoft Azure, iTunes software, Office365 Exchange Administration, Active Directory Users & Computers (ADUC), AT&T Business Direct portal, Verizon My Biz Portal, Apple Configurator and PowerShell.

Individual tasks related to the duty.

- Analyze and resolve standard problems to identify Smart Device/Mobile Technology system and operational efficiencies and failure patterns
- Troubleshoot and resolve device related email, contacts, and calendar issues
- Validate/troubleshoot iTunes installation via SCCM (Microsoft System Center Configuration Manager)
- Troubleshoot and resolve device related Account lockouts
- Evaluate System logs for purposes of troubleshooting and resolving issues
- Develop and maintain client and technical documentation
- Activate Devices; Suspend/Restore service; reset voicemail passwords via the Verizon, AT&T or T-Mobile Business Portal
- Provides training for system users and tier 1 support personnel
- Develop and test scripts to automate daily system functions

Duty 3

General Summary of Duty 3

% of Time 5

Possess or develop comprehensive technical knowledge of Mobile Device Management, Microsoft Endpoint Manager MDM Portal, Microsoft Azure, iTunes software, Office365 Exchange Administration, Active Directory Users & Computers (ADUC), AT&T Business Direct portal, Verizon My Biz Portal, Apple Configurator and PowerShell.

Maintain current (state-of-the-art) technical expertise in all systems.

Individual tasks related to the duty.

- Attends classes, seminars, and training sessions to develop knowledge of the Smart Device/Mobile Technology environment and methodologies.
- Learns on the job from senior technical and management staff to gain advanced knowledge of the Smart Device/Mobile Technology environment

Duty 4

General Summary of Duty 4

% of Time 5

Other duties as assigned.

Individual tasks related to the duty.

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16. Describe the types of decisions you make independently in your position and tell who and/or what is affected by those decisions. Use additional sheets, if necessary.

Decisions involving the research of current system operations.

Decisions in support of DTMB standards.

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

When the decision results in a business process change.

When the decision results in a change in direction or scope of current DTMB projects.

When the decision impacts the budget.

When the decision impacts action to be taken in the event of a major security problem.

When the decision impacts DTMB's IT strategic direction.

18. What kind of physical effort do you use in your position? What environmental conditions are you physically exposed to in your position? Indicate the amount of time and intensity of each activity and condition. Refer to instructions on page 2.

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 classification titles of classified employees whom you immediately supervise or oversee on a full-time, on-going basis. (If more than 10, list only classification titles and the number of employees in each classification.)

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>

20. My responsibility 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.

21. I certify that the above answers are my own and are accurate and complete.

Signature

Date

NOTE: Make a copy of this form for your records.

TO BE COMPLETED BY DIRECT SUPERVISOR

22. Do you agree with the responses from the employee for Items 1 through 20? If not, which items do you disagree with and why?

Yes

23. What are the essential duties of this position?

Support for Smart Device/Mobile Technology systems and various operating systems and platforms across the State of Michigan. This position performs a wide range of 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.

Competencies: Adaptability, Building Trust, Communication, Decision Making

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 Smart Device/Mobile Technology systems hardware and software. The work area is the primary means that EOC-UX delivers support to its customers in the various departments across the state.

26. In your opinion, what are the minimum education and experience qualifications needed to perform the essential functions of this position?

EDUCATION:

Possession of a bachelor's degree with 21 semester (32 term) hours in computer science, data processing, computer information systems, data communications, networking, systems analysis, computer programming or mathematics.

Alternate: Possession of an associate's degree with course work 16 semester (24 term) hours in computer science, data processing, computer information systems, data communications, networking, systems analysis, computer programming, mathematics or equivalent; and two years of experience as an application programmer, computer operator, or information technology technician.

EXPERIENCE:

No specific amount or type required.

KNOWLEDGE, SKILLS, AND ABILITIES:

Some significant experience/skill in working with Microsoft Azure and Microsoft Endpoint Manager.

Some significant experience/skill in working with iOS, Android, and Microsoft operating systems.

Ability to communicate well, both verbally and in writing.

Ability to work as a team member, ability to be a self-starter.

Knowledge of computer systems, networks and software support.

Knowledge of MDM (Mobile Device Management) Systems and SaaS (Software as a Service) solutions.

Knowledge of MTD (Mobile Threat Defense) solutions.

CERTIFICATES, LICENSES, REGISTRATIONS:

Ability to obtain ITIL Foundations certification within 1 year of hiring date.

Duties may involve use of personal vehicle.

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.

27. 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's Signature

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

28. Indicate any exceptions or additions to the statements of the employee(s) or supervisor.

29. I certify that the entries on these pages are accurate and complete.

Appointing Authority's Signature

Date