

**State of Michigan
Civil Service Commission**

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

Position Code
1. DEPTALTA

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 LICENSING AND REGULATORY AFF
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Public Service Commission
4. Civil Service Position Code Description Departmental Analyst-A	10. Division Telecommunications
5. Working Title (What the agency calls the position) Telecommunications Analyst	11. Section Rates & Financial Analysis
6. Name and Position Code Description of Direct Supervisor MCANANY, RYAN; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor MCANANY, RYAN; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 7109 W. Saginaw Hwy, Lansing, MI 48917 / M-F; 8 AM – 5 PM

14. General Summary of Function/Purpose of Position

This position supports the Telecommunications Division in carrying out the duties in the Michigan Telecommunications Act, PA 179 of 1991, as amended. This position serves as a senior-level analyst with responsibilities in the telecommunications services area such as Lifeline, Telecommunications Relay Service, do-not-call registry, and other consumer affecting services. The senior-level analyst position will be responsible for Telecommunications Relay Service (TRS) data collection and the development and filing of TRS reports. The senior-level analyst will also be responsible for the data collection, development of reports, and filings of Lifeline information to both the FCC, as well as the Universal Service Administrative Company (USAC). The senior-level analyst will function as a case coordinator in cases with a major impact. In addition, this position provides senior-level analyst level support to provide professional research regarding federal and state policy changes and legislation and issues affecting the telecommunications landscape in Michigan and provides factual information and summaries of that regarding that research to the Director and Commissioners.

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**

The senior-level analyst will be responsible for reviewing and providing all technical and regulatory support for Telecommunications Relay Service (TRS) and Lifeline telephone services. The senior-level analyst will also be responsible for the handling of TRS and Lifeline issues from customers, providers, as well as governmental agencies.

Individual tasks related to the duty:

- Collect data and other information, as well as organize and analyze that data from providers regarding TRS and Lifeline services.
- Develop reports regarding TRS complaint information, as well as state 5-year recertification of TRS programs to be submitted to the FCC for approval for certification of Michigan's program.
- Develop reports and other filings of Lifeline information to be used in filing submissions to the FCC and USAC.
- Participate and represent the Commission in Federal/state Lifeline Task Force calls.
- Responsible for monitoring and updating consumer type of information on the MPSC website related to these areas.
- Review federal and state rules/policies/laws/procedures affecting both Lifeline and TRS customers. Provide factual information and summaries of the impacts of such changes on consumers and providers in Michigan to the Director and/or Commission.

Duty 2

General Summary: **Percentage: 25**

Review and monitor federal and state activities regarding consumer related telecommunications issues for policy changes and monitor legislation that could impact the telecommunications landscape in Michigan. This will include such issues as do-not-call, telemarketing, robo-calling and other telecommunication issues.

Individual tasks related to the duty:

- Receive and review inquiries regarding consumer and provider affecting issues such as do-not-call, telemarketing and Robocall issues.
- Conduct a senior-level analysis and summarization of federal and state do-not-call rules/policies/procedures affecting customers.
- Perform and be responsible for the research, analysis, evaluation and summaries of telecommunications related policy changes and legislation.
- Provide senior-level summaries of information to the manager and director regarding alternate courses of action regarding changes affecting consumers and providers.

Duty 3

General Summary: **Percentage: 20**

Review and summarize federal and state policy changes regarding broadband deployment that could have an impact on consumers being able to connect to broadband services so consumers can continue to have a voice connection as new technologies replace the current landline voice services.

Individual tasks related to the duty:

- Conduct reviews and provide senior-level summaries of these broadband issues for the manager and director.
- Perform senior-level research on other state and federal actions/solutions to recommend a course of action for Michigan.
- Prepare draft reports on findings for the Commission's use.
- Represent the Commission and interact directly with consumers, providers and other state agencies on this issue.

Duty 4

General Summary: **Percentage: 10**

Functions as a case coordinator in controversial cases relating to Lifeline or TRS with a major impact. These Lifeline and TRS cases will involve working with licensed telecommunications providers in Michigan, as well as their attorneys and associations, as well as possibly other state agencies.

Individual tasks related to the duty:

- Participate as a case coordinator, monitoring and tracking case filings, providing reviews of those filings, and working with parties involved in the case, as well as attorneys and administrative law judges.
- Prepare testimony and exhibits
- Perform as a contributing witness during cross-examination in administrative hearings.
- Work with staff both within the Division, as well as outside of the Division, including other state agencies.

Duty 5

General Summary: **Percentage: 5**

Represent the Commission at public hearings, conferences, meetings and other activities throughout the State of Michigan regarding Lifeline and other consumer type issues.

Individual tasks related to the duty:

- Provide senior-level analytical support for other telecommunications matters as assigned by the Manager and/or the Division Director.
- Prepare and provide senior-level summaries of any activities of the Federal Communications Commission related to the telecommunications area.
- Participate and represent the Commission in telecommunications webinars and trainings.
- Monitor trade publications regarding telecommunications issues and provide senior-level summaries and awareness of the telecommunications issues relevant to Michigan.

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

At the senior-level independent decision making is expected for routine matters with minimal direction from supervisor.

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

Final recommendations to be adopted when there are conflicting priorities, which are of equivalent importance; certain policy determinations; clarifications on policy directives.

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.

The responsibilities of this position occur in an office setting. Employee must be able to use a computer monitor and keyboard and telephone for a large percentage of the day.

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):

- | | | | |
|----------------------------|------------------------------------|----------------------------|-----------------------------------|
| <input type="checkbox"/> N | Complete and sign service ratings. | <input type="checkbox"/> N | Assign work. |
| <input type="checkbox"/> N | Provide formal written counseling. | <input type="checkbox"/> N | Approve work. |
| <input type="checkbox"/> N | Approve leave requests. | <input type="checkbox"/> N | Review work. |
| <input type="checkbox"/> N | Approve time and attendance. | <input type="checkbox"/> N | Provide guidance on work methods. |
| <input type="checkbox"/> N | Orally reprimand. | <input type="checkbox"/> 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?

See duties previously listed.

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 Rates and Financial Analysis Section of the Telecommunications Division handles issues pertaining to Video/Cable pursuant to PA 480 of 2006, as well as telecommunications auditing and financial issues, and matters involving Lifeline, Telecommunications Relay Service, payphone, and do-not-call registry pursuant to PA 179 of 1991, as amended (Michigan Telecommunications Act).

This position provides senior-level support for issues involving Lifeline, Telecommunications Relay Service, do-not-call registry and other consumer affecting issues in the Telecommunications Division. This position serves as a senior-level Analyst performing a range of professional research and analysis to complete assignments in the Telecommunications area.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Bachelor's Degree in any major. Preferred degree in accounting, math, economics, business or related area.

EXPERIENCE:

