

**State of Michigan
Civil Service Commission**

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

Position Code

1. ITPRANA

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)
4. Civil Service Position Code Description Info Tech Prgmr Analyst-A	10. Division
5. Working Title (What the agency calls the position) Information Technology Programmer Analyst 12	11. Section Phone Experience
6. Name and Position Code Description of Direct Supervisor MCFADDEN, ROBERT; INFO TECH MANAGER-3	12. Unit Smart Device Support Team
7. Name and Position Code Description of Second Level Supervisor ADOLPH, PHILLIP G; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 7285 Parsons Drive, Dimondale, MI / Monday-Friday 8 am to 5 pm or 7:30 am to 4:30 pm

14. General Summary of Function/Purpose of Position

This position is a senior level 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 provides maintenance and support for the Smart Device/Mobile Technology Environment. This position may also be involved in new development, maintenance and enhancements which would encompass testing, implementation, documentation and support.

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

Provide advanced support and administration of the Smart Device/Mobile Environment including: research existing and emerging smart device software and hardware vulnerabilities, compliance rules, security policies, writing scripts for use with Mobile Device Management monitoring services. Teaching and mentoring team members, perform regular vulnerability assessments, recommend approved device types, identify Smart Device/Mobile Technology system and operational efficiencies and failure patterns, evaluate and verify Smart Device Support Team technical procedures

Individual tasks related to the duty:

- Provide advanced support for customer service escalated tickets.
- Develop and document operational support procedures on newly escalated issues that can be resolved by ITPA 11 going forward.
- Configuration, implementation, testing and maintaining of nonstandard third-party software on Smart Devices/Mobile Technology.
- Validate evaluations of Smart Device/Mobile Technology equipment and software for purchase, upgrades; provide recommendations to leadership; leads in alternatives analysis.
- Develops training or arranges for vendor training for system users.
- Analyze and resolve non-standard problems to identify Smart Device/Mobile Technology system and operational efficiencies and failure patterns.
- Troubleshoot and resolve escalated device related email, contacts, and calendar issues.
- Review and validate client and technical documentation.
- Provide direction and training in new technologies, policies, standards, and procedures as subject matter expert to junior staff and coordinate associated training.
- Purchase Smart Device applications via VPP (Apple Volume Purchase Program).
- Administration of the MS Endpoint Manager portal.
- Validate and approve scripts to automate daily system functions.
- Research, test, and recommend to management new development tools, productivity tools and internal technical modifications as they become available to enable more efficient and cost-effective processing.
- Research and develop alternative program strategies addressing the numerous unknowns and contingency factors involved in support issues related to security risk assessments.
- Researches and recommends to management existing and emerging smart device software and hardware security vulnerabilities.
- Creates, tests, recommends, and implements compliance rules and security policies for Smart Devices.
- Performs regular vulnerability assessments in MDM and makes recommendations to management.
- Recommends approved device types based on industry best practices, DTMB policies, and NIST recommendations.
- Analyze and resolve non-standard problems to identify Smart Device/Mobile Technology system and operational efficiencies and failure patterns.
- Provide Team lead/mentor/training role functions for Smart Device support team regarding current technical procedures and support methods.
- Develop other relevant policies and operational support procedures as needed.

Duty 2

General Summary:

Percentage: 30

Provide advanced 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, Microsoft Azure, iTunes Console, Office365 Exchange Administration, Active Directory Users & Computers (ADUC), Azure Active Directory, AT&T Business Direct portal, Verizon My Biz Portal, T-Mobile Admin Portal, CheckPoint and PowerShell. This level of support is provided to all state departments/agencies who are clients of DTMB.

Individual tasks related to the duty:

- Troubleshoot and resolve escalated cloud issues via PowerShell, Azure, MS Endpoint Manager, and CheckPoint Harmony.
- Analyze and resolve non-standard problems to identify Smart Device/Mobile Technology system and operational efficiencies and failure patterns.
- Troubleshoot and resolve escalated device related email, contacts, and calendar issues; wipe devices via Microsoft EndPoint Portal.
- Suspend/Restore service; reset voicemail passwords via the Verizon, T-Mobile, or AT&T Business Portal
- Validate/troubleshoot iTunes installations.
- Troubleshoot and resolve escalated device related Account lockouts; password resets via ADUC (Active Directory Users and Computers).
- Evaluate System logs for purposes of troubleshooting and resolving issues.

Duty 3

General Summary:

Percentage: 10

Provide administration of the Smart Device/Mobile Environment across the State of Michigan via the use of the following tools: Microsoft EndPoint Portal, Microsoft Azure, iTunes Console, Office365 Exchange Administration, Active Directory Users & Computers (ADUC), Microsoft Azure, CheckPoint, AT&T Business Direct Portal, Verizon My Biz Portal, T-Mobile Admin Portal, CheckPoint and PowerShell.

Individual tasks related to the duty:

- Enroll Devices in MDM, distribute applications via Microsoft EndPoint Console
- Activate Devices; Suspend/Restore service; reset voicemail passwords via the Verizon Business Portal or AT&T Business Portal.
- BETA testing of iOS software via iOS Developer Center and related tools
- Configuration, implementation, testing and maintaining of non-standard third-party software on Smart Devices/Mobile Technology.
- Develops training or arranges for vendor training for system users; review and validate client and technical documentation.
- Provide direction and training in new technologies, policies, standards, and procedures as subject matter expert to junior staff and coordinate associated training.
- Validate evaluations of Smart Device/Mobile Technology equipment and software for purchase, upgrades; provide recommendations to leadership; leads in alternatives analysis.
- Validate and approve scripts to automate daily system functions.

Duty 4

General Summary:

Percentage: 5

Possess or develop advanced comprehensive technical knowledge of Microsoft EndPoint Mobile Device Management, Microsoft EndPoint, Microsoft Azure, iTunes Console, Office365 Exchange Administration, Active Directory Users & Computers (ADUC), Azure Active Directory, CheckPoint console, AT&T Business Direct portal, Verizon My Biz Portal, T-Mobile Admin Portal, Apple Configurator, PowerShell, Change Management System.

Individual tasks related to the duty:

Attend advanced classes, seminars, and training sessions to develop knowledge of the Smart Device/Mobile Technology environment and methodologies.

Duty 5

General Summary:

Percentage: 5

Other duties as assigned.

Individual tasks related to the duty:

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

- Decisions
 - involving the research of current system operations.
 - in support of DTMB standards.

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

- When the decision results in a:
 - business process change.
 - change in direction or scope of current DTMB projects.
- When the decision impacts:
 - matters that affect the budget.
 - action to be taken in the event of a major security problem.
 - DTMB's IT strategic direction.

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. |

N Approve time and attendance.

N Provide guidance on work methods.

N Orally reprimand.

N 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?

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.

New position

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 Infrastructure Services delivers support to its customers in the various departments across the state.

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 12

Two years of professional experience equivalent to an Information Technology Infrastructure or Programmer/Analyst P11.

Alternate Education and Experience

Information Technology Programmer/Analyst P11 - 12

Possession of an associate's degree with 16 semester (24 term) credits in computer science, information assurance, data processing, computer information, data communications, networking, systems analysis, computer programming, IT project management, or mathematics and two years of experience as an application programmer, computer operator, or information technology technician; or two years (4,160 hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

OR

Completion of high school and four years of experience as an application programmer, computer operator, information technology technician, or four years (8,320 hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Some considerable experience/skill in working with Microsoft Azure administration which includes manipulating Active Directory, Azure Active Directory and Policy object components.
- Ability to:
 - communicate well, both verbally and in writing.
 - lead, work as a team member, to be a self-starter.
- Knowledge of:
 - computer concepts: security, network, hardware and software, structure and support.
 - MDM (Mobile Device Management) Systems and SaaS (Software as a Service) Solutions.
 - iOS, Android, CheckPoint and Microsoft operating systems.

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

9/30/2026

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