

**State of Michigan  
Civil Service Commission**  
Capitol Commons Center, P.O. Box 30002  
Lansing, MI 48909

<b>Position Code</b> 1. DPTLTCHAH26R
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## 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.

<b>2. Employee's Name (Last, First, M.I.)</b>   	<b>8. Department/Agency</b>  <b>STATE POLICE</b>
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b>  Information and Technology Bureau
<b>4. Civil Service Position Code Description</b>  DEPARTMENTAL TECHNICIAN-A	<b>10. Division</b>  Criminal Justice Information Center
<b>5. Working Title (What the agency calls the position)</b>  SecurID/VPN Technician	<b>11. Section</b>  Data Strategy and Governance Section
<b>6. Name and Position Code Description of Direct Supervisor</b>  SMITH, TARA L; DEPARTMENTAL MANAGER-3	<b>12. Unit</b>  Access Control Unit
<b>7. Name and Position Code Description of Second Level Supervisor</b>  FOWLER, ERIC J; DEPARTMENTAL MANAGER-4	<b>13. Work Location (City and Address)/Hours of Work</b>  7150 Harris Drive, Dimondale, Michigan 48821 / Monday - Friday / 8 a.m. - 5 p.m.

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

This position serves as the sole resource for the Michigan State Police (MSP) responsible for procuring and issuing all SecurID tokens and Virtual Private Network (VPN) clients to MSP members, partner agencies, and contractors. SecurID tokens and associated VPNs are utilized to provide advanced authentication and secure access to sensitive and restricted MSP applications and network. The position initiates requests for the creation of new VPNs as needed. The position is also responsible for monitoring the Department of Technology, Management and Budget (DTMB) Telecom bills to ensure the MSP is billed correctly for SecurID tokens, initiating requests as well as follow up to ensure changes were made correctly. Currently, the position manages over 4,500 SecurID tokens issued to individuals as well as 49 separate VPN clients. This position is also responsible for maintaining the Michigan Cashiering and Receivable System (MiCaRS) for the MSP as it relates to fees for connectivity to state systems as well as billing agencies and responding to agency inquiries regarding their bills. This position is the only full-time staff member assigned to the above duties for the MSP. Additionally, this position provides second level help desk support for the Michigan Criminal Justice Information Network (MiCJIN) DTMB staffed help desk as well as primary help desk assistance. The position also is responsible for maintaining agency and user profiles in the Admin Tool/e-Directory. This position must perform functions in a bias free manner.

**15. Please describe the assigned duties, percentage 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: 65**

Serves as the recognized resource for the procurement and issuance of all SecurID tokens and VPN clients to MSP members, partner agencies, and contractors; initiates the creation of new VPNs; and monitors and initiates corrections to the DTMB Telecom bills.

**Individual tasks related to the duty:**

- Research, evaluate, and process requests for SecurID tokens and VPN clients through the RI-092C and RI-092D.
- Order tokens/VPN access appropriately using the Remote Access Service Request (DTMB-0051) based on the Federal Bureau of Investigation (FBI) Criminal Justice Information Services (CJIS) Security Policy and DTMB Technical Standards.
- Develop, maintain, and utilize database to track issuance of tokens and VPN clients for the MSP, local agency partners, and vendors/contractors.
- Update customer information in the tracking database on a continuous basis.
- Modify tracking database as changes occur with the DTMB's processes and procedures.
- Independently plan and establish procedures and processes to order and distribute SecurID tokens for ongoing projects such as recruit schools, vendor expirations, and SecurID token expirations.
- Develop, maintain, and utilize the token tracking spreadsheet for all token requests, including billing changes and personnel rosters.
- Ensure that customers are trained and have knowledge of the FBI CJIS Security Policy as it pertains to SecurID tokens.
- Distribute/ship tokens with instructions and policy guidelines regarding tokens and/or connection process.
- Maintain a monthly vendor token account expiration list and collaborate with MSP worksites and the DTMB to renew or cancel vendor tokens and accounts.
- Advise customers regarding their tokens and/or the connection process.
- Single point of contact for all CJIC United Parcel Service (UPS) shipping.
- Review all UPS bills to ensure accuracy of charges.
- Monitor and process Helix Help Desk tickets involving tokens and connection issues.
- Collect and return tokens to the DTMB in a timely manner to protect MSP networks as well as ensure billing has ended.
- Ensure customers are trained and have knowledge of the FBI CJIS Security Policy as it relates to SecurID tokens.
- Maintain token inventory and collaborate with the DTMB when supplies need to be replenished.
- Determine appropriate VPN client access and distribute client as needed.
- Initiate requests for new VPN clients as needed.
- Add and remove token flags in the MiCJIN Portal as needed for non-MSP customers.
- Develop, generate, and evaluate reports from the tracking database to generate data for quarterly token billing.
- Evaluate the DTMB Telecom bill for inaccuracies and initiate and follow up on corrections to the billing.
- Develop and update SecurID token instructions as technology changes.
- Update SecurID manual to reflect changes in the DTMB token processes and procedures.
- Develop, propose, and implement changes to processes to ensure prompt replacement of defective tokens to support the MSP mobile office concept.
- Provide technical assistance to customers with SecurIDs and VPN clients as needed to resolve customer issues.
- Design forms and procedures to improve efficiency and customer service.

**Duty 2**

**General Summary:**

**Percentage: 15**

Maintain the statewide agency MiCaRS as it pertains to fees for RSA SecurID tokens, LGNet connectivity, and Livescan services.

**Individual tasks related to the duty:**

- For all criminal justice agencies in the state and for authorized non-criminal justice agencies, research and analyze the agency classification, the type and number of data connectivity configurations, and the connectivity methods of software vendors for billing purposes.
- Maintain and evaluate data for quarterly token and connectivity updates.
- Review the DTMB Telecom bill to ensure agencies are billed appropriately based on the type of connection the agency has when it pertains to connectivity.

- Initiate and facilitate billing corrections with the customer, DTMB, and MiCaRS system.
- Provide consultation to all customer agencies regarding fees and collections.
- Moderate the CJIC invoicing mailbox and disseminate customer emails to the appropriate CJIC section.
- Initiate the IT Billing Code Change Requests (DTMB-0919) as requested by MSP worksites.
- Determine and assess any application service and connectivity fees and update MiCaRS accordingly.
- Create and mail connectivity invoices.
- Initiate and facilitate account collections.
- Consult and coordinate with customer agencies to obtain, modify, and maintain purchase orders.
- Review and evaluate the DTMB Telecom bill to ensure agencies are billed appropriately based on type of connection.
- Identify deficiencies in the MiCaRS system programming and recommend changes.

#### Duty 3

##### General Summary:

Percentage: 10

User and agency account management in the Enterprise Application Integration (EAI) Directory Administration Tool for the MiCJIN Portal.

##### Individual tasks related to the duty:

- Collect information from applications and ensure updated information is entered in the eDirectory/Admin tool.
- Generate reports for Quality Assurance and/or audit requests.
- Establish user accounts as needed, including assigning appropriate administrative access and applications.
- Reactivate disabled accounts within the Admin Tool for MiCJIN Local Admins.
- Comply with the FBI CJIS Security Policy as it relates to agency requests for access controls.
- Work Helix tickets as they pertain to tokens and/or the MiCJIN Portal.
- Verify MSP and MSP Contractor MiCJIN accounts are created correctly and assigned to the correct agency by the MSP Network.
- Verify MSP and MSP Contractor MiCJIN accounts are disabled correctly by the MSP Network.
- Perform user and agency management in the Admin Tool for the MiCJIN Portal.
- Maintain and update files of MSP unit administrators.
- Update the Law Enforcement Information Network (LEIN) Mnemonic/IP addresses within the MiCJIN Portal Admin Tool for users to receive LEIN updates as needed.
- Maintain agency rights, such as serviced Originating Agency Identifiers in the eDirectory.
- Perform user acceptance testing on enhancements with the Admin Tool. Make recommendations pertaining to modifications.
- Collaborate with DTMB Agency Services supporting the MSP in the agile development process relating to the Admin Tool.
- Collect pertinent information from applications and ensure updated information is entered into the Admin Tool.
- Create agency/user accounts as necessary and maintain information for agencies/users as needed.
- Retire agencies in the Admin Tool.
- Answer telephone calls regarding questions relating to the MiCJIN Portal and Admin Tool or pertaining to any portal function.
- Serve as backup to conduct online training for new portal users.
- Identify and run required reports from the data housed in the Admin Tool as needed by various business owners.

#### Duty 4

##### General Summary:

Percentage: 5

Supports the MiCJIN Help Desk for portal users with questions or problems.

##### Individual tasks related to the duty:

- Provides assistance and answers questions regarding the function of portal products and serves as first level support in the problem resolution process.
- Determines whether problems are due to connectivity, portal related, or application specific.
- Troubleshoots technical problems with the portal.
- Refers product questions to appropriate business owners.
- Enters Helix tickets with the DTMB on more complex/technical problems relating to the portal.

#### Duty 5

##### General Summary:

Percentage: 5

Miscellaneous duties.

**Individual tasks related to the duty:**

- Attend meetings and trainings as required.
- Work on and lead projects as required.
- Answer telephone calls and answer questions related to the MiCJIN Service Center/EAI Directory Administration Tool.
- Attend professional development trainings/conferences for enhancing skillsets and knowledge applicable to position.
- Perform public speaking at conferences or events.
- Provide backup to section duties and tasks as 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.**

Independent decisions are made concerning the processes or procedures as they relate to Remote Access Service Requests and to ensure agency requests are fulfilled correctly and in a timely manner. Decisions are also made regarding the agencies' eligibility for access, and decisions made as to changes in the EAI Directory Administration Tool that can affect portal users. These decisions can affect the security of the MSP network. Additionally, decisions must be made independently to escalate any problems as required as it could entail an officer safety issue.

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

Decisions that deviate from established policies and procedures that require a change when unusual circumstances arise.

**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.**

The job includes working at a personal computer for long periods of time. Long periods of time spent on the telephone. Driving to the DTMB Client Service Center to drop-off/collect RSA SecurID tokens.

**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 include the following (check as many as apply):**

<input type="checkbox"/> N	Complete and sign service ratings.	<input type="checkbox"/> N	Assign work.
<input type="checkbox"/> N	Provide formal written counseling.	<input type="checkbox"/> N	Approve work.
<input type="checkbox"/> N	Approve leave requests.	<input type="checkbox"/> N	Review work.
<input type="checkbox"/> N	Approve time and attendance.	<input type="checkbox"/> N	Provide guidance on work methods.
<input type="checkbox"/> N	Orally reprimand.	<input type="checkbox"/> N	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?**

This position serves as the sole point of contact for ordering, maintaining, and servicing RSA SecurID tokens and VPN clients that are issued to the MSP, federal, and local agencies as well as contractors and vendors for the purpose of accessing MSP applications, software, or networks. This position maintains the MiCaRS for the MSP as it relates to fees for connectivity to state systems and bills agencies appropriately. This position also supports the MiCJIN Portal as well as the MiCJIN Help Desk with portal user's questions or problems.

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

There are various updates that include grammatical corrections and the use of the MiCaRS. The volume of tokens this position manages has increased, which includes more complex cases since the last review. This position no longer establishes the procedures and processes for tokens and VPN, as they are already in place. Now, this position updates the current instructions for users as they change. This position has taken on additional tasks of developing tracking spreadsheets for various processes, reviewing billing for accuracy, the point of contact for CJIC UPS shipping, and evaluation of data for token and connectivity updates. Lastly, this position has taken on more responsibilities within the EAI Directory Administration Tool and recent enhancements within the portal.

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

The Data Strategy and Governance Section is responsible for leading the Modern Culture of Data program and overseeing program management of the division's strategic direction. It is also responsible for the creation, implementation, maintenance, and updating of information technology systems and infrastructure with division-wide scope, setting division standards and providing support for other unit-specific systems, and setting division standards for the collection, analysis, and reporting of data, data related policies and procedures, and quality assurance and control measures in order to assure the accuracy and integrity of data within the division. It is also responsible for overseeing the security and access for the CJIC division and the MSP. This position reports directly to the Access Control Unit manager and is responsible for providing access to MSP systems and applications for state, federal, and local agencies. This position supports the MiCJIN Portal which houses the MSP web-based applications.

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

**EDUCATION:**

Education typically acquired through completion of high school.

**EXPERIENCE:**

**Departmental Technician 10**

Three years of experience as a technician or paraprofessional, including one year of experience equivalent to the experienced level in state service.

OR

Two years of experience performing administrative support activities equivalent to the 9-level in state service.

OR

Two years of experience as a supervisor of administrative support activities equivalent to the 9-level in state service.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Computer skills in the areas of Microsoft Word, Excel, and Access are required.

Strong organizational skills.

Strong communication skills, both written and verbal.

Attention to detail.

**CERTIFICATES, LICENSES,  
REGISTRATIONS:**

A valid driver's license is required.

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

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Supervisor

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Date

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.*

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Appointing Authority

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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.*

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Employee

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Date