

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 STATE POLICE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Information and Technology Bureau
4. Civil Service Position Code Description Departmental Specialist-2	10. Division Information Technology Division
5. Working Title (What the agency calls the position) Departmental Specialist	11. Section Mobile Office Environment Section
6. Name and Position Code Description of Direct Supervisor BATES, SKYLAR C; DEPARTMENTAL MANAGER-3	12. Unit Communications Unit
7. Name and Position Code Description of Second Level Supervisor RICHARDS, ANDREW B; DEPARTMENTAL MANAGER-4	13. Work Location (City and Address)/Hours of Work 7150 Harris Drive, Dimondale, MI 48821 / Monday - Friday / 8 a.m. until 5 p.m.

14. General Summary of Function/Purpose of Position

This position serves as the lead Network Subject Matter Expert within the Communications Unit for Michigan State Police (MSP) facilities statewide. This position is the primary liaison with the Department of Technology, Management and Budget (DTMB), and is the MSP Point-of-Contact for coordinating cross-agency connectivity projects, resolving issues, and aligning MSP's network architecture with the State of Michigan (SOM) information technology (IT) standards and security policies. This position is responsible for collaborating with DTMB on the design, implementation, and maintenance of the network infrastructure at each MSP facility. The role requires a professional level of knowledge in enterprise network architecture, network protocols, and telecommunications systems to ensure high-availability, secure, and scalable connectivity across all MSP locations. The incumbent obtains in-depth expertise with the SOM network environment, including both state-standard and MSP specific infrastructure. This position participates in and is the MSP subject matter expert for technology evaluations, vendor negotiations, and requests for proposal (RFP) processes to assess emerging public safety and emergency communication technologies. Additionally, this position collaborates with the Budget, Financial and Facilities Division to reconcile telecommunications expenditures, provide cost estimates, and support lifecycle planning for network assets. This position functions in a bias-free manner.

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

Serve as the lead Network Subject Matter Expert for MSP facilities statewide. Conduct on-site assessments at MSP worksites to evaluate and document network requirements. Analyze current and projected connectivity needs to ensure alignment with operational demands. Collaborate with DTMB on the design and development of site-specific network architecture plans that address performance, scalability, and reliability. Initiate and coordinate connectivity projects with the DTMB, ensuring integration with statewide IT standards. Maintain accurate and up-to-date inventory records of all network assets deployed across MSP worksites.

Individual tasks related to the duty:

- Collaborate with DTMB to plan, develop, and evaluate network connectivity solutions and technology trends.
- Evaluate current network configuration and designs.
- Collaborate with DTMB to develop new configurations and designs to align with the future of technology in the department.
- Analyze network utilization at worksites and determine if worksites need increased bandwidth.
- Serve as the primary resource and subject matter expert for the MSP network connectivity at each worksite.
- Design and conduct surveys and technical assessments at all MSP worksites to identify latency issues, bottlenecks, or security risks.
- MSP Point-of-Contact for site-level connectivity, monitoring and analyzing network traffic and performance metrics.
- Evaluates, develops and maintains procedures, policies, and operational guidelines for network infrastructure managed by the unit.
- Represent MSP as the subject matter expert for all system design, planning, and development activities with interfaced system business owners/developers, DTMB, and vendors.
- Lead liaison with the DTMB for planning, coordination, and execution of connectivity projects.
- Provide technical consultation and serve as a subject matter expert on network and telecommunications infrastructure for MSP worksites.
- Research, plan, coordinate and implement work projects.
- Research and identify necessary operational changes, updates, and/or issues.
- Develop network goals, priorities, and plans for implementation.
- Perform and coordinate testing of network systems and review results.
- Develop and submit statewide budget reports related to connectivity planning, implementation, and maintenance.
- Collect and generate usage data reports to assess fiber optic capacity and future technical needs at each MSP location.
- Maintain accurate and current inventory records of all deployed network assets.
- Maintain network asset inventory lists with hardware lifecycle estimates for equipment including uninterrupted power supply, switches, modems, routers, and cabling and ensure timely hardware refresh.
- Coordinate firmware updates with the DTMB to ensure network systems are operating with the most current firmware applicable.
- Collaborate with DTMB to design and deploy customized network topologies for each site, incorporating VLAN configurations, routing protocols, and security controls such as URL filtering.
- Collaborate with DTMB for the installation of network equipment at the work site (routers, switches, firewall, boosters, etc.)
- Troubleshoot and resolve network and telecommunications equipment issues across MSP worksites, ensuring minimal disruption to operations.
- Research, evaluate, and report all system issues and outages to users in a timely manner.

Duty 2

General Summary:

Percentage: 30

Analyze current and anticipated telecommunications requirements to ensure alignment with MSP operational objectives and long-term infrastructure strategy. Collaborate with DTMB to design and implement site-specific telecommunications plans that prioritize performance, scalability, reliability, and compliance with state IT standards. Initiate, coordinate, and manage telecommunications projects in collaboration with the Department of Technology, Management and Budget (DTMB). Maintain accurate and comprehensive inventory records of all telecommunications assets deployed across MSP worksites, supporting lifecycle management and strategic planning.

Individual tasks related to the duty:

- Develop, strengthen, and maintain partnerships and collaboration within the MSP and DTMB organization to support the mindset and engagement across the Bureau.
- Collect, analyze, and maintain data for Cisco-based systems and Plain Old Telephone Service (POTS) lines to ensure the agency's telecommunications goals are met.
- Works as a high-functioning member of cross-team workgroups on projects related to MSP programs that include project objectives, applications, and respond to technical assistance requests.
- Assist in developing and evaluating training related to networking and telecommunication technology.
- Recommend and enforce telecommunication standards, procedures, and guidelines at each worksite, ensuring compliance with DTMB protocols.
- Evaluate current telecommunication systems and recommend improvements to meet evolving MSP operational needs and strategic goals.
- Develop, implement, and maintain procedures, policies, and guidelines to support effective telecommunications operations across MSP worksites.
- Analyze and assess the telecommunication operational requirements of each worksite, ensuring alignment with MSP's mission-critical functions.
- Maintain a high level of comprehension of Cisco-based systems.
- Troubleshoot and provide technical assistance to the end user.

Duty 3

Other duties as assigned.

Individual tasks related to the duty:

- Attend industry conferences and seminars focused on network connectivity to stay informed on emerging technologies and trends for future infrastructure enhancements.
- Participate in technical training and certification programs to continuously improve skills and effectively perform job responsibilities.
- Collaborate with the DTMB to assist in addressing and resolving tickets submitted by MSP worksites related to connectivity and infrastructure issues.
- Serve as a subject matter expert and primary technical advisor for MSP worksites, offering guidance and troubleshooting on network and telecommunication solutions.
- Perform additional duties and responsibilities as assigned by the supervisor to support the unit's objectives.
- Research, evaluate, and make recommendations for improvements in current processes.
- Conduct special projects and studies as needed.

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

This position is responsible for making independent decisions regarding internet connectivity and telecommunications solutions for MSP worksites. The incumbent assesses the economic, operational, and organizational implications of vendor selection, internet connectivity equipment, and telecommunication solutions, ensuring alignment with departmental goals and budget constraints. Using a proactive and analytical approach, the position identifies potential vulnerabilities and evaluates the connectivity needs of each worksite to ensure optimal performance and security.

These decisions have a broad impact on the MSP department as a whole, influencing the efficiency of operations, the security of communication infrastructure, and the overall effectiveness of the department's technological resources. The outcomes of these decisions directly affect the daily functionality of MSP worksites, as well as the long-term strategic goals of the agency.

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

Decisions related to training, conference attendance, and out-of-office travel require supervisor approval to ensure alignment with departmental priorities and budget considerations. Additionally, decisions that involve significant impact on departmental resources, such as financial allocations or vendor contracts, are subject to review and approval by the supervisor. This includes decisions that may affect the department's financial resources or require changes to existing vendor relationships.

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 position primarily involves sitting for extended periods while reviewing complex information technology documents, analyzing data, and working on a computer. It requires frequent and prolonged engagement in telephone conversations, video conferences, and email communication to coordinate and resolve network and telecommunications issues. The role also involves light lifting of network equipment and peripheral devices, typically weighing up to 25 pounds.

Travel is an essential component of this position, requiring occasional overnight stays for on-site assessments, vendor meetings, or conferences. Environmental conditions may vary depending on worksite locations, including exposure to typical office environments and, on occasion, work in data centers or equipment rooms, where temperature and noise levels may vary.

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?

The essential functions of the positions are collaborating with DTMB on network design and implementation which include designing, developing, and implementing complex network infrastructure across all MSP facilities to ensure secure, high-performance, and scalable connectivity. This position conducts network assessments and site surveys to evaluate LAN/WAN performance. Identifies performance issues, security risks, and infrastructure limitations. Recommends and executes technical solutions to maintain optimal network functionality. This position is the MSP Point-of-Contact who oversees the planning and implementation of telecommunications systems including VoIP, Cisco Unified Communications, and legacy analog (POTS) lines. Ensures reliable voice communications that meet operational and technical standards. This position develops and maintains technical procedures, policies, and guidelines for network and telecommunications systems. This position serves as the primary technical liaison with the DTMB.

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?

Within MSP, the Mobile Office Environment Section plays a critical role in supporting the agency's operational effectiveness by providing comprehensive management and oversight of its statewide communications infrastructure.

The section is responsible for the integration and maintenance of all communications systems, including radio communications, mobile data computers, cellular and satellite devices, landline telephony, and high-speed data connectivity at over 100 worksites across the state. These systems are essential to the daily operations of MSP and ensure secure, reliable communication capabilities for troopers, emergency personnel, and administrative staff.

This position resides within the Communications Unit of the Mobile Office Environment Section, a technically complex area tasked with maintaining connectivity for all MSP facilities. It is also responsible for monitoring and managing the status of landline telecommunications across all sites, assessing equipment needs, and ensuring system adequacy.

Furthermore, the Communications Unit provides strategic updates to MSP leadership regarding statewide connectivity performance and supports initiatives that keep the department aligned with evolving technologies. The unit serves as a critical enabler of operational continuity and public safety response, helping MSP maintain a modern, responsive, and resilient communications infrastructure to support its mission.

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:

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Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to operate the Microsoft Office suite of applications, including Teams, Outlook, Word, Access, and Excel.
- Knowledge of network components, architecture, connectivity, virtual private networks (VPN), firewalls, advanced authentication.
- Knowledge of telecommunication needs within MSP.
- Strong organizational skills.
- Strong written and verbal communication skills.

CERTIFICATES, LICENSES, REGISTRATIONS:

A valid driver's license is required.

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.

ASHLEY ALVARADO

1/14/2026

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