

Position Code 1.

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 Tech, MGMT and Budget - IT
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) CTO Platform, Design & Support Services
4. Civil Service Position Code Description Departmental Analyst-E	10. Division Support Services
5. Working Title (What the agency calls the position) MMCP Analyst - DA 9/10/11	11. Section Supplier Management
6. Name and Position Code Description of Direct Supervisor Ladd, Mary E; Departmental Manager-3	12. Unit Michigan Master Computing Program (MMCP)
7. Name and Position Code Description of Second Level Supervisor Bradish, Ranee; State Administrative Manager-1	13. Work Location (City and Address)/Hours of Work 515 Westshire, Lansing, MI 48917 / 8:00 – 5:00/ Monday – Friday (hours may vary)
14. General Summary of Function/Purpose of Position	
<p>This position will assist the Michigan Master Computing Program (MMCP) with activities associated with the successful operation of the MMCP Program and Contracts. Specifically, this position will provide feedback on vendor performance through tracking metrics and contract activity. In this role, the position will assist with vendor evaluations, resolve vendor and/or contract related issues and ensures appropriate resolution.</p> <p>In addition, this position will be responsible to assist with the development of procedures and policies for reporting, and metrics associated with MMCP contract activity. This includes being the liaison between the vendors and the state; analyzing data sources for the consolidated reports (e.g., monthly spend across all vendors) and dashboards collected by the team; identifying opportunities for pooled spends; and other performance related metrics.</p> <p>This position will assist with overseeing the communication and outreach activities to State of Michigan employees, ensuring appropriate processes are in place for approvals as it relates to the contract. Position will also interface with vendors on hardware and software standard updates and internal state parties.</p>	

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: 55

Assist with establishing and administering the MMCP procedures and recommend program policies.

Individual tasks related to the duty:

- Assist with overseeing the develop and document the MMCP procedures according to ITIL standards.
- Annually review all MMCP procedures to ensure compliance with operations.
- Assess the economic, political, operation, and organization implications of existing and proposed policies and program decisions.
- Assist with overseeing and review the development of program metrics dashboard
- Evaluate data collected to identify strategic contracting and other business improvement opportunities
- Ensures accuracy and readability of program management reports prior to presentation to executive management.
- Act as liaison with vendors on data stewardship and quality issues
- Analyze and respond to audit findings

Duty 2

General Summary:

Percentage: 25

Analyze vendors' performance and program performance through tracking contract activity.

Individual tasks related to the duty:

- Facilitate resolution of vendor and state issues
- Act as primary communication point and liaison between the State and the vendors
- Analyze adherence to Service Level Agreement (SLA) metrics and recommend Liquidated Damage assessments
- Conduct periodic vendor performance reviews
- Ensure appropriate utilization of contract through analysis of contract activities
- Develop process for program performance related activities
- Perform as single point of contact for program related questions for executive management.
- Determine which existing agreements that can be leveraged to save the state money
- Consult on and facilitate systems integration with State internal systems. I.e., SIGMA
- Liaison with vendors and Hardware Standards Committee and/or End User Standards Committee (EUSC) for hardware and software proposed updates.

Duty 3**General Summary:****Percentage: 15**

Ensure proper levels of customer satisfaction, communication, and outreach are maintained related to the program.

Individual tasks related to the duty:

- Conducting training activities as required.
- Assist with overseeing development of communication materials and promote use of program.
- Serves as Point of Contact (POC) for customers to contact for program related questions.
- Review customer Statements of Work for program related products or services.
- Coordinate and communicate adjustments to state hardware and software standards
- Facilitate meetings and customer outreach events to facilitate better understanding use of the contract

Duty 4**General Summary:****Percentage: 5**

Other duties as assigned.

Individual tasks related to the duty:

- Develop approach to accomplish special assignments, including strategic direction, work plans and analysis.
- Perform other assignments as required.
- Assist with overseeing the development of policies/communications regarding the use of the contracts.

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

Establish daily priorities and determine course of action necessary to keep program activities and work on schedule.

Decisions relative to the means and methods by which to create and compile data.

Decisions primarily affect MMCP Program.

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

Decisions impacting staff and areas outside of the MMCP Program. This would include adjustments to pricing, standards, or processes used by all state staff.

Decisions that require authorization of funding.

Decisions that involve staff time outside of the unit.

Decisions that may have legislative, legal, security, or budgetary impact.

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.

This individual will need to sit and utilize a computer keyboard and have eye contact with the computer display for long periods of time each day. This job is performed in an office environment with the need to meet inflexible deadlines. Limited

travel required to attend meetings downtown and at the Secondary Complex.

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.

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes 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 will assist with issue tracking and program data reporting and analysis for the Michigan Master Computing Program (MMCP) Area used to analyze vendor performance.

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

Vacant

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

The area is in charge of the Michigan Master Computing Program (MMCP). It is the program that facilitates the acquisition of IT commodities including but not limited to: software, pc's, laptops, tablets, servers, network gear, and associated installation, integration, and implementation services of those commodities.

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
This is the entry level. The employee carries out a range of professional research and analysis assignments while learning the methods of the work.

Departmental Analyst 10
This is the intermediate level. The employee performs an increasing range of professional research and analysis assignments in a developing capacity while continuing to learn the methods of the work.

Departmental Analyst P11
This is the experienced level. The employee performs a full range of professional research and analysis assignments in a full-functioning capacity. Considerable independent judgment is required to carry out assignments that have significant impact on services or programs. Guidelines may be available, but

require adaptation or interpretation to determine appropriate courses of action.

KNOWLEDGE, SKILLS, AND ABILITIES:

General knowledge of and experience with reporting tools, scorecards and metrics development.

Knowledge of principles of administrative management, including budgeting techniques and procurement processes

Ability to analyze, synthesize, and evaluate a variety of data for use in program development and monitoring

Ability to prepare requests for proposals and program agreements

Ability to learn and utilize computer processes

Excellent analytic, organizational, verbal, and written skills.

Ability to work effectively in a team setting and evaluate processes and procedures for improvements

Competencies: Building Trust, Communication, Contributing to Team Success, Customer Focus, Follow-up, and Planning & Organizing Work, Technical/Professional Knowledge

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

Duties may involve use of personal vehicle.

Must pass a Michigan State Police (MSP) background check.

Must take ITIL training in first 6 months of employment.

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.

None.

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

