# Position Summary

This summary describes the organization, duties, and requirements of a State of Michigan vacancy.

**Position Code:** STDIVADMI89N

**Civil Service Class and Level:** STATE DIVISION ADMINISTRATOR

**Working Title (What the agency calls the position):** Director of Operations and Interaction Technology

**Name and Position Code Description of Direct Supervisor:** VACANT; STATE BUREAU ADMINISTRATOR

**Department/Agency:** DEPARTMENT OF STATE

**Bureau (Institution, Board, or Commission):** Bureau of Technology Services

**Division:** Operations and Interaction Technology Division

**Section:**

**Unit:**

**Work Location (City and Address)/Hours of Work:** 7064 Crowner Drive, Lansing, MI/ Hybrid optional / Mon-Fri, 8 AM-5 PM, Evenings/Weekends as needed

**General Summary of Function/Purpose of Position:** This position serves as the Director of Operations and Interaction Technology within the Bureau of Technology Services. The Director ensures alignment between operations and technology, maintains transparency across teams, and promotes consistent standards. The role oversees practices to promote visibility of vendor performance, documentation consistency, portfolio tracking, fiscally responsible technology planning, and related reporting across all operational technology.
The Director ensures customer contact technology capabilities meet operational needs and support seamless, high-quality customer interactions. Customer interaction technology includes systems and tools that enable customer communication and service delivery, including voice platforms, text and chat channels, interaction routing systems, knowledgebase tools, and supporting customer interaction management applications.
The position collaborates with technology, information security and financial team members to ensure state standards are met and to drive continuous improvement of practices. The Director also manages section staff, ensuring clear priorities, effective resource alignment, and strong communication across the division.

**Assigned duties and tasks for each duty.**

**Duty 1:** Direct operational-wide technology governance and operations

• Review and refine governance practices as needs change.
• Ensure transparent operational-wide technology reporting that promotes shared visibility and informed decision-making.
• Coordinate bureau technology reporting for planning, performance and project visibility.
• Guide vendor performance visibility across all teams including system performance tracking.
• Monitor technology portfolio health and cross-team impacts.
• Support alignment on technology priorities.
• Oversee roadmap updates and ensure documentation standards.
• Support IT budget analysis and road mapping to ensure planned technology-related investments remain fiscally responsible.
• Perform or support post-project reviews assessing return on investment or actual utilization of delivered technology.
• Manage research and oversight of emerging technologies that fall outside established application teams.
• Ensure shared direction between teams.
• Ensure compliance with statewide technology policies.
• Ensure team methodologies and best practices are shared and consistently applied across all operational technology efforts.

**Duty 2:** Lead division planning, operations, and performance

• Set annual priorities and performance expectations.
• Oversee section-level work, planning and coordination.
• Manage division resources to meet objectives.
• Ensure consistent communication across section managers.
• Strengthen staff development and skill alignment.
• Coordinate division budget planning with leadership.
• Support major technology strategy discussions.
• Ensure documentation standards across operations.
• Review bureau key performance indicators (KPIs) and address gaps.
• Identifies opportunities for team growth.
• Guide staff in adjusting to new work structures, processes, requirements, and assignments.
• Determine staff training needs and arrange for appropriate development.
• Monitor employee performance and complete employee evaluations.
• Encourage staff to offer suggestions to improve processes and workflow.
• Meet regularly with staff and leadership to ensure they remain informed of current departmental goals, priorities, and program updates.
• Promote services within the department.

**Duty 3:** Oversees customer interaction technology and support to ensure reliable service delivery, effective lifecycle management, and continuous improvement across all platforms.

• Manage lifecycle customer interaction platforms from planning through retirement.
• Coordinate production support activities to ensure timely issue resolution and operational stability.
• Track and oversee system incidents, ensuring documentation, communication, and follow-through.
• Partner with vendors to resolve technical issues, monitor performance, and manage escalations.
• Collaborate with information security teams to align customer interaction systems with required security controls.
• Work with procurement to evaluate customer interaction technologies for performance, cost, and long-term sustainability.
• Assess platform changes for alignment with statewide technology standards.
• Ensure contact center systems support reliable customer interactions and service delivery goals.
• Analyze operational trends to identify opportunities for continuous improvement and automation.
• Lead section staff in managing platform operations, support activities, and process improvements.

• Resolves conflicts between peer IT groups, vendors, and business product owners to ensure stakeholder needs are met.

**Duty 4:** Serve as a member of the Bureau of Technology Services Management Team.

• Maintains effective communication with Department leadership and other members of the Bureau of Technology Services.
• Assists in the development of policies as it relates to technology.
• Leads or assists with the implementation of application procedures.
• Prepares reports and attends meetings for the Bureau Director.
• Advises on strategic path for applications that may be overseen by the bureau.
• Address or assist in draft of correspondence for external stakeholders or interested parties on matters related to the program area.
• Other duties as assigned.

**Types of decisions made independently and whom or what those decisions affect:** Considerable independent decision making related to Division responsibilities. Position requires incumbent to make decisions in a high impact environment. Decisions will include those related to potential issues facing the department pertaining to projects, initiating corrective action and when necessary, escalating issues to Bureau Director with recommendation for resolution.

**Types of decisions that require the supervisor's review:** Decisions related to situations which are politically sensitive or unexpected budget concerns. Decisions that may conflict with strategic goals. Decisions related to risks that could be considered high impact, high probability.

**Physical effort used to perform this job and environmental conditions of this position:** This is an office-based position that engages in a complex work environment with high visibility in the department. This position may require long hours in a stressful environment. Will be required to engage in standard office environment movements including retrieving files from cabinets and standard movements related to using a computer. May be required to travel to assist work areas related to the responsibilities of the position.

**Names and classes and levels of employees whom this position immediately supervises:**

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**The essential functions of this position:** This position serves as the Director of Operations and Interaction Technology within the Bureau of Technology Services. The Director ensures alignment between operations and technology, maintains transparency across teams, and promotes consistent standards. The role oversees practices to promote visibility of vendor performance, documentation consistency, portfolio tracking, fiscally responsible technology planning, and related reporting across all operational technology.
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**The function of the position's work area and how it fits into that function:** This position serves as the Director of Operations and Interaction Technology within the Bureau of Technology Services. This Division includes the Technology and Operations Section and the Interaction Technology Section. This role focuses on the alignment between operations and technology, maintaining transparency across teams, and promoting consistent standards. This role oversees practices to promote visibility of vendor performance, documentation consistency, portfolio tracking, fiscally responsible technology planning, and related reporting across all operational technology.

**Minimum education, experience, and credentials typically needed to perform the position's essential functions:**

**EDUCATION:**
Possession of a bachelor's degree in any major.

**EXPERIENCE:**

**State Division Administrator 17**
Two years of experience as a professional manager or program/staff specialist, or equivalent experience.

**Alternate Education and Experience**

**State Division Administrator 17**
Education level typically acquired through completion of high school and three years of safety and regulatory or law enforcement experience at the 14 level; or, two years of safety and regulatory or law enforcement experience at the 15 level, may be substituted for the education and experience requirements.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Ability to translate business needs into clear technology requirements and actionable solutions.
Ability to analyze complex issues, identify risks, evaluate alternatives, and make sound recommendations.
Ability to establish processes and priorities within a developing function or newly established area.
Ability to communicate clearly and effectively, both verbally and in writing, with technical and non-technical audiences at all organizational levels.
Ability to interpret and explain laws, policies, regulations, and procedures.
Ability to exercise sound judgment, initiative, and discretion when addressing business and technology matters.
Ability to lead and motivate employees by providing clear direction, guidance, and coaching while ensuring compliance with established work standards.
Ability to collaborate effectively with business stakeholders, technology teams, information security teams, procurement, vendors, and other organizational partners.
Knowledge of basic project management principles and ability to manage projects, priorities, stakeholders, and deadlines.
Knowledge of business operations, technology processes, and practices for aligning technology capabilities with organizational needs.
Knowledge of procurement processes, vendor management, and technology purchasing practices.

**CERTIFICATES, LICENSES, REGISTRATIONS:**
None