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| **State of MichiganCivil Service Commission** |

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| **Position Code** |

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

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| **POSITION DESCRIPTION** |

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| 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. |

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| **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)** |
|  | Agency Services |
| **4. Civil Service Position Code Description** | **10. Division** |
| INFO TECH SPECIALIST-3 | DTMB, SBO, & ORS |
| **5. Working Title (What the agency calls the position)** | **11. Section** |
| Client Specialist  |  |
| **6. Name and Position Code Description of Direct Supervisor** | **12. Unit** |
| GIGET SCHLYER-NIAZI; STATE DIVISION ADMINISTRATOR |  |
| **7. Name and Position Code Description of Second Level Supervisor** | **13. Work Location (City and Address)/Hours of Work** |
| MANUEL ROSALES; SENIOR MANAGEMENT EXECUTIVE | 530 West Allegan Street, Lansing, MI 48933 / 8:00am - 5:00pm (Hours May Vary) |

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

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| This position reports to the Business Relationship Manager (BRM) for Technology, Management & Budget (DTMB), State Budget Office (SBO), & the Office of Retirement Services (ORS) and is responsible for tactical and operational coordination and communication of information technology services to the client agencies. A large degree of autonomy is required in prioritization of assignments based on a detailed knowledge of business needs. This position must be able to function with a minimum of direct supervision and requires a high degree of direct contact with client agency program managers and directors as well as Infrastructure Services management and the Enterprise Project Management Office (EPMO) on major projects.   |

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| **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.** |

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| **Duty 1** |
| **General Summary:** | **Percentage:** | **50** |
| Responsible for tactical and operational coordination and communication of Information Technology (IT) services to the Client Agencies.  Functions as the primary point of contact with the Client Agencies for problem resolution and implementation coordination.  Advises and assists the Business Relationship Manager (BRM) in all areas of responsibility. |
| **Individual tasks related to the duty:** |  |  |
| * Work with contacts to correct and/or escalate urgent issues related to their business.  This assistance includes application issues, hardware and software needs, and efforts to tailor existing implementations to meet specific needs.
* Develop and recommend creative solutions and strategies for development and implementation issues particularly in non-standard working environments.
* Primary responsibility to manage the BRM’s relationship and expectations for the delivery of services, project administration/operations/status, and to discuss client agencies’ technology strategies as directed by the BRM.
* Leverage a highly technical and thorough understanding of agency business goals, drivers, constraints and critical issues that are key components in recommending technical direction.
* Based on knowledge of Client Agencies’ upcoming initiatives, provide early warning to DTMB for anticipated resource needs and provide strategies and technologies which will optimize the cost effectiveness and reliability of IT resources.
 |
| **Duty 2** |
| **General Summary:** | **Percentage:** | **20** |
| Assist the Business Relationship Manager (BRM), General Manager (GM) and Agency Service Director (ASD) with program planning, policy, and procedural development to identify technology needs specific to the client agencies.  |
| **Individual tasks related to the duty:** |  |  |
| * Assist BRM and GM in the development and execution of strategic plans.
* Understand specific agency business goals, drivers, direction, critical issues and constraints.
* Apply technical knowledge to assist and provide guidance for pre-project planning with client agencies.
* Work with BRM’s managers in the development of business plans and alternative solutions related to strategy development.
* Applies DTMB standards to proposed solution to assure the solution is appropriate.
* Assist the BRM by monitoring the progress of leveraged service delivery projects.
* Represents the BRM at meetings.

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| **Duty 3** |
| **General Summary:** | **Percentage:** | **10** |
| Functions as the primary point of contact with client agencies for problem resolution and implementation coordination. |
| **Individual tasks related to the duty:** |  |  |
| * Develops and manages relationship / expectations by facilitating the delivery of all leveraged services for the client agencies.
* Provides proactive communication with client agencies and provides advisory services as required.
* Understand the inter-relationships of specific applications and the platforms they execute on to be able to communicate with the client agencies possible implementation strategies.

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| **Duty 4** |
| **General Summary:** | **Percentage:** | **10** |
| In conjunction with the Infrastructure Specialist, functions as the primary point of contact with Infrastructure Services for information gathering purposes. |
| **Individual tasks related to the duty:** |  |  |
| * Provides communication on infrastructure availability based on RFC communications.
* Provide problem resolution and issue management between Infrastructure Services and BRM.
* Understand the platforms (Mainframe, Server, Web, etc.) and tools available to system developers to provide guidance in designing and creating application updates, modifications and new initiatives.
* Understand system designer needs and client requirements and communicate these needs to Infrastructure Services so they can be supplied to system development staff.
* Facilitate priorities, timeframes, deliverables and costs between BRM’s area of purview and Infrastructure Services.
* Work with Infrastructure Services partners to identify new requirements and develop services to facilitate IT needs of client agency
 |
| **Duty 5** |
| **General Summary:** | **Percentage:** | **10** |
| Completes special assignments and special projects as needed as assigned by the BRM, GM, and/or the ASD |
| **Individual tasks related to the duty:** |  |  |
| * Develops approach to accomplish special assignments requested by client agency, including strategic direction, work plans, and analysis.
* Other duties as assigned.
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| **16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.**  |

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| Independent decisions include prioritizing work, managing the relationship/expectations and providing overall   accountability of the delivery of leveraged DTMB services.  |

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

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| Decisions having strategic technical implications, conflicts between technical directions or staff organizations, and any other design or change having significant impact to department staff.   |

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| **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.** |

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| Normal office environment.  |

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| **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.** |

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| **Additional Subordinates** |

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

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| Complete and sign service ratings. |

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| Assign work. |

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| Provide formal written counseling. |

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| Approve work. |

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| Approve leave requests. |

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| Review work. |

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| Approve time and attendance. |

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| Provide guidance on work methods. |

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| Orally reprimand. |

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| Train employees in the work. |

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| **22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?** |

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| **23. What are the essential functions of this position?** |

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| * Acts as focal point between State Division Administrator, Agency Support Director and Infrastructure Services Delivery Division.
* Assist the BRM with client/agency-based planning to identify technology needs and direction of specific State of Michigan agency(s) including tactical and operational planning for initiatives.
* Develop and recommend creative solutions and strategies to deployment and implementation issues particularly in non-standard working environments.
* Work with contacts to correct urgent issues related to their applications. This is not limited to correcting errors, but includes efforts to tailor existing implementations to meet specific needs.
* Leverage a highly technical and thorough understanding of agency business goals, drivers, constraints and critical issues that are key components in recommending technical direction.
* Must be able to communicate with other analysts, project managers and with the user, both listening and lending professional advice. This position must work well in team focused environment.

 Critical Job Role: Client Specialist.Competencies: Customer Focus, Building Trust, Technical and Professional Knowledge and Skills, Communication, and BuildingStrategic Working Relationships.   |

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

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

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| The Agency Support division is responsible for providing system and programming development to multiple programs areas within the client agencies/departments. The division must assess user problems/needs, design, develop, program, implement, maintain, enhance, manage, and control numerous computer systems. It must perform these activities in compliance with state and federal regulations, in adherence to prevailing division policy, procedures, and standards, while maintaining operational effectiveness. This position serves as a technical specialist assigned leveraged teams within DTMB supporting the client partners. |

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

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| **EDUCATION:** |

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|  Possession of a bachelor’s degree with at least 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.   |

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| **EXPERIENCE:** |

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| Four years of professional experience equivalent to an Information Technology Infrastructure or Programmer/Analyst P11 or one-year equivalent to an Information Technology Infrastructure or Programmer/Analyst 12.    |

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| **KNOWLEDGE, SKILLS, AND ABILITIES:** |

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| * Thorough knowledge of the various aspects of complex technology systems.
* Ability to use precedents in making decisions.
* Capacity to communicate effectively with others and maintain favorable public relations with clients. Ability to communicate technical terminology at a level appropriate to the audience.
* Considerable knowledge of application development environments.
* Ability to gather and analyze facts, define problems and recommend solutions.
* Ability to conduct client interviews and establish and maintain effective relationships with system users.
* A through knowledge of the various aspects of the business of DTMB, MCSC & SBO is also needed.
* The ability to recommend technical solutions to business problems is essential.

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| **CERTIFICATES, LICENSES, REGISTRATIONS:** |

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| Duties of the position may require the use of a personal vehicle.  |

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| ***NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of 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.*** |

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| **Supervisor** |

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| **Date** |

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| **Indicate any exceptions or additions to the statements of employee or supervisors.** |

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

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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.*** |

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