

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

<b>Position Code</b> 1. DEPTALTE
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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> 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-E	<b>10. Division</b> Information Technology Division
<b>5. Working Title (What the agency calls the position)</b> Departmental Analyst	<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 - 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 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 assists department business owners and the Department of Technology, Management and Budget (DTMB) by coordinating assigned projects or initiatives, monitoring issues, and providing support through the duration of the IT-related project. 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: 55**

This position is responsible for researching, initiating, developing, maintaining, and supporting assigned IT-related projects.

**Individual tasks related to the duty:**

- Provide research and analysis of technology initiatives as they relate to assigned IT-related projects and the department's needs.
- Evaluate existing programs, operational needs, and costs to recommend alternative solutions.
- Coordinate the project initiation process by working closely with the business owner, the DTMB, and the Information Technology Division (ITD).
- Coordinate, monitor, and support the business area during the entire IT project process.
- Assist with developing an IT project timeline, initiation plan, and maintenance/support plans for assigned IT projects.
- Monitor IT project timeline, progress, and assist with setting priorities to ensure project meets deadlines.
- Facilitate and attend meetings, develop agendas, and lead project discussions.
- Coordinate the testing rollout plans, production cut over, tracking system bugs, process documenting lessons learned, and end user training for IT projects.
- Provide expertise and guidance, monitor project process, and track action items to ensure department goals and timelines are being met.
- Communicate project status, roadblocks, and delays to the ITD leadership and business owners.
- 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.

**Duty 2**

**General Summary:**

**Percentage: 20**

Provide support and triage significant IT-related issues during project implementation.

**Individual tasks related to the duty:**

- Evaluate existing programs and operational needs, research alternatives, and perform cost analysis on alternate solutions.
- Provide support for licensing, upgrades, policies and procedures after IT project has been implemented.
- Enter DTMB Agency Services work order requests via Jira and prioritize according to deadlines and the mission, goals, and objectives of the department.
- Place maintenance tickets as needed, and track submitted tickets to ensure timely resolution. Intervene with necessary vendors, as needed, to ensure maintenance is complete accurately.
- Recommend changes to business practices based upon observation of the work performance within the unit.
- Development and implementation of policies and procedures, as needed.
- Provide issue escalation to resolution, as needed.
- Development of technology communications, as needed.

**Duty 3**

**General Summary:**

**Percentage: 10**

Perform other tasks to ensure IT project or support workflow.

**Individual tasks related to the duty:**

- Participate in the Lean Process Improvement at initiation of new IT project to help define scope and identify gaps.
- Assist with performing cost analysis for IT projects to determine current and future costs.
- Enter stories and upload IT project forms and necessary documentation into Jira.
- Enter, track, review, and update information into Clarity from idea stage to close of project.
- Coordinate and/or assist with project lessons learned documentation.
- Maintain a thorough knowledge of the principles and practices of technology continuity planning and assisting business owners in completing the Business Information Assessment at the end of the project.
- Assist with developing a yearly test plan for the IT Continuity Plan.
- Communicate with all parties involved with the project, including business owners, project managers, vendors, technicians, and various DTMB or Michigan State Police (MSP) worksites.
- Make recommendations for changes to business practices based upon observations of the work performance within the unit.
- Assist in obtaining quotes from vendors as needed to begin a new project or IT software or hardware implementation.

**Duty 4**

**General Summary:**

**Percentage: 10**

Research new technologies, coordinate team meetings, and develop technology proposals.

**Individual tasks related to the duty:**

- Attend team meetings and provide recommendations for improvement of policies, procedures, and workflow.
- Coordinate and plan pilot programs and user testing. Develop documentation of any research completed and lessons learned.
- Develop, evaluate, and implement policies, procedures, or standards needed concerning new technology programs.
- Research, follow up, and prepare recommendations on emerging technology potential to improve efficiencies and operations for worksites.
- Attend IT training and conferences.
- Obtain knowledge of current IT and law enforcement software vendors. Understand technology products and how they may assist the MSP with future IT needs.
- Maintain and track progress towards achieving the ITD and MSP strategic plan initiatives.
- Oversee and/or develop technology communications.

**Duty 5**

**General Summary:**

**Percentage: 5**

Other duties as assigned.

**Individual tasks related to the duty:**

- Perform related essential functions appropriate to the classification and other non-essential functions, as required.
- Work with department and the DTMB personnel to maintain and support the technology Intranet page.
- Assist with maintaining the IT Strategic Plan.
- Assist with monitoring and reporting of division metrics.
- Cross train with other worksite staff.
- Participate in meetings, as requested by manager.
- Provide excellent customer service.

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

Decisions on prioritizing duties and assignments based on deadlines and the mission, goals, and objectives of the department. Decisions involving detection and collection of hardware or software problems and symptoms. Escalation of problems or complaints. Decisions related to training, data collection, and report development. Assists department personnel and makes recommendations regarding access of systems and resolution of issues while keeping management informed.

**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 and approving the overall direction of a program or project. Decisions in situations where clear guidance or policy does not exist or has not been stated.

**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 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 offsite 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):**

- |                            |                                    |                            |                                   |
|----------------------------|------------------------------------|----------------------------|-----------------------------------|
| <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?**

This position will provide technical advice and assistance to others within the agency regarding the management and implementation of technology-based projects. This position will assist with the triage and escalation of issues with agency information systems/applications. This position must stay informed of emerging technological and equipment solutions related to the MSP. This position provides IT services and expertise related to the MSP information systems.

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?

This position is part of the ITD, which oversees all technology related projects for the MSP. The PSSS provides expertise and guidance for research, management, and implementation of technology projects across all areas of the department. This position assists with the coordination of projects between the DTMB, the MSP, and various vendors. It also provides support for statewide information systems and is a point of contact for escalation of issues with the DTMB. This position must stay informed of emerging technological and equipment solutions for MSP needs. This position provides specialized IT services and expertise.

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 - 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 the principles and practices of project management, research, and analysis.
- Ability to analyze, synthesize, and evaluate a variety of data for use in program development and analysis.
- Ability to organize, evaluate, and present information effectively.
- Ability to interpret laws, rules, and regulations relative to the work.
- Ability to formulate plans, procedures, and controls in a program or service area.
- Ability to gather and analyze facts, draw conclusions, define problems, and suggest solutions.
- Ability to maintain composure during periods of heavy workloads, multiple priorities, and tight deadlines.
- Ability to handle sensitive issues and information in a confidential manner.
- Advanced experience with all Microsoft Office 365 applications, including (but not limited to) Word, Access, Excel, OneNote, and PowerPoint.
- Advanced technical skills/knowledge of computers and software programs.
- Extensive knowledge of criminal justice technology and information systems.

**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

3/26/2026

\_\_\_\_\_  
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