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| CS-214  REV 8/2007 |  | 1. Position Code |
|  | 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 |  |

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| This form is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties’ sign and date the form. If the position is vacant, the supervisor and appointing authority should complete the form.  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. **THE SUPERVISOR AND/OR APPOINTING AUTHORITY SHOULD COMPLETE THIS PAGE.** | | | |
| 2. Employee’s Name (Last, First, M.I.)  Vacant | | 8. Department/Agency  Department of Technology, Management & Budget | |
| 3. Employee Identification Number | | 9. Bureau (Institution, Board, or Commission)  Agency Services supporting LARA | |
| 4. Civil Service Classification of Position  Information Technology Manager 14 | | 10. Division  LARA Lansing | |
| 5. Working Title of Position (What the agency titles the position)  Information Technology Manager 14 | | 11. Section  Enterprise Support Section | |
| 6. Name and Classification of Direct Supervisor  Philip Arnold, State Administrative Manager 15 | | 12. Unit  WebApp & Security | |
| 7. Name and Classification of Next Higher-Level Supervisor  Stuart Willard, State Division Administrator 17 | | 13. Work Location (City and Address)/Hours of Work  Ottawa Building 611 W. Ottawa Street, 1st Floor, Lansing, MI 8:00-5:00 (M-F, hybrid onsite 2 days) | |
| 14. General Summary of Function/Purpose of Position  This is the first level IT Manager that leads the WebApp & Security team supporting the Department of Licensing and Regulatory Affairs (LARA). The person in this position must be thoroughly knowledgeable in enterprise application and data services, middleware support, infrastructure collaboration, quality assurance, configuration management, service-oriented architecture (SOA) governance, administration, operations and metrics. This person must also have a working knowledge of technologies used in this unit. These technologies include SUITE Project Management and services governance systems. | | | |
| For Civil Service Use Only | | | |
| 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 % of Time 55**  In the capacity of a first line supervisor, direct and supervise activities of unit staff. | | | |
| **Individual tasks related to the duty.**   * Responsible for work assignments * Approve annual and sick leave * Responsible for performance-related functions * Participate in counseling staff if necessary * Review resumes and make hiring recommendations * Determine training needs of staff * Recommend staff for promotions * Conduct staff meetings to coordinate communication between the team and management * Work with staff to develop self-improvement plans * Develop staff by mentoring and training * Provide staff with resources necessary to succeed * Measure improvement plans and adjust as necessary * Provide Agency Business Point of Contacts with information from the time tracking system * Provide Metric planning and tracking regarding support issues * Manage Remedy/DevOps Queue and coordinate support issues | | | |
| Duty 2 **General Summary of Duty 2 % of Time 25**  This position is responsible for planning, directing and coordinating activities of the unit to ensure that the objectives and goals of the DTMB Client Agency are accomplished in accordance with prescribed priorities, time limitations, and budgets. | | | |
| **Individual tasks related to the duty.**   * Review proposals for work * Allocate resources * Establish time frames for completion of work project(s) and set goals for unit * Monitor work product for completion and/or problems * Set design and development standards for team, within agency standards * Develop standard System Development Life Cycle (SDLC) documents and best practices. * Evaluate and verify development, design, implementation and maintenance of data processing systems (hardware/software) for the unit. * Prepare and present presentations to user groups, bureau, management and/or external groups. * Review, develop and evaluate new technical methodology used in areas of IT, systems and programming development standards. * Monitor work product for completion and /or problems. * Advise upper management of work project(s) timelines. | | | |
| Duty 3 **General Summary of Duty 3 % of Time 20**  Provide support for projects. Oversee & coordinate development, testing & implementation of projects. Other Duties as assigned. | | | |
| **Individual tasks related to the duty.**   * Provide training of staff when required. * Manage resources and oversee the progress of projects. * Oversee the creation and maintenance of test scenarios * Maintain Tracker & Ticketing system requests * Maintain and oversee all security related requirements for all applications, such as SSP’s, disaster recovery plans, and achieving necessary ATO’s * Provide test results reports including test runs, success rates, planned runs compared to actual runs and others * Oversee the usability of all applications * Coordinate load testing, UAT, and usability testing * Coordinate feasibility and cost studies for user requests for IT services. * Recommend automation projects and prioritize all data processing requests for the unit. * Duties as required by management or administration. | | | |
| 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.   * Determination of course of action for production failures. * Determination of appropriate security level of staff. * Determination of training materials used for training classes. * Determination of appropriate report, metrics and source document formats which affect user staff, data entry, and other analysts. | | | |
| 17. Describe the types of decisions that require your supervisor’s review.  Re-evaluation of project assignment priorities and deadlines when unexpected changes occur corresponding to the complexity or amount of effort required for completion in relationship to other priority projects that come up. | | | |
| 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.  Use of personal computer to perform troubleshooting, evaluate new tools and products, provide technical materials, communicate with user staff, and report status. 80% of the time spent using keyboard and mouse. Not intensive. | | | |
| 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.) | | | |
| NAME | CLASS TITLE | NAME | CLASS TITLE |
| Rick Bengel | ITS 14 | Joe McNeilly | ITPA 12 |
| Terrence Banks | ITPA 11 | Carol Teachout | ITS 14 |
| Ross Gatien | ITPA 12 | Brian Boggan | ITPA 12 |
|  |  | Thomas Bryant | ITPA 12 |
| Josh Martin | ITPA 12 | Jacob Dennis | ITPA 11 |
| Chad Berry | ITPA 12 | Yousif Algburi | ITPA 11 |
| 20. My responsibility for the above-listed employees includes the following (check as many as apply):  **X Complete and sign service ratings. X Assign work.**  **X Provide formal written counseling. X Approve work.**  **X Approve leave requests. X Review work.**  **X Approve time and attendance. X Provide guidance on work methods.**  **X Orally reprimand. X 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.**

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| 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?  I agree with all the responses above. |
| 23. What are the essential duties of this position?  Same as listed above. |
| 24. Indicate specifically how the position’s duties and responsibilities have changed since the position was last reviewed.  Additional applications have been added due to state organizational changes. Staff members have been adjusted. |
| 25. What is the function of the work area and how does this position fit into that function?  The function of the section is to provide enterprise IT architectural services, application security & disaster recovery, database administration, middleware configuration and support, infrastructure collaboration, quality assurance services, configuration management, standards and policies and enterprise web services to the DTMB client agencies and the DTMB divisions supporting them.  This position leads the IT support unit responsible for full systems engineering methodology (SEM) lifecycle management, operations, and technical administration of IT enterprise services. |
| 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 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:  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:** 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:  Five years of customer service experience. |
| CERTIFICATES, LICENSES, REGISTRATIONS:  Duties of the position may require the use of a personal vehicle. |
| *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. |
| 29. *I certify that the entries on these pages are accurate and complete.*    **Appointing Authority’s** **Signature Date** |