Position Code
1. INFOTMGRC56N

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)** Center for Shared Solutions
4. Civil Service Position Code Description INFO TECH MANAGER-3	**10. Division** Office of the MPSCS
5. Working Title (What the agency calls the position) Information Technology Manager – SSER Unit	**11. Section** Integration & Response
6. Name and Position Code Description of Direct Supervisor WILLIAMS, RANDOLPH A; STATE ADMINISTRATIVE MANAGER-1	**12. Unit** System Support, Security, & Emergency Response
7. Name and Position Code Description of Second Level Supervisor STODDARD, BRADLEY A; STATE OFFICE ADMINISTRATOR	**13. Work Location (City and Address)/Hours of Work** 7150 Harris Dr, Dimondale, MI 48821 / 8:00 a.m. – 5:00 p.m., Monday – Friday

14. General Summary of Function/Purpose of Position

This position is a manager of professional information technology positions within the Office of Michigan's Public Safety Communications System, Integration & Response section. This manager will be the first line manager for this work area and will be responsible for carrying out management duties for their staff. The manager is responsible for providing direction and control of functions and activities in the work area including establishing priorities and allocating staff. The supervisory functions that this position manages include employee evaluation, counseling, selection, provision of technical and policy guidance and training of employees. This position will oversee multiple information technology systems and projects.

Responsibilities also include developing processes to ensure DTMB technology standards are implemented and maintained within the area. Serve as the technical escalation point for ongoing projects, participating in or leading project status meetings, reviewing project documentation, reporting progress of ongoing projects and system support to management, and facilitating conversations with other DTMB technical areas, Customers, and vendor personnel related to program areas.

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**

Responsible for supervision of staff and workload for the System Support, Security, & Emergency Response (SSER) unit.

Individual tasks related to the duty:

- Clearly communicate via written form and verbally, the organization's goals for the team and assure each employee and contractors understands their role in meeting the goals.
- Direct, coordinate, monitor and supervise the activities of staff in the delivery of information technology solutions and system support.
- Perform quarterly review with staff members on yearly defined performance metrics, competencies, professional development plans, and career goal objectives.
- Perform annual review of staff performance and provide ratings for each competency, overall performance rating, and feedback to employees.
- Plan and develop cost/schedule estimates, human and hardware resources requirements, work plans, projections, and presentations that realistically and accurately reflect the staff's ability to meet new and existing commitments.
- Review project work plans with management and staff to establish target dates for project work.
- Monitor project activity and direct action to facilitate prompt and timely completion.
- Provide management with a regular status of all projects to assure effective attainment with objectives. Recommend measures, when necessary, to bring projects back in line with objectives and timelines.
- Make presentations to senior management and recommend new or existing systems, applications, and features to meet customer or support needs.
- Establish and oversee the monitoring and review of production systems performance to ensure they meet or exceed defined requirements.

Duty 2

General Summary: **Percentage:** **25**

Assist with project management and/coordination between IT Operations Unit, SSER, agency program managers, contractors, and stakeholders to assure the completion of the project on time, on budget, and within scope.

Individual tasks related to the duty:

- Assure change management processes are followed, completed, documented, and have proper sign off as systems move from design to deployment and into operations.
- Attend, as needed, project meetings with MPSCS teams, PMO, Client Relationship Managers (CRM), contractors, and stakeholders to identify business needs, project objectives, and scope.
- Identify project risk and implement corrective actions to stay on schedule, within budget, and scope. Assure risk management plan is continuously updated by project managers and risks are communicated.
- Assure quality assurance plan is included in the project documentation and is complete with proper sign off obtained prior to implementation of any service in the production environment.
- Conduct as needed meetings to update business owners, management, users, and stakeholders on projects status and proper communications are timely and beneficial.
- Help staff when project deadlines are in jeopardy and re-prioritize workload when needed.

Duty 3

General Summary: **Percentage:** **20**

Provide guidance and resources to subordinates to ensure all assigned staff remain highly trained and capable of deploying, maintaining, and supporting large, complicated applications and systems.

Individual tasks related to the duty:

- Provide overall technical guidance to staff.
- Develop an environment conducive to building technical skills and is maintained for all subordinate staff.
- Stay current on technical trends, be familiar with the strategic direction from the Enterprise Architecture team.
- Attends classes, seminars, and training sessions to develop skills and knowledge.

Duty 4

General Summary: **Percentage:** **5**

Perform other duties as assigned.

Individual tasks related to the duty:

- Serve as backup for the Section manager.
- Other duties as assigned.

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

Will carry out coordination of team members, determine required changes to task schedules and timelines; advise immediate supervisor of impact of changes; determine what skill sets are needed from workgroup resources.

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

Initial allocation of budget and staff. Purchase of equipment or software to support project development and implementation. Decisions that have impact to the operating budget. Substantial deviations from methodology, practices, standards, or written policies. Decisions which will have major impact on project objectives and direction or are politically sensitive in nature.

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.

This position is primarily an office job but requires field familiarity and driving to field sites as necessary.

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.

NAME	CLASS TITLE	NAME	CLASS TITLE
WELSH, CORRIE A	INFO TECH PRGMR ANALYST-A 12	COLLIER, CHARLES A	INFO TECH PRGMR ANALYST-A 12
FERA, ALEXANDER M	INFO TECH PRGMR ANALYST-E P11	MCCORMICK, MATTHEW J	INFO TECH PRGMR ANALYST-E P11
VACANT	INFO TECH PRGMR ANALYST-E	VACANT	INFO TECH PRGMR ANALYST-E
VACANT	INFO TECH PRGMR ANALYST-E	WHITE-BURTON, SHIE L	INFO TECH PRGMR ANALYST-E P11
JANSMA, SARAH	INFO TECH PRGMR ANALYST-E P11		

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

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

This position will supervise professional information technology staff who deliver, support, and manage, public safety applications and systems. These applications and systems enable our local, state, and federal customers, to accomplish their mission and serve the citizens of Michigan.

Critical Job Role: The primary responsibility of this position is to oversee unit activities, provide direction and control of functions and activities in the work area including establishing priorities, and allocating staff.

Competencies: Customer Focus, Communication, Decision Making, Building Strategic Working Relationships, Facilitating Change, Developing a Successful Team, Planning and Organizing Work, Innovation, and Initiating Action.

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

- Duty 1 updated to reflect change in unit name and percentage of time spent on duty. Individual tasks are close to the same as it is the supervisor of the unit, in addition to review project plans, cost and schedule estimates, presentations to senior management, etc.
- Duty 2 updated to reflect the change in unit name, names of units providing support to, and percentage of time spent of duty. Individual tasks updated to reflect the changes of working within the unit and partnering with other units in project capacities to ensure change management process is followed, risks are identified, correction is taken, QA is included, etc.
- Duty 3 updated to reflect the percentage of time spent on duty and individual tasks now related to guiding staff in technical training, building skills, and staying up to date on emerging technology, applications and systems.
- Duty 4 updated to reflect the percentage of time spent on duty. Individual tasks changed to "other duties as assigned" and to "serve as the backup section manager."

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

The work areas primary responsibility is to implement and provide support for information systems of the MPSCS. This area is also responsible for emergency communications response, planning, and training for MPSCS and within the State Emergency Operations Center (SEOC) during exercises and activations.

This Information Technology Manager will supervise professional information technology staff who perform a wide range of professional assignments related to system security, system implementation, integration, and emergency response for the MPSCS.

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26. 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 not less than 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 Manager 14 - 15
Three years of professional experience equivalent to an Information Technology Infrastructure, Programmer/Analyst or IT Project Coordinator P11 or one year equivalent to an Information Technology Infrastructure, Programmer/Analyst or IT Project Coordinator 12.

Alternate Education and Experience

Information Technology Manager 14 - 15
Three years of experience as a computer programming supervisor or Information Technology Supervisor may be substituted for the education and experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

Required:

- Knowledge and/or experience in team or workgroup leadership principles
- Knowledge and/or experience in with support and delivery of Public Safety Applications/Systems in a complex enterprise environment
- Knowledge of project management principles
- Knowledge of change control systems and practices

Highly Desirable:

- Knowledge of supervisory and training techniques, employee policy, and procedure.
- Ability to communicate technical technology at a level appropriate to the audience.
- Knowledge of the standard Microsoft Office Suite of tools.
- Ability to establish and maintain effective relationships with clients and matrix support teams.
- Ability to show respect to all team members, actively contribute to team meetings, share information, and treat others fairly.
- Ability to resolve complex problems in a timely manner and seek optimum solutions.
- Strong written and verbal communication skills; ability to effectively make oral and written reports and presentations and prepare clear and concise documentation.
- Ability to keep clients and team members informed and respond to client requests in a timely manner with positive communications.
- Ability to delegate tasks and projects to Team Leads or appropriate staff. Mentor and direct employees to the appropriate course of action
- Ability to analyze trends and available data, initiate research, and support state-of-the-art technologies.

CERTIFICATES, LICENSES, REGISTRATIONS:

N/A

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.

None

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

SHANITRA FLUELLEN	1/23/2025
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**