

<b>1. Position Code</b> STDIVADMG37N
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**State of Michigan**  
**Civil Service Commission**  
 Capitol Commons Center, P.O. Box 30002  
 Lansing, MI 48909

Federal privacy laws and/or state confidentiality requirements protect a portion of this information.

**POSITION DESCRIPTION**

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.

<b>2. Employee's Name (Last, First, M.I.)</b>  	<b>8. Department/Agency</b> Department of Technology, Management & Budget - IT
<b>3. Employee Identification Number</b>  	<b>9. Bureau (Institution, Board, or Commission)</b> Center for Shared Solutions
<b>4. Civil Service Classification of Position</b> State Division Administrator 17	<b>10. Division</b> Client Service Center
<b>5. Working Title of Position (What the agency titles the position)</b> Client Service Center Director – SDA 17	<b>11. Section</b>  
<b>6. Name and Classification of Direct Supervisor</b> Kathryn Tober – Senior Management Executive 19	<b>12. Unit</b>  
<b>7. Name and Classification of Next Higher Level Supervisor</b> Eric P. Swanson – Senior Deputy Director 20	<b>13. Work Location (City and Address)/Hours of Work</b> 7285 Parsons Drive, Dimondale, MI 48821 / Monday – Friday 8:00am to 5:00pm

**14. General Summary of Function/Purpose of Position**

This position will serve as the Director of the DTMB technology help desk called the Client Service Center (CSC). The CSC is the front line of customer service for all DTMB technology services, providing 1st tier call support for 48,000+ State employees. In addition to ensuring the delivery of high-quality customer service, this position must excel in three key areas for success: 1) building strategic relationship with internal technology service providers; 2) maintaining a pulse on customer satisfaction with DTMB and on service delivery issues; 3) creating and nurturing a culture of customer service, teamwork, and accountability.

In support of delivering high quality customer service, this position will also be responsible for the development of long term (3-5 year) strategic plans and short-term business (1 year) plans aligned with the DTMB Mission, Vision, and Values; negotiates service delivery expectations with business partners; and ensuring that customer friendly help desk technologies and services are delivered to customers.

This position will keep Executive Management apprised of any issues or concerns regarding customer support service and acts on Executive Management's behalf when directed. This position must continually adapt to the changing needs of the department and the business needs of its customers.

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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: 50% of Time

Provides leadership in the integration of people, process and technology to efficiently and effectively achieve the CSC purpose and DTMB vision. Maintains working knowledge of the evolving IT Help Desk industry trends, ITIL Service Management practices and changing customer needs and expectations. Provides high-level oversight and monitoring of the process performance. Fosters a culture conducive to achieving the DTMB vision and goal of Customer Service Excellence.

**Individual tasks related to the duty.**

- Creates monitors and assesses progress strategic plans and initiatives; provides high level guidance as needed.
- Identifies, evaluates and prioritize new business needs.
- Identifies and monitors key performance indicators.
- Directs and advises staff of CSC purpose and vision.
- Supervises staff including: hiring and recommending disciplinary actions up to and including termination, assigning and monitoring work assignments and providing performance evaluations.
- Acts as consultant in cross process integration between the CSC and other areas of DTMB.
- Develops budget recommendations and monitors expenditures.
- Leads CSC team in business planning activities and strategies to identify ways to best meet agency business needs.
- Selects, supervises, and directs managerial staff to ensure compliance with department goals and union regulations and to further productivity and engagement.
- Advises staff on the resolution of sensitive, complex, or precedent setting situations.
- Participates in activities, benchmark peer teams to remain current in industry trends and technologies.
- Process improvement and facilitating change.
- Developing a successful team with the tools, training and knowledge needed to meet customer needs.

Duty 2

General Summary of Duty 2: 30 % of Time

Oversees CSC processes and technologies to meet business goals and strategic plan. The Client Service Center is responsible for providing complete customer IT Help Desk services to DTMB customers by effectively and efficiently gathering and analyzing relevant information for resolving customer reported incidents or processing customer service requests, or escalating to Tier 2 or Tier 3 when identified as necessary.

Individual tasks related to the duty.

- Oversees the CSC process including execution of vision, delivery of service expectations.
- Champions initiatives such as the integration of customer self-service into service delivery strategy.
- Oversees the delivery of business plan items including new and existing technology, process improvements and organizational structure.
- Evaluates and assess CSC strategy.
- Reviews the service delivery processes and technologies to enhance and improve the IT Help Desk customer experience.
- Directs and evaluates research and benchmarking best practices.

Duty 3

General Summary of Duty 2: 20% of Time

Serves as a critical member of the Center for Shared Solutions (CSS) Management Team. Participates in DTMB department- wide strategic initiatives. Provides leadership, coaching and mentoring to managers as well as the development of performance standards.

Individual tasks related to the duty.

- Develops process improvement strategies and metrics for the Client Service Center; manages work using both monthly Balanced Scorecards and Individual Scorecards.
- Lead cross-process strategic initiatives within DTMB.
- Presents at conferences and executive meetings as needed.
- Develops plans for division staff to participate in DTMB department-wide strategic initiatives.
- Monitors performances standards via dashboards, scorecards, and metrics.

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 relative to the means and methods by which the CSC meets the goals and objectives of DTMB, including hiring, supervision, training, discipline of staff as well as interaction with other areas of DTMB, Customers and vendors. The vast majority of decisions in this position are made independently with periodic guidance from the Director of Center for Shared Solutions.

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

Decisions having widespread impact, particularly issues deviating from policies, procedures and mission of DTMB and Executive Agencies of the State. Decisions regarding major project changes or those that have a significant budgetary impact.

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.

This job is performed in an office environment with the need to meet inflexible deadlines.

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>
Michael Lavery	State Administrative Manager 15	Vacant	State Administrative Manager 15
Vacant	Executive Secretary 10		

20. My responsibility for the above-listed employees includes the following (check as many as apply):

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

Prepared by management.

23. What are the essential duties of this position?

Critical Job Role: DTMB Executive

Leader

DTMB Executive Leader (Group 4) required competencies: Facilitating Change, Innovation, Customer Focus, Building Trust, and Developing a Successful Team.

Additional Job-Specific Competencies: Aligning Performance for Success, Strategic Planning, Customer Focus, Building Partnerships.

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

No new changes to duties and responsibilities.

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

The Center for Shared Solutions manages and facilitates the development and delivery of enterprise technology services, or those services used by all Executive Branch agencies. The CSC is part of that organization and correspondingly serves all Executive Branch agencies, including all 48,000+ State employees. This position is the director of the CSC and as such directs the staff of the CSC in providing support to those customers.

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 in any major.

**EXPERIENCE:**

**State Division Administrator 17**

Two years of experience as a professional manager or program/staff specialist, or equivalent experience.

**Alternate Education and**

**Experience State Division**

**Administrator 17**

Education level typically acquired through completion of high school and three years of safety and regulatory or law enforcement experience at the 14 level; or, two years 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:**

Knowledge in IT Help Desk service delivery and customer service delivery. Ability to provide executive level leadership and work well with people. Ability to provide creative and innovative solutions. Ability to represent office with other departments, legislative and other interested parties. Strategic planning experience. Experience in process improvements and facilitating change.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

Employees in this position must meet all security requirements established by the Department of Technology, Management & Budget. This position requires passing a pre-employment screening, including passing a drug screen, criminal history background check and a fingerprint check by the Michigan State Police.

*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.

None.

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

\_\_\_\_\_  
Appointing Authority's Signature

\_\_\_\_\_  
Date