

**State of Michigan  
Civil Service Commission**

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

<b>Position Code</b> 1. DPTLTCH
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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> STATE POLICE
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Information & Technology Bureau
<b>4. Civil Service Position Code Description</b> Departmental Technician-E	<b>10. Division</b> Criminal Justice Information Center
<b>5. Working Title (What the agency calls the position)</b> Access Control Unit Technician	<b>11. Section</b> Data Strategy & 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, MI / Monday - Friday / 8 a.m. - 5 p.m.

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

This position will provide support for the Access Control Unit (ACU). Primary job responsibilities include administering access to the Michigan State Police (MSP) systems within the Michigan Criminal Justice Information Network (MiCJIN) Portal, administering end-user training for the Enterprise Application Integration (EAI) Directory Administration Tool, and providing support to the MiCJIN Help Desk for Portal users with questions and access related issues. This position is also responsible for user and agency account management in the EAI Directory Administration Tool for MiCJIN Portal users. Additionally, this position will enter and follow-up on Helix tickets with the Department of Technology, Management and Budget (DTMB) on more complex problems related to the MiCJIN Portal. This position must function in a bias free manner.

**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:**

**Percentage: 50**

Provide user and agency account management and administration in the EAI Directory Administration Tool for the MiCJIN Portal.

**Individual tasks related to the duty:**

- Perform user account maintenance to include adding new users, modifying user accounts, resetting passwords, disabling users and provisioning user accounts.
- Apply the Federal Bureau of Investigation (FBI) Criminal Justice Information Services Security Policy (CJISSECPOL) as it relates to local agency and MSP requests.
- Apply the DTMB Technical standards as it relates to internal access requests.
- Perform basic agency account maintenance as directed.
- Process requests for access to applications for Criminal Justice Information Center (CJIC) members.
- Process requests for privileged access requests to the EAI Directory Administration Tool.
- Determine appropriate access levels for privileged access requests to the EAI Directory Administration Tool and assign as appropriate.
- Establish user accounts for vendors/contractors as needed, including assigning appropriate access and applications.
- Establish user accounts as needed, including assigning appropriate administrative access and applications.
- Create agency/user accounts as necessary and maintain information for agencies/users as needed.
- Gather and generate reports as requested by leadership for user and agency account administration in the EAI Directory Administration Tool for the MiCJIN Portal.
- Maintain and update files of MSP unit administrators.
- Based on experience, formulate, and recommend changes to documentation or processes as needed.
- Analyze current procedures and approval paths to determine if changes are necessary and make appropriate changes.
- Appropriately route assigned tasks and track the progress of the request through the various approval paths.
- Ensure that the status of requests is maintained in a format available to other team members.
- Maintain records of agency access to assist with audit requirements.
- Answer inquiries regarding the EAI Directory Administration Tool functions. Must be knowledgeable about the EAI Directory Administration Tool functionality.

**Duty 2**

**General Summary:**

**Percentage: 20**

Research, develop and implement specialized training through remote training sessions on the proper use of the EAI Directory Administration Tool for local agency administrators.

**Individual tasks related to the duty:**

- Research, develop, implement and prepare training material, scenarios, manuals and supporting instructions.
- Conduct thorough research, develop training curriculum, and construct instructional strategies and training delivery methods based on the specific material provided and needs of the local agency administrators.
- Contact local agency administrators to discuss training needs and arrange training sessions.
- Provide ongoing analysis of training methods and make recommendation and modification to achieve greater effectiveness for local agency users.
- Develop and/or update all electronic training materials, such as manuals, visual aids, and reference materials. Develop a marketing plan that will assist the local administrators to understand the importance of proper access controls within the EAI Directory Administration Tool.

**Duty 3****General Summary:****Percentage: 20**

Provide access control support to the MiCJIN Portal users.

**Individual tasks related to the duty:**

- Provide assistance and answer questions regarding the function of the MiCJIN Portal and serve as first level support in the problem resolution process.
- Assist agencies in the completion of required forms for access to the MiCJIN Portal and associated applications.
- Communicate and explain to local agencies the various methods of connecting to the MiCJIN Portal.
- Respond to agency questions regarding the applications and agreements required to access the MiCJIN Portal.
- Communicate with both non-technical and technical applicants in assisting them with required information for the application such as Internet Protocol (IP) addresses, subnet masks, etc.
- Determine whether problems are due to connectivity, MiCJIN Portal related, or application specific.
- Research and resolve problems and communicate the resolution.
- Troubleshoot technical problems with the MiCJIN Portal.
- Refer product questions to appropriate business owners.
- Enter Helix tickets with DTMB on more complex/technical problems relating to the MiCJIN Portal.
- Monitor the shared email inbox and respond to requests such as account reactivations, password resets and access related inquiries.
- Answer shared line phone calls.

**Duty 4****General Summary:****Percentage: 10**

Other duties as assigned.

**Individual tasks related to the duty:**

- Attend unit, section, and division meetings, or other meetings as required by supervisor.
- Work on special projects as required.
- Attend professional development training.
- Public speaking at conferences or events.
- Assist with procurement and issuance of all SecurID tokens and VPN connections. Assist with the technical network and connectivity requirements for access to MSP systems and applications.
- Review and modify applicable policies, procedures, and manuals for the ACU.
- 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 to sensitive systems, and decisions made as to changes in the EAI Directory Administration Tool that can affect MiCJIN 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.**

Supervisor's review is required when there are budgetary concerns or changes in policy or procedures that impact a large number of people or would result in violations of federal and state security policies. Supervisor's review is also required prior to the processing of purchasing, travel, training, or other documentation for section staff.

**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.**

The position works in a standard office environment. Occasional driving is required to the UPS shipping facility/drop-off point or MSP worksites, as needed.

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

- |   |  |
|---|--|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work.  |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work. |

N Approve leave requests.  
N Approve time and attendance.  
N Orally reprimand.

N Review work.  
N Provide guidance on work methods.  
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 will provide support for the Access Control Unit (ACU). Primary job responsibilities include administering access to the Michigan State Police (MSP) systems within the Michigan Criminal Justice Information Network (MiCJIN) Portal, administering end-user training for the Enterprise Application Integration (EAI) Directory Administration Tool, and providing support to the MiCJIN Help Desk for Portal users with questions and access related issues. This position is also responsible for user and agency account management in the EAI Directory Administration Tool for MiCJIN Portal users. Additionally, this position will enter and follow-up on Helix tickets with the Department of Technology, Management and Budget (DTMB) on more complex problems related to the MiCJIN Portal.

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

New position.

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

The Data Strategy and Governance Section (DSG) leads projects to innovate data and technology related applications, systems and processes within the Criminal Justice Information Center (CJIC) and executes access controls to division-wide information systems and applications. The section administers enterprise data analytics platforms and develops data dashboards, data tools and other technologies to support MSP analytics strategy, leads department data integration and accessibility efforts, implements best practices and standards for division IT systems, infrastructure, and data operations, develops learning and training curriculum for the division, and ensures the appropriate and secure access to vital information sharing systems for MSP members and external partners. This position will be required to carry out tasks related to the ACU's activities and assists the unit members with various tasks such as administering access to MSP systems within the MiCJIN Portal, administering end-user training for the EAI Directory Administration Tool, and providing support to the MiCJIN Help Desk for portal users with questions and access related issues.

**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 7**

One year of experience performing administrative support activities equivalent to the 7-level in state service.

**Departmental Technician 8**

One year of experience performing administrative support activities equivalent to the 8-level in state service.

OR

One year of experience as a technician or paraprofessional equivalent to the entry level in state service.

**Departmental Technician E9**

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

OR

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

OR

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

**Alternate Education and Experience****Departmental Technician 7**

Completion of two years of college (60 semester or 90 term credits) may be substituted for the experience requirement.

**Departmental Technician 8**

Possession of a Bachelor's degree may be substituted for the experience requirement.

**Departmental Technician E9**

Possession of a Bachelor's degree and one year of job-related experience may be substituted for the experience requirement.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Computer skills in the areas of Microsoft Word, Excel, PowerPoint, and Access preferred.
- Strong organizational skills.
- Strong communication skills, both written and verbal.
- Attention to detail.
- Strong analytical skills.
- Ability to familiarize and apply the requirements of the CJISSECPOL.
- Ability to familiarize and apply the requirements of the DTMB Technical Standards.
- Ability to work well with people and work in team environments.
- Ability to plan and coordinate work projects.
- Excellent record keeping abilities.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

None.

*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.***

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

**TO BE FILLED OUT BY APPOINTING AUTHORITY**

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.***

ALYSSA HANSES

Appointing Authority

6/9/2025

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.***

Employee

Date