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| CS-214  Rev 11/2013 |  | Position Code   1. INFOTMGRD22N |
|  | State of Michigan **Civil Service Commission**  Capitol Commons Center, P.O. Box 30002  Lansing, MI 48909 |  |
|  | POSITION DESCRIPTION |  |

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| This position description serves as the official classification document of record for this position. Please complete this form 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 |
|  | Department of Technology, Management, and Budget |
| 3.Employee Identification Number | 9. Bureau (Institution, Board, or Commission) |
|  | Agency Services |
| 4.Civil Service Position Code Description | 10. Division |
| Information Technology Manager 3 | Agency Services Supporting EGLE, DNR, and MDARD |
| 5.Working Title (What the agency calls the position) | 11. Section |
| IT Resource Manager | Quality Assurance, Business Analysis & Process Architecture |
| 6.Name and Position Code Description of Direct Supervisor | 12. Unit |
| Jeanette Clark – SAM15  (STDDADM1O90N) | Compliance & Quality Assurance Teams |
| 7.Name and Position Code Description of Second Level Supervisor | 13. Work Location (City and Address)/Hours of Work |
| Laura Brancheau, SEBRA17  (SENBADMA15N) | 525 W. Allegan St., Lansing, MI  8:00am to 5:00pm, Monday-Friday  Hybrid work location considered in accordance to DTMB |
| 14. General Summary of Function/Purpose of Position | |
| This position will provide the leadership and management of unit staff to meet DTMB customer service goals and objectives, and to meet the business needs of the Environment, Great Lakes and Energy (EGLE), Department of Natural Resources (DNR), & Michigan Department of Agriculture and Rural Development (MDARD) agency partners. The supervisory functions that this position manages include employee evaluation, coaching, selection, distribution of work within the unit, monitoring unit performance to budget constraints, monitoring day-to-day activities, provision of technical and policy guidance and employee skill development. In addition, this position will oversee and be the point of escalation for multiple complex information technology projects for the agency partners of the 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 of Duty 1 % of Time 50**  Leads a unit of staff responsible for supporting/maintaining agency software applications. | |
| **Individual tasks related to the duty.**   * Provide guidance, direction and supervision for unit staff and/or contractors in providing ongoing operations, support, and maintenance of all systems and applications for continued improvement in performance. * Assign tasks to unit members and track progress of the tasks. * Manage/monitor allocations for unit members. Develop cost/time estimates, resource plans, work plans, time schedule and makes work assignments to meet objectives. * Work with Division leadership to develop work priorities, establish timelines, staff requirements, cost estimates, and staffing needs in alignment with organizational and division strategic direction, approved budgets, and agency goals. * Monitor and evaluate employee performance in accordance with MCSC rules and DTMB HR guidelines through the review of completed work assignments and work techniques. Meet regularly with staff to discuss. * Conduct regular team meetings to facilitate effective communication and teamwork, as well as discussions regarding assignments, priorities, and training. * Administer policies and procedures governing staff in the workplace. * Assign staff to workgroups and committees, where appropriate. * In accordance with MCSC rules and DTMB HR guidelines, participate in the hiring of new staff, including interviews, reference checks, and recommendations, as needed. * Maintain and regularly update a skills inventory of all assigned staff for use in development of individual training plans. Develop staff through training, as well as coaching and mentoring. * Maintain records, prepare reports, and compose correspondence relative to the work. * Establish and monitor program priorities and objectives, targets of services and resource allocation. * Perform capacity/resource planning of staff to optimize performance. * Participate in key decision-making activities related to budget needs, unit operations, and staffing. * Obtain the necessary equipment and tools needed for staff to perform their work. | |
| Duty 2 **General Summary of Duty 2 % of Time 25**  Provide Project Support and Technical Assistance. | |
| **Individual tasks related to the duty.**   * Provide day to day oversight and technical guidance to staff on situations that require a technical decision. * Promote the use of SUITE/SEM project methodology for all projects and maintenance requests. * Promote the use of Agile philosophy and Scrum methodology. * Promote the division’s Azure DevOps standard configurations and consistent updates by team members as required to meet the division’s expectations and team norms. * Provide technical guidance and content knowledge on work activities supporting applications and technical initiatives. Facilitate connections within DTMB where necessary to ensure guidance is aligned with DTMB Standards. * Make recommendations for an improved IT infrastructure and architecture and offer solutions to application and database problems (design, access, and content) on an enterprise and business area level. * Approve staff allocation to ensure adequate resources are available to carry out projects designated for the work area. * Participate in project tailoring activities. * Review and approve project definition documents (tailoring, charter, stage exits, etc.) and project deliverables. * Assure ‘lessons learned’ are completed and included in the project documentation prior to project close out. * Assure that enterprise DevSecOps principles are incorporated in project planning and execution. * Facilitate project meetings with agency program managers, contractors, and stakeholders to identify business needs, project objectives and scope. * Review and approve draft corrective action plans for assigned projects before corrective action plan is presented to the client. * Identify project risk and implement corrective actions to stay on schedule, within budget and scope.  Assure risk management plan is continuously updated by project manager and risks are communicated. * Assure change management processes are included in project documentation, are complete, and proper approval has been obtained prior to implementation of any change orders. * Assure quality assurance plan is included in the project documentation, is complete, and proper approval has been obtained prior to implementation of any application in the production environment. * Assure Authority to Operate (ATO) is obtained, if required, prior to implementation of any application in the production environment. * Assure that a comprehensive communication plan has been prepared and is used throughout the project. * Conduct meetings and/or presentations to update business users, management, and stakeholders on project status. * Request Project Manager assignments in alignment with the estimates for the project efforts. * Review all project estimates with the estimator and ensure that deviations from the estimate are approved through the program managers and project sponsors (agency and DTMB). | |

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| Duty 3 **General Summary of Duty 3** **% of Time** **20**  Responsible for the planning and coordination of unit activities to ensure that the objectives and goals of the Agencies are accomplished in accordance with Agency priorities, time limitations, and budgets. |
| **Individual tasks related to the duty.**   * Review customer requests and develop work plans for initiatives to meet objectives, meeting with customers as necessary to clearly outline issues and their resolution. * Promote compliance with established IT Policies, Standards, and Procedures (PSPs). * Identify and support initiatives that improve business processes, data quality, enhance response time, or improve the operation of the unit. * Oversee the resolution of complex IT problems related to the agency partner’s systems. * Create work statements for IT contractual services. * Ensure contractual deliverables are met. * Act as the liaison between top level management and customers. * Make recommendations to both users and management to improve the effectiveness and efficiency of processes and practices. * Attend and participate in Division all-staff meetings and operational standing leadership meetings. * Lead and contribute to activities to complete Division process improvement activities. |
| Duty 4 **General Summary of Duty 4 % of Time 5**  Other duties, as assigned. |
| **Individual tasks related to the duty.**   * Perform IT related documentation upon request. * Attend IT related meetings and seminars upon request. * Serve on IT related advisory groups and interview panels upon request. * Travel for IT related business upon request. * Prepare status reports as requested. * Special projects as defined by leadership. * Other IT-related tasks as requested by DTMB |

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| Duty 5 **General Summary of Duty 5 % of Time** |
| **Individual tasks related to the duty.** |

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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.  This position is responsible for all team activities; therefore, it must be able to perform functions independently. Decisions to be made include, but are not limited to: project implementation approval, staff schedules, system problem resolution, resource allocation for special projects, priority setting for overlapping staff assignments, team effectiveness/efficiency, staff evaluations, and establishment and recommendation of standards and procedures for the emerging technology. | | | |
| 17. Describe the types of decisions that require the supervisor’s review.  Decisions with a financial or policy impact. Application approval and submittal for federal funding for projects and IT initiatives. Results of special assignments. Actions that would result in failure to meet Service Level Agreement objectives.  Assistance is requested from the Section Manager when direction or decisions are required that are above the level of responsibility for this position. | | | |
| 18. What kind of physical effort is used to perform this job? What environmental conditions is this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.  Work is performed in a typical office environment where there may be long periods of work sitting at a desk working on a personal computer. | | | |
| 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. (If more than 10, list only classification titles and the number of employees in each classification.) | | | |
| NAME | CLASS TITLE | NAME | CLASS TITLE |
| Nick Lay | ITPA P11 | Kristie Hovey | ITPA 12 |
| Vani Moluguri | ITPA 12 | Teresa Roberts | ITPA 12 |
| Allen Simmons | ITPA 12 | Mark Zehner | ITPA 12 |
| Jonah Smith | ITPA 12 | Vacant (Demay) | ITPA P11 |
| Nile Ragatz | ITPA 9 | Vacant (Smith) | IT Student |
| 20. This position’s responsibilities 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.** | | | |

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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?  Management prepared. |
| 23. What are the essential functions of this position?  The essential functions of this position include, but are not limited to, leading first line staff in the support of customer service, project completion and maintenance of IT applications and services. |
| 24. Indicate specifically how the position’s duties and responsibilities have changed since the position was last reviewed.  Duties of this position have not changed. |
| 25. What is the function of the work area and how does this position fit into that function?  The work area’s primary function is Compliance – completing System Security Plans in the State’s GRC tool, performing process audits, and monitoring and assisting with vulnerability scans; and Quality Assurance support – creating and executing test cases, logging and tracking defects, completing SEM QA documentation, performing ADA reviews, and conduct application vulnerability scanning. This position manages the resources within this work area – managing assignments and allocations, reviewing and approving time, handle escalations, support Compliance efforts, review and approve SEM QA documentation when appropriate, and coordinate larger enterprise QA efforts. |
| 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 terms) hours in computer science, data processing, computer information systems, data communications, networking, systems analysis, computer programming, or mathematics |
| EXPERIENCE:  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. |
| KNOWLEDGE, SKILLS, AND ABILITIES:   * Knowledge of principles and techniques of management, supervision, communication, and organization. * Ability to instruct, direct, and evaluate employees. * Ability to effectively communicate with others, both verbally and in writing. * Ability to keep customers and staff members informed and respond to customer requests in a timely manner with positive communications. Make communication a priority. * Ability to work well with a diverse range of individuals. * Ability to maintain control of the environment in high pressure situations. |
| CERTIFICATES, LICENSES, REGISTRATIONS: |
| *NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for 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’s Signature Date** |
| TO BE FILLED OUT BY APPOINTING AUTHORITY |
| Indicate any exceptions or additions to statements of the employee(s) or supervisors. |
| *I certify that the entries on these pages are accurate and complete.*    **Appointing Authority** **Signature Date** |
| TO BE FILLED OUT BY EMPLOYEE |
| *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’s Signature Date** |

**NOTE: Make a copy of this form for your records.**