

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

Position Code 1. DEPTALTEX29Y

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 TRANSPORTATION CENTRAL OFFICE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Bureau of Development
4. Civil Service Position Code Description DEPARTMENTAL ANALYST-E	10. Division Design Division
5. Working Title (What the agency calls the position) Schedule Support Analyst	11. Section Administration
6. Name and Position Code Description of Direct Supervisor SCHUSTER, KRISTIN A; STATE DIVISION ADMINISTRATOR	12. Unit Scheduling Support Unit
7. Name and Position Code Description of Second Level Supervisor PARKER, DEMETRIUS; SENIOR MANAGEMENT EXECUTIVE	13. Work Location (City and Address)/Hours of Work 425 W. Ottawa Street, Lansing, MI 48933 / M-F 7:30 a.m. - 4:30 p.m. (hours may vary)
14. General Summary of Function/Purpose of Position	
<p>This position analyzes and evaluates routine functions (e.g., using the Quality Assurance (QA) check to determine baselining (reviewing a project schedule before it gets posted) or sending targets to JobNet for Change Requests, etc.) of Planisware and provides basic support to internal users. Planisware is a customized off-the-shelf software that is used for scheduling, reporting, and monitoring the development process of transportation projects. This position is responsible for managing user licenses and requests for new users which includes adding people when requested and removing people when they have left the department or moved to another position that would not require Planisware access. Additionally, this position assists the Planisware Recognized Resource Analyst and the Planisware Support Team with updating training materials, reviewing routine reports for accuracy for project schedules, and reviewing Project Manager (PM) guidance documentation to ensure content is clear. This position also cross-trains with data management positions to enhance reporting needs within the division.</p>	

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: 45

Analyze and evaluate system routine functions of Planisware and provide general support for users of Planisware by assisting the Planisware Recognized Resource Analyst and Statewide Scheduling Specialists as needed including answering questions about the program, working on simple schedules over the phone or teams, etc.

Individual tasks related to the duty:

- Analyze and evaluate routine system functions of Planisware. If concerns are found, work with Planisware recognized resource to address.
- Determine when a project is ready for addition to the Planisware statewide master program by working with the Planisware team and users to review the schedule, check for inclusion of tasks, etc.
- Review for problematic trends or inconsistencies and provide process recommendations to the Planisware recognized resource analyst for final review and approval.
- Analyze and review routine data input from project managers (e.g., baselining) for the recognized resource analyst and specialists' approval, to ensure project data is input properly.
- Analyze and evaluate background logic (e.g., network and manual alignment for current processes) of the Planisware system and its correlation to global network, task manual and the project development process.
- Monitor, review, and recommend changes for routine correspondence related to the Planisware network.
- Prepare and review reports and provide information to project managers that identify where problems are occurring. Work with Planisware recognized resource analyst to resolve.

Duty 2

General Summary:

Percentage: 15

Assist Scheduling Support team in software defect identification and resolution and updating Scheduling Support SharePoint site content.

Individual tasks related to the duty:

- Test proposed software fixes or workarounds recommended by Scheduling Support Team and communicate results back to the team.
- Review Scheduling Support SharePoint site content to ensure information is correct and can be utilized by project managers.
- Participate in meetings of the Scheduling Support Team and review issues discussed with project managers and technical personnel for understanding of the system.

Duty 3

General Summary:

Percentage: 15

Assist Scheduling Support Team with training documentation, user manuals and communication to all Planisware users. Manage user accounts.

Individual tasks related to the duty:

- Responsible for managing user accounts, setting up and removing access for users in Planisware as needed within the license allotment.
- Assist in providing training documentation and communication to resource units utilizing various MDOT software, including Excel, Word and PowerPoint.
- Draft correspondence and/or materials, for Planisware recognized resource analyst to review, and distribute approved materials to users and ensure additions or modifications to manuals, guides, procedures, or Planisware software are included.
- Provide communication of Planisware changes to the user community, through emails and posting listservs.
- Support Scheduling Support Team in training sessions as needed/requested. This could include documenting Frequently Asked Questions, taking notes, etc.
- Develop and upkeep of technical desk manuals and other team documents.

Duty 4

General Summary:

Percentage: 20

Crosstrain with data management positions to enhance reporting needs within the division.

Individual tasks related to the duty:

- Crosstrain with data management positions to enhance reporting needs within the division.
- Create reports within Business Objects focusing on understanding data sources frequently used by the division, correct formatting, frequency, etc.
- Participate in Business Objects training sessions to familiarize self with creating and running reports.

Duty 5

General Summary:

Percentage: 5

Other duties as assigned.

Individual tasks related to the duty:

- Other duties as assigned by supervisor.

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

Decisions consistent with past practice by the Scheduling Support Team. Decisions made by this position affect Planisware users and possibly project deadlines.

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

Exceptions to standard rules and regulations and/or policy; matters involving non-routine procedures; and when guidelines or knowledge of previous situations do not exist.

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.

Typical duties associated with an office setting. May require travel on a statewide basis, including transport of multiple training computers. Position may require availability outside normal working hours based on operational needs.

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):

Complete and sign service ratings.

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?

This position analyzes and evaluates routine functions (e.g., using the QA check to determine baselining (reviewing a project schedule before it gets posted) or sending targets to JobNet for Change Requests, etc.) of Planisware and provides basic support to internal users. Planisware is a customized off-the-shelf software that is used for scheduling, reporting, and monitoring the development process of transportation projects. This position is responsible for managing user licenses and requests for new users which includes adding people when requested and removing people when they have left the department or moved to another position that would not require Planisware access. Additionally, this position assists the Planisware Recognized Resource Analyst and the Planisware Support Team with updating training materials, reviewing routine reports for accuracy for project schedules, and reviewing PM guidance documentation to ensure content is clear. This position will also cross-train with data management positions to enhance reporting needs within the division.

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

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

The work area function is to provide support for the Planisware software which provides for scheduling, reporting, and monitoring for phases of design projects in the Department's construction program. This position analyzes and evaluates routine functions of Planisware and provides basic support to internal users. This position is responsible for managing user licenses and requests for new users which includes adding people when requested and removing people when they have left the department or moved to another position that would not require Planisware access. Additionally, this position assists the Planisware Recognized Resource Analyst and the Scheduling Support Team with updating training materials, reviewing routine reports for accuracy for project schedules, and reviewing PM guidance documentation to ensure content is clear.

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:

- project management concepts.
- use of project management details.

Ability to:

- learn and use new software programs (Planisware, Business Objects, etc.).
- create routine software interface and data views.
- communicate effectively.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

Possession of a valid driver's license is preferred.

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.

None

I certify that the entries on these pages are accurate and complete.

ASHLEY PARSONS

4/30/2026

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