

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 – End User Support
4. Civil Service Position Code Description Departmental Specialist-2	10. Division
5. Working Title (What the agency calls the position) Departmental Specialist 13	11. Section
6. Name and Position Code Description of Direct Supervisor CASEY, TONEY; STATE DIVISION ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor TOBER, KATHRYN J; SENIOR MANAGEMENT EXECUTIVE	13. Work Location (City and Address)/Hours of Work Secondary Complex - Operations Center -7285 Parsons Dr. Dimondale Mi. 48821 / M -F 8-5

14. General Summary of Function/Purpose of Position

This position serves as the Administrative Specialist for the Division Director for the DTMB Client Service Center (CSC) which provides technology help desk support to the state's 47,000+ staff. This position will advise, assist, and support the Division Director in all areas of responsibility, including, but not limited to budget planning, HR liaison, program and strategic planning, and policy and procedure development. This position will represent the Division Director at meetings and make decisions that will directly impact the CSC. This position will serve as the liaison to Human Resources for onboarding/offboarding for CSC and MiECC divisions and acts as a backup to Field Services Division.

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

Function as the Administrative Specialist to the Division Director of the Client Service Center in all areas of responsibility, including budget planning, HR onboarding/offboarding, contract and vendor management, and workforce management.

Individual tasks related to the duty:

- Advise and assist in the development and implementation of Division goals, objectives, policies, procedures, standards, and management plans.
- Facilitates meetings chaired by the Division Director.
- In coordination with the CSS Budget Liaison, provides project spend planning and oversight for the Division Director, which includes tracking monthly spend activities and forecasting. Tracks project initiatives for annual budget forecasting.
- In coordination with the CSS Budget Liaison, coordinates and facilitates all contract and vendor management activities for the Division.
- Works with Human Resource staff to ensure compliance with all Civil Service rules and regulations along with compiling and analyzing Human Resource records, data, and reports.
- Assists with workforce management, which includes resource allocation and planning to optimize productivity and reduce risk.
- Serves as onboarding and offboarding specialist for new and departing staff.
- Develops and recommends strategies to improve operational effectiveness.

Coordinates compliance with state and federal audit recommendations.

Duty 2

General Summary:

Percentage: 25

Serve as a lead for special project coordination, tactical/operational planning and strategic planning initiative implementation. Participates in program, policy, and procedure development for the CSC. Conduct research as needed for important division goals and objectives.

Individual tasks related to the duty:

- Help in facilitation of biennial CSC call center certification planning to ensure the help desk meets the objectives of the certifying agency.
- Tracks, publishes, and follows up with areas in the implementation and follow through of strategic planning initiatives
- Facilitate IT Service Intakes with SMEs to gather requirements for development of new reports and automated services
- Analyze and test new development tools, languages and equipment upgrades
- Maintain a thorough and ongoing knowledge and awareness of IT developments and trends in CSC
- Review and gather potential solutions for the Client Service Center

Continual review of the Client Service Center environment to be able to suggest employee motivation and engagement strategies

Duty 3

General Summary:

Percentage: 20

Assist the CSC Director by providing a full range of analytical and research activities

Individual tasks related to the duty:

- Assist Division Director in providing analytical research and recommendations for further development.
- Monitor division specific project data evaluating project hours, milestones, and budget.
- Participate in development of reports used for management meetings.
- Assist Division Director researching, analyzing, and compiling, information in preparation for budget review meetings with the CSS Budget Specialist.
- Develop and integrate metrics, reporting, and customer satisfaction solutions in alignment with Quality Management Procedures and Training processes.
- Facilitate IT Service Intakes with SMEs to gather requirements for development of new reports and automated services.
- Analyze and test new development tools, languages, and equipment upgrades.
- Maintain a thorough and ongoing knowledge and awareness of IT developments and trends in End User Support.

Duty 4

General Summary:

Percentage: 5

Other Duties as Assigned

Individual tasks related to the duty:

- Carry out the directives of Management in support of providing customer service to clients of DTMB
- Assist EUS Bureau Director with strategic and administrative tasks when needed
- 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.

All decisions necessary to set priorities in completing work. Managing daily priorities and meeting deadlines. Decisions regarding the overall management of Client Service Center data repository.

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

Decisions impacting the Division overall. If a unique situation or unclear policy issue arises, a supervisor or manager will be consulted to assure that correct information is being provided and/or difficult situations are being resolved.

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.

Typical office environment with majority of time spent in the office sitting for long periods of time at a desk and/or computer. May include stooping, reaching, lifting and carrying boxes or files. May involve personal use of vehicle and driving.

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"/> 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. |

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?

Provides full range of administrative, analytical and research activities to Client Service Center Division.

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

New Establishment

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

The Center for Shared Solutions provides leadership and technical expertise for the collaborative development, implementation, promotion and sharing of IT solutions. The CSS mission enables government to serve the citizens and customers of the state more effectively and efficiently. This position serves as the Administrative Specialist for the Director of the Client Service Center in the End User Support Bureau, providing analytical, research, and strategic initiative activities.

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 in any major.

EXPERIENCE:

Departmental Specialist 13 - 15

Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the principles and practices of research and analysis.
- Knowledge of the principles of administrative management, including budgeting techniques, office procedures, and reporting.
- Ability to analyze, synthesize, and evaluate a variety of data for use in program development and analysis.
- Ability to establish program or service procedures, policies, or guidelines and to relate these to objectives.
- Ability to prepare requests for proposals and program agreements.
- Ability to maintain favorable public relations.
- Ability to formulate plans, procedures, and controls in a program or service area.
- Ability to learn and utilize computer processes.
- Ability to design forms.

CERTIFICATES, LICENSES, REGISTRATIONS:

Duties may involve the use of a personal vehicle.

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.

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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.

SHANITRA FLUELLEN

3/18/2025

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