Position Summary

This summary describes the organization, duties, and requirements of a State of Michigan vacancy. The official position description for this position is available from the HR office for the agency.

Position Code: DEPTALTEB92Y

Civil Service Class and Level: DEPARTMENTAL ANALYST-E

Working Title (What the agency calls the position): Booking System Analyst

Name and Position Code Description of Direct Supervisor: RANSOM, MICHAEL L; DEPARTMENTAL MANAGER-3

Department/Agency: STATE POLICE

Work Area: Biometrics and Identification Division

Work Location/Hours of Work: 7150 Harris Drive., Dimondale, MI 48821 / Monday - Friday - 8 a.m. to 5 p.m.

General Summary of Function/Purpose of Position: The purpose of this position is to define and maintain parameters for all booking systems within the state of Michigan. This position will work closely with local law enforcement agencies, correctional facilities, prosecutors, courts, and booking system vendors to troubleshoot issues and ensure all systems transmit data that meets the standards set forth by both the Michigan State Police (MSP) and the Federal Bureau of Investigations (FBI). This position will work with system administrators to monitor submissions for accuracy and adherence to policy and will assume responsibility for support, quality control, statistical analysis, and reporting for all booking systems in Michigan. This position is tasked with creating and administering test cases, extensively testing livescan and booking systems and their interfaces to other systems, verifying all standards and policies are met. Establishing, documenting, and communicating new/updated standards and policies that are directly tied to livescan and booking systems data quality will be a major task of this position. This position functions in a bias free manner.

Assigned duties and tasks for each duty.

Duty 1 **Percentage: 40**

Collaborate with booking system vendors, livescan vendors, internal partners, and local law enforcement agencies to ensure all processes adhere to expected standards.

- Serve as the primary booking systems subject matter expert to address inquiries, resolve system-related questions, and troubleshoot issues with transmissions and quality of data.
- Function as a point of contact for livescan connectivity issues with the Automated Biometric Identification System (ABIS).
- Conduct research on booking and livescan interoperability to evaluate the operational impact on ABIS, Criminal History Records (CHR), and Records Management Systems.
- Cultivate relationships with livescan and booking system vendors to coordinate efforts more effectively, including interfacing between systems.
- Assist vendors in the development and deployment of edits through new application releases, verifying that data quality standards are maintained.
- Coordinate with the CHR Section and initiate conversations with local law enforcement agencies to improve data quality and resolve data issues.
- Be apprised of the various versions of booking system software used in Michigan to assist with system/software troubleshooting.
- Collaborate with teams within the Biometrics and Identification Division and the Criminal Justice Information Center to coordinate and reinforce training initiatives as they relate to booking systems data.
- Establish the most effective way to communicate changes to local law enforcement agency administrators and disseminate as appropriate using an instructional plan.
- Create and maintain a booking systems submissions database to gather metrics and determine trends.
- Disseminate quality control audit results to local agencies and communicate solutions of issues found.
- Audit data quality levels after providing solutions to determine if MSP instruction was useful and effective in reducing errors.

Duty 2 **Percentage: 25**

Determine and disseminate acceptable data quality standards based on legislative mandate and the MSP.

- Collaborate with management to establish acceptable data quality thresholds and document data quality levels.
- Develop standard operating procedures and best practices for booking systems.
- Ensure that local law enforcement agencies and their booking and livescan system vendors are familiar with and adhere to electronic reporting rules, procedures, Michigan legislation, and federal legislation.
- Update livescan and booking system application standards, as necessary, and disseminate to local law enforcement agencies and system vendors.
- Communicate clear performance criteria to local law enforcement agencies and vendors and assist them, when necessary, in meeting those thresholds.
- Evaluate agencies for compliance with policies and procedures and recommend necessary actions if found to be in non-compliance.
- Provide vendor policy adherence and data quality statistics to local law enforcement agencies purchasing booking system solutions.

Duty 3 **Percentage: 25**

Support the testing and validation of livescan and booking systems and verify seamless integration between core applications and external system interfaces.

- Identify program elements and specifications that are required to fully test the functionality of individual booking and livescan systems used in Michigan.
- Develop criteria to utilize when testing livescan and booking systems, including regression testing, when software updates are released by vendors.
- Administer and evaluate end-to-end test cases for livescan and booking systems used in Michigan.
- Assist in the testing and validation of livescan vendors seeking approval to submit transactions to ABIS.
- Research livescan software changes and how they may affect various booking systems and work with vendors to accommodate changes and prevent compromised data quality at all system levels.
- Research new livescan and booking system solutions.
- Compile and monitor booking system data and prepare analytical reports, visualizations, and monthly statistical insights of the program.

Duty 4 **Percentage: 10**

Perform other duties, as assigned.

- Design and conduct surveys or special studies to determine needs and assist in the planning, implementation and evaluation of programs and services within the Automated Print Identification Section.
- Establish user groups and forums to gather input from the field as it pertains to required data reporting to MSP.
- Create newsletters and correspondence.
- Organize shared electronic files.
- Other duties as assigned.

Types of decisions made independently and whom or what those decisions affect: Determine error trending within the booking and livescan data streams. Instruct agencies and vendors on proper entry and submission of data to MSP. Work with vendors to communicate changes that are made in both Michigan and federal standards as reflected in laws, statutes, and Electronic Biometric Transmission Specification documents provided by the above respective entities. Assist in the adoption of required changes.

Types of decisions that require the supervisor's review: The amount and frequency of field interaction. Changes that may affect data outside of the booking systems.

Physical effort used to perform this job and environmental conditions of this position: Ability to lift and transport projectors, computers, and reference materials weighing less than 20 pounds. Ability to travel.

Names and classes and levels of employees whom this position immediately supervises:

Essential functions of this position: Serves as the booking system analyst for booking system functionality, quality, and interfaces to the various other systems. This position will track booking vendors used in Michigan, instruct them on the importance of the data they submit, and assist in properly updating tables. Establish booking system standards and test existing vendors to ensure they meet the standards. Develop a list of Michigan approved booking system vendors and test new vendors and their software. Provide first-line coordination for resolving booking system data issues. Understand values in the booking system that translate into National Institute of Standards and Technology fields and monitor these transmissions for accuracy in conversion. Research inconsistencies and error trends and determine the entity causing inconsistency or error (e.g., agency, vendor, individual, etc.).

Function of the work area: The Automated Print Unit manages livescan, booking system, and mobile identification submissions interfacing with the Michigan ABIS and the Statewide Network of Agency Photos. This position's function within the unit is to coordinate the collection of all demographic and charge information attached to livescan submissions and verify that the information is submitted correctly and timely. This position affects biometrics databases, CHR, Michigan Incident Crime Reporting, FBI reporting, and much more.

Education, experience, and credentials typically needed to perform the position's essential functions [Equivalent combinations of education and experience can also be evaluated on an individual basis for applications providing sufficiently detailed descriptions of the other experience.]:

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 - 12
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.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of criminal justice systems and information technology.
- Knowledge of methods of research, analysis, and interpretation.
- Ability to communicate with others verbally and in writing.
- Ability to plan, coordinate, and expedite work tasks.

CERTIFICATES, LICENSES, REGISTRATIONS:
N/A