

**State of Michigan
Civil Service Commission**

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

Position Code

1. DEPTALTEN69Y

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.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency LICENSING AND REGULATORY AFF
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Construction Codes
4. Civil Service Position Code Description Departmental Analyst-E	10. Division
5. Working Title (What the agency calls the position) Bureau IT Liaison	11. Section Operations
6. Name and Position Code Description of Direct Supervisor MARIHUGH, JONATHAN; DEPARTMENTAL MANAGER-3	12. Unit
7. Name and Position Code Description of Second Level Supervisor MAURER, SHANNON; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 611 W. Ottawa / M-F 8-5

14. General Summary of Function/Purpose of Position

This position will function as a computer liaison analyst for the Bureau of Construction Codes, assisting with computer hardware and software and database and web support, serving as a back-up to process data information sales requests and performs a range of professional research and analysis assignments to support functions of the division and bureau. The position will develop and maintain the application and division database meeting diverse occupational program needs to track processes and enforcement and audit files. Assist with training staff, troubleshoots hardware and software problems, and drafts operational and process procedures for the division. This position will also assist other support analysts with the bureau wide imaging system.

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: 40

Analyze, maintain and coordinate program data and hardware and software issues for the Bureau. Acts as bureau IT liaison to the department of information technology. Serve as IT analyst with issues assisting division staff in use of computer hardware and business databases.

Individual tasks related to the duty:

- Monitor, analyzes, and evaluates hardware and software issues and needs for the bureau.
- Communicates with licensees, bureau staff and bureau management on computer related issues.
- Reviews, analyzes and evaluates bureau technology needs.
- Provides IT software and hardware support.
- Analyze problems, develop and recommend alternative solutions.
- Assist Web Coordinator in updating content, creating new content and overall maintenance of the BCC website.
- Use basic HTML coding principles and the Vignette Content Management program to modify, create, and maintain content on the BCC website.
- Assist with systems and procedural training for all division staff.
- Works with bureau divisions to define and implement operational changes to the electronic database to incorporate new legislative mandates that require new or changes to database application and/or processes.
- Serves on various committees or task forces in the division and bureau regarding technical issues, website content and oversight, database improvements and quality control issues.
- Troubleshoots computers problems for the bureau.
- Perform other duties as assigned.

Duty 2

General Summary:

Percentage: 30

Review bureau IT processes to insure consistency of processes among work units. Works with unit administrators to ensure unit processes are documented.

Individual tasks related to the duty:

- Works closely with division administrators and staff members to review, document, and evaluate unit work processes. Compares processes between units. Develops consistent standards for all units that will improve efficiency and customer service.
- Analyzes requests to determine necessary data, verify requests.
- Uses and maintains computer data bases to record and analyze data on program and service activities.
- Propose and prepare policy materials and operational manuals to clearly document IT processes and procedures.
- Train staff members in new software processes.
- Attend monthly management meetings to serve as a resource on hardware and software related issues.
- Provide updates on technological and process changes.
- Work with the team to achieve program objectives.

Duty 3

General Summary:

Percentage: 30

Assist bureau management with the bureau wide record management and scanning and imaging system. Oversee the scanning, storage and retrieval of documents for divisions within the bureau and convert paper documents into electronic images for storage and retrieval. Perform other duties as assigned.

Individual tasks related to the duty:

- Oversee the maintenance of electronic imaging for division records.
- Draft imaging policies and procedures for review and approval.
- Research, collect and analyze data necessary to maintain and upgrade the scanning/imaging system.
- Draft update procedures for bureau staff in regard to prepping documents, delivering documents to the Scanning Unit and reviewing documents once released to Alchemy.
- Develop a plan and work with bureau staff members to identify what information/documents need to be scanned, determine what information should be purged.
- Train Scanning Unit staff on new scanning and release procedures.
- Contact person between bureau staff and Scanning Unit.
- Work with Image Repository of Michigan Agency (IRMA) at the Record Center to develop and maintain databases for electronic images and index storage.
- Maintain microfiche and microfilm equipment.
- Develop division statistical report as requested.
- Analyzes data and uses to propose process improvements.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Knowledge of job and duties to be performed; priorities and deadlines enable self-directed decision-making regarding position duties; and knowledge of and application of statute/rules to complicated situations.

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

Policy decisions establishing a precedent; program direction affirmations; areas that impact others in the unit, division, or bureau.

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 job is performed in a general office environment. The position requires minimal physical effort or exertion. Physical effort would be sitting, standing and walking to other areas and transporting files and some equipment within the office. This position may require occasional travel. Environmental conditions would be limited to exposure to the heating and cooling of the building during the 8 hour day.

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):

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| ☐ 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. |

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 functions as a business analyst coordinating the regulatory process and systems technology for the Bureau of Construction Codes, assisting the bureau with computer hardware and software and database and web support, serving as a back-up to process data information sales requests and performs a range of professional research and analysis assignments to support functions of the division and bureau. The position serves as the computer liaison and assists in the development and maintenance of an application and division database meeting diverse program needs to track processes. Assist with training staff, troubleshoots hardware and software problems, and drafts operational and process procedures for the division. This position will also assist other support analysts with the bureau wide imaging system.

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

This is a new position for analyst in the area; also has a Dept Trainee functioning here as well.

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

The IT Business Service Office coordinates, monitors and oversees the bureau's management information systems and all IT related functions; reviews and resolves computer related issues, hardware and software issues, database functions, and composition/implementation of new database (Accela) for the bureau; and assists staff in the use of computer hardware and business systems.

The position functions as a business analyst coordinating the regulatory process and systems technology for the bureau; functions as the liaison on computer related hardware and software issues; serves as the resource person for regulatory processes and systems technology.

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.

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:

Extensive computer experience on hardware and software issues desirable. This position also requires the knowledge of the principles and practices of research and analysis; knowledge of the principles of administrative management and office procedures; knowledge of the legislative process; and the ability to organize and coordinate the work of others.

Requires excellent English language and grammar skills for correspondence and communicating with a variety of people. Ability to work with varied personalities; good personal communication and public relation skills; ability to work under stress; ability to coordinate a variety of tasks using a variety of laws, rules, policies and procedures; ability to interact daily with regulated professions, general public and co-workers.

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.

Appointing Authority

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