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| CS-214  Rev 11/2013 |  | Position Code   1. DEPTALTEW09Y |
|  | 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 |
|  | Labor and Economic Opportunity |
| 3.Employee Identification Number | 9. Bureau (Institution, Board, or Commission) |
|  | Bureau of Services for Blind Persons |
| 4.Civil Service Position Code Description | 10. Division |
| Departmental Analyst 9 – P11 | Administrative Services |
| 5.Working Title (What the agency calls the position) | 11. Section |
| Departmental Analyst | Administrative Services |
| 6.Name and Position Code Description of Direct Supervisor | 12. Unit |
| HULL, JAMES W; STATE DIVISION ADMINISTRATOR |  |
| 7.Name and Position Code Description of Second Level Supervisor | 13. Work Location (City and Address)/Hours of Work |
| PEMBLE, MICHAEL G; SENIOR MANAGEMENT EXECUTIVE | Hybrid Monday - Friday 8-5  This position requires working from the BSBP Central  Office, 702 W. Kalamazoo St., Lansing, 2 days per week. |
| 14. General Summary of Function/Purpose of Position | |
| This position will be responsible for assisting BSBP staff with the implementation of the electronic Case Management System (System 7) for the Business Enterprise Program (BEP), including the future migration to the Libera BEP inFormed platform. This person will work with the vendor, Libera, DTMB, and others involved in that process, perform system testing and acceptance of updates to the system. This position will also assist in the training of BSBP staff in the use of the new system and will be responsible for collecting, analyzing, and reporting on data from the system and perform other assignments as needed. This position also supports BSBP technology and follows up on related matters, data collection and analysis, inventory of equipment, tracking exempt computer equipment and accessibility software, and resolving system related problems. This position serves as the resource specialist for adaptive technology, staying current on emerging technologies, reviewing and testing, and making recommendations to management regarding staff applications and the field services regarding consumer applications. | |
| 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 40%**  Serve as the primary liaison with the vendor of the agency’s future replacement for the Business Enterprise Program electronic case management system (ECMS). This includes being a point person during the migration and then continuing with that responsibility once the new system is installed and operational. Serves as a second line support for the maintenance and implementation of the CMS for the Case Management System, including troubleshooting and system testing. | |
| Individual Tasks Related to the Duty:   * Oversee and assist BSBP, DTMB, and the software vendor, with migration from the current BEP ECMS, to a newer, upgraded ECMS. * Work with bureau management to plan, develop, and initiate training sessions for all BEP staff to learn how to utilize and navigate the new system * Identify and make recommendations regarding areas for on-going improvements and system changes to meet the needs of the bureau’s management team and reporting requirements. * Serve as the single point of contact for BEP staff related to system issues, including IT ticket submission to the vendor and follow up on ticket resolution. * Perform all testing on system upgrades and ticket resolutions in accordance with the vendor test cases to ensure proper resolution and system functionality. * Maintain a relationship with all BEP managers and staff to assist with any trouble-shooting needs or questions that may arise regarding the operation of the system * Test, evaluate, and recommend acceptance or rejection of system updates. * Ensure the system and documents being produced are fully accessible to persons who are blind or visually impaired. * Develop policies and procedures for using ECMS. * Serve as a second line support for the similar tasks related to the Vocational Rehabilitation ECMS. | |
| Duty 2 **General Summary of Duty 2 % of Time 20%**  Extract, gather, and analyze system data to meet the needs of the Bureau to improve services and to timely and accurately file required reports to the Rehabilitation Services Administration, LEO E&T and others as needed from BSBP's Vocational Rehabilitation and BEP ECMS. Ensure compliance to DTMB requirements for the effective, efficient, and appropriate utilization of the ECMS in accordance with DTMB and departmental policies. Maintain current knowledge of State Security Policies and the effective implementation within BSBP and disseminate this information to affected BSBP staff. Monitor the Unemployment Insurance Agency (UIA) Data Sharing Agreement (DSA) compliance requirements, removing staff from access to the ECMS who are not in compliance, adding staff who are new or become compliant and keeping the security agreements current between UIA and BSBP. | |
| **Individual tasks related to the duty.**   * Compile program information to conduct analysis on service needs, service delivery, outcomes, and other requests from various entities. Cross train on VR InFormed and BEP System 7. * Compile data and provide analysis into a well-written report to be shared with and/or presented to other federal and state agencies, community partners, consumers, and others as assigned. * Follow data security and confidentiality requirements. * Working with the E&T Chief Data Steward, Assist in the development of documents required for receiving the Authority to Operate (ATO) and System Security Plan (SSP) for continued approvals to operate the BSBP ECMS. * Accompany Senior Analyst to meetings with management, staff, vendors, and other state departments to discuss IT security protocols, system requirements and industry trends in technology. * Provide expertise and assistance to bureau staff regarding DTMB IT security requirements. * Develop and maintain a listing of all BSBP staff with access to UIA and State Wage Interchange System (SWIS) data. * Assist senior analyst in training BSBP staff on Sharefile. * Ensure that all staff with access to UIA and SWIS data have completed mandatory access documentation and confidentiality requirements. * Update UIA and SWIS documentation when users should be added/removed from access to confidential data. | |

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| Duty 3 **General Summary of Duty 3 % of Time 20%**  This position will serve as the lead staff person in identifying, testing, troubleshooting, and recommending the purchase of all accessible equipment and software as required for Reasonable Accommodation requests for BSBP visually impaired staff. This will include the review, procurement, and inventorying of adaptive equipment provided to BSBP staff, ensuring that equipment is being properly maintained and utilized. In addition, this position will serve as the primary resource on Adaptive Technology, providing training and recommendations to BSBP staff for appropriate equipment related to the provision of services to BSBP consumers. This position will make recommendations to BSBP management on the most effective and appropriate adaptive technology that meets the needs of visually impaired BSBP staff and consumers. This will involve significant research, independent testing, and making strong connections with the private sector to remain current on this fast-evolving field. |
| **Individual tasks related to the duty.**   * Order replacement equipment with a focus on accessible equipment required to comply with Reasonable Accommodation requests for visually impaired staff as needed with prior approval from supervisor. * Identify, research, and make recommendations for equipment to satisfy accommodation requests from visually impaired staff, keeping current on emerging technology and making recommendations to management. * Review requests for Reasonable Accommodations from BSBP staff and make recommendations to management on the provision of adaptive technology to meet the needs of BSBP staff. * Order and track accessibility equipment provided to BSBP staff, monitoring the purchase date, staff assignment, and warranty information. * Satisfy Reasonable Accommodations requirements by ordering and troubleshooting accessibility software such as Adobe Pro, JAWS, ZoomText, YubiKeys and Duxbury for visually impaired staff. * Work directly with DTMB Client Specialist to ensure BSBP is complying with DTMB standards when ordering computer or adaptive technology equipment. |
| Duty 4 **General Summary of Duty 4 % of Time 15%**  Purchase and retain ongoing inventory of all BSBP computers, monitors, printers, brailler’s, other hardware, and accessibility software. Serve as the lead staff person for the contracting, maintenance, and use of multifunction machines in BSBP offices. |
| **Individual tasks related to the duty.**   * Develop, maintain and retain a spreadsheet of all BSBP computer equipment including date of purchase, date of deployment, warranty information, office location and staff assignment. * Perform computer hardware and accessibility software deployment and installation including trouble shooting for problems. * Assist BSBP staff with computer related issues. * Act as liaison with DTMB for BSBP computer equipment, software upgrades, and other issues. |

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| Duty 5 **General Summary of Duty 5 % of Time 5%**   * Other Duties as assigned |
| **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.  Determining the best way to gather data from the system based on the needs of management and some decisions during the migration period.  Recommend solutions to user issues in area of expertise.  Research, review, and make recommendations for the provision and procurement of adaptive technologies, equipment, and software.  BSBP staff and consumers are affected by these decisions. | | | |
| 17. Describe the types of decisions that require the supervisor’s review.  Major decisions or adaptations to the case management system and any financial decision that involves a significant cost service.  All policy decisions.  Significant changes to the Electronic Case Management System including deletion of client case files, case mergers, or changing personally identifiable information. Procurement and assignment of adaptive technologies for staff and consumer uses. | | | |
| 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.  Physical effort is conducive to an office setting. Some Travel is required to attend meetings outside of the office, lifting computer equipment, moving & setting up equipment, crawling around and under work surfaces to make computer connections. | | | |
| 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 |
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| 20. This position’s responsibilities for the above-listed employees includes the following (check as many as apply):  **Complete and sign service ratings. Assign work.**  **Provide formal written counseling. Approve work.**  **Approve leave requests. Review work.**  **Approve time and attendance. Provide guidance on work methods.**  **Orally reprimand. 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? |
| 23. What are the essential functions of this position?  See box #14 |
| 24. Indicate specifically how the position’s duties and responsibilities have changed since the position was last reviewed.  There are no changes. |
| 25. What is the function of the work area and how does this position fit into that function?  The Administrative Services Division is responsible for the electronic case management system (ECMS) and making it available and accessible to all BSBP staff. This position will serve as the lead for the replacement of the BEP System 7 CMS in FY 25.  This position is also responsible for ordering, setting up and keeping accurate inventory of all BSBP computer hardware and specialized software. This position acts as the lead in ensuring compliance to Data Sharing Confidentiality requirements with the Unemployment Insurance Agency and Statewide Wage Interface Systems. Finally, they will back up Senior Analyst working with the System 7 replacement with Libera VR InFormed as a System Administrator during and after the migration from the old system to the new and is responsible for training agency staff on using the replacement system. |
| 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. Prefer a degree related to computer systems. |
| EXPERIENCE:  Departmental Analyst 9  No specific type or amount is required.  Departmental Analyst 10  One year of professional experience.  Departmental Analyst P11  Two years of professional experience, including one year of experience equivalent to the intermediate  (10) level in state service. |
| KNOWLEDGE, SKILLS, AND ABILITIES:  Knowledge of computer systems and software administration, accessibility, data management, trouble-shooting, training, and report writing are all key elements of this position. Ability to gather and analyze data and provide necessary reports.  Person must have excellent time management skills, ability to communicate effectively, be flexible and accommodating, and able to learn and adapt on the job. |
| 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.**