

## 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> STATE POLICE
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Information and Technology Bureau
<b>4. Civil Service Position Code Description</b> DEPARTMENTAL ANALYST-A	<b>10. Division</b> Information Technology Division
<b>5. Working Title (What the agency calls the position)</b> Departmental Analyst 12	<b>11. Section</b> Project and System Support Section
<b>6. Name and Position Code Description of Direct Supervisor</b> SMITH, MONICA D; DEPARTMENTAL MANAGER-4	<b>12. Unit</b> Project Support Unit
<b>7. Name and Position Code Description of Second Level Supervisor</b> LARRISON, RYAN M; STATE ADMINISTRATIVE MANAGER-2	<b>13. Work Location (City and Address)/Hours of Work</b> 7150 Harris Drive, Dimondale MI, 48821 / 8 a.m. to 5 p.m., Monday through Friday

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

The Project and System Support Section (PSSS) provides expertise and guidance for research, management, and implementation of technology projects across all areas of the department. This position serves as the project leader, responsible for the coordination of all assigned agency projects or initiatives. This position holds project initiation meetings with department business owners to discuss the project scope and explains the information technology (IT) project process workflow. This position also assists with writing project business requirements, as well as project, testing, and training plans. This position supports the department's IT needs, activities, and direction. They will triage and resolve issues, review, recommend, and develop policies and procedures, provide research for the evaluation and development of applications and programs, and review contracts, agreements, and reports. This position will also lead meetings involving change management and process improvement initiatives. In addition, they will lead complex projects and work with the Department of Technology, Management and Budget (DTMB), the Michigan State Police (MSP) Headquarters and field staff, and multiple vendors from project initiation to completion. 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: 50**

This position serves as the project leader that oversees and coordinates the MSP technology projects as prioritized by the department.

**Individual tasks related to the duty:**

- Serve as the project leader for the Project Support nit (PSU) liaisons regarding the coordination of IT projects. Provide recommendations for IT solutions.
- Track the MSP IT projects from initiation to completion. Monitor the progress and schedules for all approved IT-related changes for the department, and report delays to the section manager.
- Develop business requirements and prepare Statement of Works (SOWs).
- Review and provide guidance to the PSU liaisons in writing business requirements, purchase requisitions, and SOWs..
- Coordinate the project initiation process by working closely with the business owner, the DTMB, and the Information Technology Division (ITD).
- Guide department members through the purchasing process and invitations to bid and negotiate contracts. Serve as the lead to the PSU liaisons in answering questions regarding the purchasing process.
- Attend Joint Application Design sessions and assist business owners through the process.
- Coordinate the testing rollout plans, production cut over, tracking system bugs, process documenting lessons learned, and end user training for IT projects.
- Communicate and assist business owners to development teams and/or vendors, as well as goals and deliverables.
- Review go-live activities within the Clarity application and coordinate the cadence of rollouts with the DTMB Agency Services and project managers.
- Research areas of improvement in the IT project processes. Develop and implement these processes for increased efficiency.
- Develop project plans on complex IT projects. Review and approve IT project plans created by other section members. Guide and lead other members, as needed.
- Attend IT related meetings, discuss project statuses, track action items, and ensure effective communication.
- Research and assist MSP divisions with the non-standard software approval process to include Enterprise Architecture Solution Assessment (EASA) requests by submitting the necessary information into the appropriate DTMB JIRA board for processing.
- Assist business owners through the Michigan Security Accreditation Process (Mi-SAP) project onboarding process.
- Serve as the department's Clarity Idea Owner for the submission of new project ideas.
- Review and maintain the PSU training and procedure manual, including required annual reviews. Update the procedure manual and communicate any changes to section staff.
- Onboard new PSU Liaisons including additional training, program access, and introductions to meetings and people.
- Prepare financial requests to hire contractors and submit the requests for approval.

**Duty 2**

**General Summary:**

**Percentage: 15**

Lead in the promotion, support, planning, and facilitation of Change Management initiatives for large IT projects.

**Individual tasks related to the duty:**

- Lead the delivery of change management for large IT projects.
- Consult with all bureaus across the department as a change management consultant for large IT projects.
- Leverage approved change management methodologies to facilitate discussions.
- Develop and lead execution of change management plans.
- Analyze strategies to prepare and implement changes with stakeholders (internal and external).
- Work with the Communication and Outreach Division to communicate changes with stakeholders.
- Develop SharePoint pages that include messaging regarding the changes and impact from IT projects.
- Identify, analyze, and monitor change metrics on projects.
- Interact with other agencies engaged in change management activities to leverage and share best practices.

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

Lead the facilitation of process improvement initiatives department wide.

**Individual tasks related to the duty:**

- Consult with all bureaus across the department as a facilitator of process improvement initiatives.
- Lead Lean Process Improvement (LPI), working with the DTMB to complete LPIs for projects that meet the required threshold.
- Work with the bureaus and business areas that request LPIs.
- Leverage approved LPI methodologies to facilitate discussions.
- Lead PSU liaisons completing and facilitating process improvements.
- Develop and lead execution of process improvement plans.
- Identify, analyze, and monitor action items and plans from completed process improvement initiatives.
- Interact with other agencies engaged in LPI activities to leverage and share best practices.

**Duty 4****General Summary:****Percentage: 10**

Gather information, analyze, and generate reports. Submit monthly metrics and progress reports to manager. Provide recommendations to manager.

**Individual tasks related to the duty:**

- Provide research and analysis to support the ITD and the MSP's Strategic Plan.
- Produce reports for divisions on the maintenance and operation resources of IT applications.
- Analyze and provide priority recommendations to the manager. These recommendations may be used to prioritize projects and resources within the department and the DTMB.
- Gather and submit monthly metrics and progress reports to manager.
- Review project initiation documentation and ensure ideas are appropriately scored and included in the IT portfolio.

**Duty 5****General Summary:****Percentage: 10**

Other duties as assigned.

**Individual tasks related to the duty:**

- Represent command during meetings and projects which impact the MSP operations.
- Analyze, assess, and develop policies and procedures.
- Lead meetings with section staff members, the DTMB, and the MSP to discuss streamlining processes.
- Write official correspondence to communicate new procedures to department members.
- Serve as back-up to other section staff, as needed.

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

Deciding on a course of action requires a determination of the most effective approach when only broadly defined guidelines are available. Responsible for leading complex projects. Responsible for providing recommendations for better solutions or needed upgrades/changes to multiple programs and projects. Assists department personnel and makes recommendations regarding access of systems and resolution of issues while keeping management informed. Development and execution of change management plans and process improvement initiatives using approved methodologies.

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

The supervisor's guidance and approval are required for making decisions which involve political or budget considerations, approving the overall direction of a new program or project, major deviation from established policies, and major expenditures outside of established spending plan.

**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 and related duties require an employee to work under potentially stressful situations. This position also entails routine office work including use of general office and audio-visual equipment. Standing, sitting, typing, writing, walking, stooping, kneeling, carrying, and bending are all physical tasks that may be performed. This position will participate in meetings, occasionally requiring driving to meeting locations and transporting boxes of material. Travel is 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):**

- |   |                                    |   |                                   |
|---|------------------------------------|---|-----------------------------------|
| N | Complete and sign service ratings. | N | Assign work.                      |
| N | Provide formal written counseling. | N | Approve work.                     |
| N | Approve leave requests.            | N | Review work.                      |
| N | Approve time and attendance.       | N | Provide guidance on work methods. |
| N | Orally reprimand.                  | 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?**

The PSSS provides expertise and guidance for research, management, and implementation of technology projects across all areas of the department. This position serves as the project leader, responsible for the coordination of all assigned agency projects or initiatives. This position holds project initiation meetings with department business owners to discuss the project scope and explains the IT project process workflow. This position also assists with writing project business requirements, as well as project, testing, and training plans. This position supports the department's IT needs, activities, and direction. They will triage and resolve issues, review, recommend, and develop policies and procedures, provide research for the evaluation and development of applications and programs, and review contracts, agreements, and reports. This position will also lead meetings involving change management and process improvement initiatives. In addition, they will lead complex projects and work with the DTMB, the MSP Headquarters and field staff, and multiple vendors from project initiation to completion.

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

To facilitate communication for large IT projects that impact several internal and external stakeholders to prepare them and to ensure a more successful project implementation, added leading change management and process improvement initiatives as duties. Added task of serving as the department's Clarity Idea Owner. Revised tasks pertaining to business requirements and testing. Removed tasks related to cost estimates. Reduced time allocation to reports as processes related to this have been established and now require less time.

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

The position is part of the ITD, which oversees all technology related projects. The area provides expertise and guidance for research, management, and implementation of technology projects across all areas of the department. The function of this position assists in the direction of the department's IT with specific responsibility for leading projects and teams.

**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 12**

Three years of professional experience, including one year of experience equivalent to the experienced (P11) level in state service.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of project management principles, concepts, and practices.
- Knowledge of system development methods used for new development or enhancements to existing information systems.
- Knowledge of Change Management and Process Improvement initiatives.
- Ability to work in a team environment.
- Ability to resolve conflicting high-priority requirements.
- Ability to gather and analyze facts, draw conclusions, define problems, and suggest solutions.
- Ability to conduct trainings and informational sessions.
- Ability to communicate effectively, build consensus, facilitate working sessions, and negotiate solutions and alternatives.
- Ability to plan, coordinate, and expedite work projects.
- Ability to be adaptable and positive in changing environments.

**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.***

ASHLEY ALVARADO

\_\_\_\_\_  
Appointing Authority

1/21/2026

\_\_\_\_\_  
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