

**State of Michigan  
Civil Service Commission**  
Capitol Commons Center, P.O. Box 30002  
Lansing, MI 48909

<b>Position Code</b> 1. DEPTALTE043Y
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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> TREASURY CENTRAL PAYROLL
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Tax Compliance Bureau (TCB)
<b>4. Civil Service Position Code Description</b> Departmental Analyst-E	<b>10. Division</b> Operations Division
<b>5. Working Title (What the agency calls the position)</b> Analyst	<b>11. Section</b> Technology and System Support
<b>6. Name and Position Code Description of Direct Supervisor</b> CASWELL, SEAN R; DEPARTMENTAL MANAGER-3	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> BOLEN, MARK H; STATE ADMINISTRATIVE MANAGER-1	<b>13. Work Location (City and Address)/Hours of Work</b> Operations Center, 7285 Parsons Drive, Dimondale MI / Monday - Friday 8:00 A.M. - 5:00 P.M.

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

As a departmental analyst, the employee performs a range of analytical assignments including, but not limited to, designing, developing, testing, and implementing configuration changes to software and case management tools for the Tax Compliance Bureau. This individual will provide technical support for the Bureau's software tools.

The department analyst will work with other team members so support the configuration of the case management tool and take part in analyzing and evaluating case assignment results.

This position functions as an analyst performing a range of assignments in a supporting role that will work with other team members within the technology and system support unit to support all technology projects and software for the Bureau. This position also serves as a liaison between DTMB and Treasury plus any contractual staff that may be assigned to support Treasury tools.

**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**

Works with field auditors to modify and configure software tool functionality for field auditors. Department Analyst role will identify, design, and develop system requirements and high-level business rules for implementation of new processes for the bureau's software applications. This position will create and maintain workflows and document findings for assigned projects. Position will frequently need to be able to create estimates for duration of tasks when management needs to consider timing and priorities when asked. Position will need to work with his manager to create project timelines and ensure timelines are met.

**Individual tasks related to the duty:**

- Works with auditors to implement functional behavior changes for our auditor case management tool.
- Create and maintain application lists and develop workflows to make automated processes.
- Compiles and reviews data collected from various areas internal and external to the Tax Compliance Bureau used for detailed business requirements and data consumption.
- Makes recommendations for potential ways to improve processes.
- Create training documentation for process improvements or as part of project plan deployment.
- Participate from a technical standpoint in the review of applicable tax statutes, rules, and revenue administrative bulletins to ensure changes can be translated and implemented in the software tools used in the Bureau.
- Creates statistical information when requested.
- Assists in the documenting of the Tax Compliance Bureau's software security assessments.
- Takes appropriate actions to maintain security and safeguard confidential information.
- Submits recommendations for project changes, often with supporting data.
- Analyzes internal bureau form changes to determine the impact on system design and ensure changes flow to all software used by Tax Compliance Bureau including but not limited to the auditor case management system, BI tools, the Data warehouse, and legacy systems.
- Provide estimates on technical projects when asked to provide them.

**Duty 2**

**General Summary:**

**Percentage: 20**

Develop communication materials for both internal and external stakeholders related to Tax Compliance Bureau technology projects. This includes participation in the development of change management plans, business process reviews, training materials as needed and all other aspects of the development of a successful project. This communication plan will be an integral part of the roll out of every critical project completed by Tax Compliance Bureau.

**Individual tasks related to the duty:**

- Develop, implement, and send communications that impact the Bureau.
- Participate in business process reviews for critical projects as assigned.
- Communicate with the supervisor current project status.
- Project lead with the roll out of projects and training to assure smooth transitions of tool upgrades.
- Contribute to the Operations newsletters

**Duty 3**

**General Summary:**

**Percentage: 15**

Work with the Data Governance team and other analysts/specialists to pull necessary data from the Data Warehouse to assist the team and bureau with data needs.

**Individual tasks related to the duty:**

- Create standardized queries and formulas to collect and manipulate data from various data sources.
- Review and analyze results for data integrity and accuracy.
- Create and maintain charts, pivot tables, and graphs using a mix of software tools specific to individual purposes.
- Data mining in data warehouse.

**Duty 4**

**General Summary:**

**Percentage: 10**

Serve as liaison between the Tax Compliance Bureau, IT Business Integration and Project Management Division, DTMB, and other divisions in Treasury to seek solutions to cross bureau technology issues. Serve as subject matter expert and troubleshooter to address issues that audit processors have with application business returns. Review functional specification documents. Create, validate, and maintain audit upload files for Tax Compliance Bureau testing.

**Individual tasks related to the duty:**

- Maintains a working knowledge of tax processing and error conditions. This includes being liaison between the Tax Compliance Bureau, the tester (s) and the IT Business Integration and Project Management Division.
- Initiates change controls with DTMB and software vendors when needed.
- Review Functional Specifications.
- Back-up for Tax Compliance Bureau tester(s) to complete necessary testing by deadlines.
- Test system defects change controls and/or remedies created by or for Tax Compliance Bureau.
- Attend daily/weekly meetings pertaining to Tax Compliance Bureau testing.
- Act as Tax Compliance Bureau liaison on Change Control Boards.
- Use software to create audit files for Tax Compliance Bureau to test specific audit returns/scenarios.
- Validate mapping of all taxes uploaded into the state's tax system.
- Troubleshoot upload issues to determine if the issue is related to the upload, human error, or a workbook issue.

#### Duty 5

##### General Summary:

Percentage: 10

Assist with Continuous Process Improvement programs.

##### Individual tasks related to the duty:

- Assist with the development of the Continuous Process Improvement program.
- Track state to state replies to questions being answered.
- Maintain a SharePoint library of learning materials which can be made available to staff.
- Monitor the progress of process improvement projects.
- Create process flow diagrams.
- Work with various teams to assist in the cleansing of missing or bad data when needed.

#### Duty 6

##### General Summary:

Percentage: 5

Performs other related essential functions as may be appropriate and non-essential functions as may be required and/or assigned by the supervisor.

##### Individual tasks related to the duty:

- Assists and facilitate with meetings and special projects as assigned by supervisor.
- Make recommendations regarding technical processes and system changes.
- Represents the Bureau in cross-functional user forums.
- Miscellaneous duties necessary for bureau operation.

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

Production - Decisions are made with team members regarding the recommendation of a project based upon evaluation of data to determine if a taxpayer should be contacted. Incorrect determinations can have a detrimental impact on the department through lost revenue as well as political implication when contacting compliant taxpayers.

Testing - The accuracy of the upload files created/maintained for Tax Compliance Bureau testing determines how quickly the Tax Compliance Bureau representative can complete testing clients/cycles under deadlines.

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

- Decisions which result in a major policy change.
- Decisions which impact all division or bureau personnel.
- Decisions which have a major budgetary impact.
- Represent the Bureau and/or Department in cross-functional user forums.
- Information included in fact sheets for informal conferences and all other matters which could have the potential of negative consequences for the department.
- Decisions that would result in an impact to timelines.

#### 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.

General office setting; lighting, air temperature control. Pushing, pulling and/or lifting up to 25 pounds. Prolonged sitting and standing. Extensive use of computer and related equipment.

Work may have a high level of urgency and includes daily contact with executive management, division and bureau employees and other Department personnel. Deadlines are set by management. Some travel may be required.

#### 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

**23. What are the essential functions of this position?**

This position serves as an analyst in the Tax Compliance Bureau (TCB). This position will participate and facilitate project management, communications, test plan development, scenario development, evaluation of tests and scenarios including documentation and working with various Treasury business areas, the Department of Technology, Management & Budget (DTMB) and vendor partners to effectively implement critical IT projects for the Department.

Prepare and maintain Access databases. Act as liaison between the IT Business Integration and Project Management Division and the Tax Compliance Bureau. Create, validate and maintain audit upload files for Tax Compliance Bureau testing. Assists with Continuous Process Improvement program through reporting and deployment of initiatives.

Includes all requirements in Section 18 of the position description.

**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 Tax Compliance Bureau is to increase compliance with the State of Michigan tax statutes while concurrently providing improved customer service by effectively managing the Taxpayer Bill of Rights. This position supports the Tax Compliance Bureau in system testing and liaison role with other areas of Treasury. The primary responsibilities of this position include analyzing, designing, developing, implementing and maintaining documented automated software, process improvement and testing initiatives. The area works in partnership with all other areas of the bureau to effectuate bureau initiatives. This position is expected to prepare and maintain Access databases, audit processing upload process and assist in process improvement tasks. Act as a liaison between Tax Compliance Bureau and IT Business Integration and Project Management staff. This position is expected to evaluate project data, prepare summaries, and make recommendations for improvements. This position will represent Tax Compliance Bureau in meetings as assigned by the supervisor.

**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.

**Alternate Education and Experience****Departmental Analyst 9 - P11**

Educational level typically acquired through completion of high school and the equivalent of at least two years of full-time active-duty experience at or above the E-6 level in the uniformed services may be substituted for the education requirement.

**Departmental Analyst (Departmental Trainee) 9 (SOM employees ONLY)****Education**

Educational level typically acquired through completion of high school.

**Experience**

Four years of experience as an advanced 9-level worker in an ECP Group One classification.

OR

Three years of experience as an E9, E10, or E11-level worker in an ECP Group One classification.

OR

Two years of experience as an experienced level worker in an ECP Group One technician or paraprofessional classification.

OR

Two years of experience as a first-line supervisor in an ECP Group Three classification.

OR

One year of experience as a second-line supervisor in an ECP Group Three classification.

\*Paraprofessional classifications are those requiring an associate's degree or two years of college.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Ability to analyze, synthesize and evaluate a variety of data for use in program development and analysis.
- Ability to analyze and assess operations from the standpoint of management controls, systems and procedures.
- Ability to formulate plans, procedures and controls in a program or service area.
- Ability to communicate effectively.
- Ability to effectively use all Microsoft Office Products. Ability to learn with appropriate training opportunities.
- Desire to learn and ability to research critical components related to this position.
- Ability to conduct training and information sessions.
- Ability to communicate effectively both verbal and written.
- A thorough knowledge of specific Michigan Tax Statutes, department policies, procedure and organization.
- Ability to work within both a team environment as well as independently.
- Ability to maintain favorable public relations and to adapt the frequent changes to work priorities that exist within the division

**CERTIFICATES, LICENSES, REGISTRATIONS:**

This position has a FTINPRINT sub-class code. The sub-class code indicates the position has access to Federal Tax Information (FTI)

**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.***

CARLA JENKS

3/18/2026

\_\_\_\_\_  
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