

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 MIL AFFR CENTRAL OFFICE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Lansing, CFMO
4. Civil Service Position Code Description Departmental Technician-E	10. Division Facilities Engineers
5. Working Title (What the agency calls the position) Departmental Technician 7-E9	11. Section Michigan (-)
6. Name and Position Code Description of Direct Supervisor ; NONSTATE SUPERVISOR	12. Unit Michigan (-)
7. Name and Position Code Description of Second Level Supervisor ; NONSTATE SUPERVISOR	13. Work Location (City and Address)/Hours of Work 3423 N Martin Luther King Jr Blvd., Lansing, 48906 / M-F 7:45am – 4:30pm
14. General Summary of Function/Purpose of Position This position serves as a Departmental Technician responsible for system management of MicroMain and overseeing technical and administrative functions within the Construction and Facilities Management Office (CFMO). The role includes facilitating daily MicroMain operations, ensuring accurate tracking of building assets and equipment, generating reports, troubleshooting system issues, and integrating the system with procurement processes. Additionally, the position oversees office supply inventory, manages used furniture for the Michigan Army National Guard (MIARNG), and coordinates room reservations.	

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: 60

MicroMain system administrator for service maintenance work orders across all CFMO supported Michigan Army National Guard facilities (central office, camp Grayling, Fort Custer, and all 41 armories). Includes data analysis, reporting, and system oversight in support of MicroMain operations. Provides departmental wide analysis of work order data to inform leadership decision-making, ensure data integrity, and improve maintenance efficiency across all CFMO-supported MIARNG facilities.

Individual tasks related to the duty:

- Serves as the administrator for CFMO's maintenance system overseeing system settings, user roles, access controls, and workflows to ensure standardization across all MIARNG facilities and compliance with CFMO policies.
- Provides advanced troubleshooting and technical support to users at all levels; identifies system issues, resolves root causes, and recommends corrective actions to IT support to minimize downtime and maintain operational continuity.
- Generates and analyzes reports from MicroMain to support senior leadership decision-making, including maintenance trends, backlog status, labor utilization, resource allocation and facility performance metrics.
- Integrates MicroMain output with CFMO processes, including coordination with maintenance supervisors and resource managers to align work order prioritization with available personnel, funding, and mission requirements.
- Drive operational efficiency by developing and implementing tailored MicroMain training programs for all users including full-time Soldiers, state employees, and CFMO maintenance personnel to ensure standardized usage, accurate data entry, and effective work order management across the organization.
- Develops and standardizes reporting processes and products to ensure consistent, accurate, and timely information is available for decision-making at all levels of the organization.
- Monitors and evaluates data for accuracy, completeness, and compliance with policies and regulations.
- Performs periodic audits of work order data and system usage, assessing adherence to procedures and identifying gaps in training, system utilization, or process execution.

Duty 2

General Summary:

Percentage: 30

Maintain Used Furniture Inventory in MicroMain System for MIANG facilities.

Individual tasks related to the duty:

- Oversee the inventory and allocation of used furniture utilizing MicroMain for the Michigan Army National Guard (MIARNG) facilities, ensuring proper allocation and utilization.
- Responsible for tracking asset movement and maintenance cycles to ensure seamless lifecycle management and precise distribution control.
- Maintains accurate records of used furniture availability and coordinate distribution to various facilities.
- Assess furniture needs, identify surplus items, and facilitate reallocation or disposal in compliance with organizational policies.
- Liaises between customers within the DMVA and CFMO staff to address furniture needs.

Duty 3

General Summary:

Percentage: 10

Oversees office supply inventory and coordinates facility space utilization, including classroom and meeting space scheduling, to ensure efficient support of MIARNG operations across CFMO-supported facilities.

Individual tasks related to the duty:

- Manages office supply inventory, and procurement, including ordering forecasting, and tracking usage.
- Coordinate room reservations and schedules, resolve conflicts and ensure efficient use of resources.
- Provides clear guidance to users on scheduling procedures, facility use policies, and administrative processes, ensuring compliance with CFMO standards and MIARNG regulations.
- 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.

- Initiating office supplies purchase request. Supervisor will review and approve each request.
- Data compiling and organizing for review and interpretation by supervisor. Impacts all regional managers and subsequent staff by providing accurate accountability of work order process.

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

1. Policy or Procedural Changes:

Any decisions involving updates or changes to established policies, procedures, or guidelines related to work order management, furniture allocation, or facility operations.

2. Resource Allocation:

Decisions regarding the reallocation or disposal of surplus furniture or significant purchases of office supplies that exceed standard inventory needs.

3. Conflict Resolution:

Resolving scheduling conflicts for room reservations that cannot be addressed through standard procedures or require prioritization of competing requests.

4. System Modifications:

Changes to the work order software system, such as adding or removing users, modifying system permissions, or implementing new features.

5. Escalated Issues:

Addressing complex or unresolved issues related to work orders, furniture management, or facility operations that require higher-level approval or intervention.

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.

Standard office environment. Physical requirements of this position can include but are not limited to the ability to lift up to 20 pounds, moving objects in a general office setting, standing, bending, and other repetitive motions.

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. |
| <input type="checkbox"/> Approve leave requests. | <input type="checkbox"/> Review work. |
| <input type="checkbox"/> Approve time and attendance. | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand. | <input type="checkbox"/> 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, management developed the PD.

23. What are the essential functions of this position?

The essential functions of this position include:

1. Work Order System Management:

Serve as the primary MicroMain System Administrator within CFMO by uploading building assets, tracking work orders, troubleshooting issues, perform training and generating reports to support operational decision-making and compliance.

2. Data Analysis and Reporting:

Compile, retrieve, and analyze data from the work order system to produce accurate reports, perform audits, and support cost analysis and resource allocation to drive operational decision-making and ensure regulatory compliance.

3. Office Supply Management:

Oversee office supply inventory, including ordering, tracking usage, and ensuring availability to support facility operations.

4. Furniture Management:

Maintain and manage the inventory, allocation, and tracking of used furniture for Michigan Army National Guard (MIARNG) facilities, ensuring proper utilization and compliance with organizational policies.

5. Room Reservation Coordination:

Coordinate room reservations and schedules, resolve conflicts, and ensure efficient use of resources to support facility operations.

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 function of the work area is to support the Construction and Facilities Management Office (CFMO) in maintaining operational readiness and efficiency across Michigan Army National Guard (MIARNG) facilities. This position plays a critical role by managing MicroMain, the work order software system, ensuring accurate tracking of building assets and equipment, generating reports, and troubleshooting system issues. Additionally, the position supports facility operations by overseeing office supply inventory, managing used furniture, and coordinating room reservations, ensuring seamless administrative and logistical support to the CFMO and its mission.

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:

Knowledge:

- Extensive knowledge of work order systems, procurement processes, and facility management practices.
- Familiarity with rules, regulations, policies, and procedures related to CFMO operations.
- Proficiency in data analysis and reporting tools, including Microsoft Excel and other software.

Skills:

- Strong organizational and time management skills to prioritize and manage multiple tasks.
- Excellent communication skills to interact with users, supervisors, and stakeholders effectively.
- Analytical skills to evaluate data, identify trends, and recommend improvements.

Abilities:

- Ability to troubleshoot technical issues and provide solutions to users.
- Ability to interpret and apply complex policies and procedures.
- Ability to coordinate and oversee departmental activities, ensuring compliance and efficiency.

CERTIFICATES, LICENSES, REGISTRATIONS:

N/A

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