

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

<b>Position Code</b> 1. DEPTALTEG32Y
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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> Technology, Management & Budget - MB
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> State Facilities Administration
<b>4. Civil Service Position Code Description</b> Departmental Analyst-E (9-P11)	<b>10. Division</b> Strategies and Solutions Division
<b>5. Working Title (What the agency calls the position)</b> Tech Services Analyst	<b>11. Section</b> Program Resource Management
<b>6. Name and Position Code Description of Direct Supervisor</b> Lehman, Emmett – Departmental Manager 14	<b>12. Unit</b> Facilities Media Services
<b>7. Name of Second Level Supervisor</b> Cousineau, Alex – State Administrative Manager 15	<b>13. Work Location (City and Address)/Hours of Work</b> State Facilities Administration Building SOM Warehouse Complex (100) 3111 W. St. Joseph Hwy. Lansing, MI 48917 8:00a.m. – 5:00 p.m.
<b>14. General Summary of Function/Purpose of Position</b>  This position provides coordination between State Facilities Administration (SFA) and DTMB Information Technology (IT) program areas of DTMB. This position will serve as a liaison in all matters involving IT, Telecom, and SFA services and projects. This position works closely with management and supervision performing professional research and analysis assignments in support of technology tools and needs. This position will facilitate all technology needs for SFA staff. In addition, this person will serve as a developer and provider of training regarding computers, phones, software, and all other IT projects. They will maintain records, prepare reports and compose correspondence relative to the work. This position will represent SFA in Keylight and Department of Treasury Financial security assessments, and other department audits in related areas.	

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**

Technology/Media Liaison and Advisor

**Individual tasks related to the duty:**

- Serve as IT/Telecom project liaison for SFA
- Researches, analyzes, and determines solutions to best support IT and telecom needs and goals of the agency
- Makes recommendations on criteria, standards, and guidelines following evaluation of IT/Telecom processes and procedures
- Recommends, reviews, and/or creates forms and materials regarding computer/phone requests or projects
- Analyzes current technology programs and recommends changes to policies and procedures to improve efficiency
- Liaison for all SFA Keylight and Department of Treasury financial security assessments
- Collects, consolidates, and analyzes all key computer, telecom, and project data and reports to management
- Develop and maintain internal software programs and ensure continuous updates to the system
- Use and maintain SFA database that holds all corresponding login, phone, computer, software deployment, and special requirements for each employee
- Design and implement new databases to produce additional queries and reports
- Design, conduct and disseminate internal surveys or special studies for planning and reporting
- Evaluates available programs, determines eligibility, and makes recommendations for inclusion to DTMB and State of Michigan technology programs
- Develop and implement training documents for IT and telecom areas
- Interprets existing and proposed laws, policies, and procedures and communicates impact on operations to management
- Develops alternative solutions to resolve complex telephone and computer problems
- Analyze, audit, and generate reports on technology and telecom purchases
- Serve as liaison for all telecom conversions and other special projects
- Identifies stakeholders and facilitates discussion pertaining to area technology needs

**Duty 2**

**General Summary:**

**Percentage: 20**

Division Technology Facilitator

**Individual tasks related to the duty:**

- Coordinate the individual computer and telephone needs for over 300 employees within SFA
- Coordinates with SFA staff to order, track, and schedule replacement of out-of-warranty computers
- Develops and communicates written and verbal communications regarding pending requests and projects
- Coordinates installation or repairs of desk phones, cell phones, network connections and other various office equipment with DTMB Field Services
- Meet with staff in office or on site to service equipment and provide basic training
- Oversee the ordering of computer, telephone, and other technology equipment
- Guide SFA student assistants in end user coordinator duties
- Serve as SFA liaison and backup for all State Employee Information Portal duties
- Design and present SFA staff meeting videos and other division presentations
- Provide consultation and acts as liaison for BOD Fire Crew and Building Intelligence Systems teams

**Duty 3**

**General Summary:**

**Percentage: 15**

SFA SIGMA Procurement Liaison

**Individual tasks related to the duty:**

- Proposes, develops, and prepares policy materials, manuals, and supporting instructions for SIGMA Procurement training
- Analyzes SIGMA Procurement changes and communicate process updates to all staff
- Serve as liaison for SFA SIGMA Procurement requests
- Work with SFA management to create, edit, and submit financial requests

**Duty 4****General Summary:****Percentage: 5**

Performs related work appropriate to the classification, as assigned, in support of division goals.

**Individual tasks related to the duty:**

- Serve as a backup timekeeper
- Create, edit, and approve Building and Parking Service Notifications
- 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.**

Independent decisions and personal initiative necessary to determine how work assignments can be most efficiently completed.

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

Decisions requiring departure from established policies or guidelines. Decisions that could be perceived as setting or altering Office or DTMB policy. Decisions regarding major funding issues.

**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.**

Prolonged periods of sitting at a computer terminal. Standing, walking, lifting, and bending.

**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.**

N/A

**20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):**

- |                            |                                    |                            |                                   |
|----------------------------|------------------------------------|----------------------------|-----------------------------------|
| <input type="checkbox"/> N | Complete and sign service ratings. | <input type="checkbox"/> N | Assign work.                      |
| <input type="checkbox"/> N | Provide formal written counseling. | <input type="checkbox"/> N | Approve work.                     |
| <input type="checkbox"/> N | Approve leave requests.            | <input type="checkbox"/> N | Review work.                      |
| <input type="checkbox"/> N | Approve time and attendance.       | <input type="checkbox"/> N | Provide guidance on work methods. |
| <input type="checkbox"/> N | Orally reprimand.                  | <input type="checkbox"/> 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?**

Providing professional support for SFA regarding all technological equipment, projects, and policies

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

Duties have not changed

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

The function of the work unit is to provide a safe, comfortable and cost-effective facility to allow our customers to provide their designated services to the people of the State of Michigan, and to provide maintenance and construction services on buildings to preserve the investment of the State of Michigan, DTMB. This position provides technological coordination for SFA. This position works closely with management and supervision performing professional research and analysis assignments in support of SFA operations. The employee will provide customer service with courtesy, respect and attention to detail, work cooperatively with staff and ensure a positive and helpful outcome to projects.

**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.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of:

- principles and practices of research and analysis.
- principles of administrative management, including budgeting techniques, office procedures and reporting.
- tools of management, such as methods development, cost analysis, procedural manuals, training materials, operating controls, records and reports, and studies applicable in evaluating programs or services.
- federal, state and departmental laws, rules, practices, methods and procedures related to work.

Ability to:

- analyze, synthesize and evaluate a variety of data for use in program development and analysis.
- analyze and assess operations from the standpoint of management controls, systems and procedures.
- interpret laws, rules and regulations relative to the work.
- learn and utilize computer processes.
- analyze and assess operations and programs.
- communicate effectively and maintain positive employee, customer and public relations.
- understand and carry out the terms and conditions of contractual agreements.
- maintain records, and prepare reports and correspondence related to the work.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

None

*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