

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 TREASURY CENTRAL PAYROLL
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Tax Administration Services Bureau
4. Civil Service Position Code Description Departmental Manager-3	10. Division Technical and Operational Support Division
5. Working Title (What the agency calls the position) Manager	11. Section IT Operational and Data Security
6. Name and Position Code Description of Direct Supervisor ZIMMERMAN, JARON A; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor SHULTZ, NICHOLE A; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 7285 PARSONS RD; DIMONDALE, MI 48821 Monday - Friday, 8:00 am to 5:00 pm

14. General Summary of Function/Purpose of Position

This position serves as the manager of the IT Operational and Data Security Section, a complex work area within the Technical and Operational Support Division of the Department of Treasury. The primary function of the IT Operational and Data Security Section is to oversee the TASB systems and data to ensure smooth operation and maintain business processes. Systems include but are not limited to tax call center and processing platforms.

This position directs, supervises, and oversees performance of personnel, and provides guidance and problem resolution. Additionally, this position promotes and maintains an environment conducive to high performance, continuous improvement, communication, and teamwork, as well as fosters strategic working relationships with the business areas involved in metric and system operations.

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

Oversees and participates in documenting change management processes for TASB systems and ensure smooth operation to maintain business processes. Systems include but are not limited to tax call center and processing platforms. Works closely with other Division's within the Department and other bureaus across the Department to facilitate and streamline system enhancements and implementations to support tax administration activities and functions.

Directs and participates in research, analysis, development, and execution of security audit processes with the business areas. Works closely across the Department to support tax administration security audit activities and functions.

Individual tasks related to the duty:

- Oversees the research, analysis and development of standards defining the system quality and change management of system enhancements and implementations.
- Maintains strategic relationships with the business areas.
- Researches and develops methods to identify and track best practices.
- Identifies opportunities for improvement and recommends policy and procedure changes to smooth system operations to maintain business processes.
- Direct and control the creation and implementation of standardized processes related to new ideas and enhancement to contact center and processing systems.
- Coordinates the development of system requirement documentation materials and programs.
- Direct and control activities for various system triage sessions both in-person and electronic forums.
- Work cross-functionally with work areas to develop effective system enhancement and update plans and requirements.
- Ensure that changes proposed are effectively reviewed and prioritized by all affected business areas.
- Oversees the compilation and maintenance of bureau metric reporting and metric dashboard.
- Ensure compliance with security requirements set forth by the Department or Bureau.
- Serve as the Systems representative for audit and business continuity planning activities.
- Assist in the monitoring and development of internal controls.
- Consult and coordinate with Department security staff on all privacy and security matters including Keylight, POAM, etc.
- Interpret laws, rules, and regulations specific to Tax Administration.
- Identify and resolve problems both technical and program specific; ensure that established policies are consistently applied.

Duty 2

General Summary:

Percentage: 25

Responsible for planning, directing, and managing the day-to-day operations of the IT Operational and Data Security Area. Coordinate and assign the daily activities; provide guidance; and ensure adherence with policies, procedures.

Oversee the team's development and daily activities. Activities include, in part, the coordination of work assigned to the Section; review of the procedures and processes used in providing centralized support to the bureau in various data and system functions.

Individual tasks related to the duty:

- Direct the work of staff by setting and tracking unit priorities and goals.
- Determine staffing skills, evaluate areas of responsibility, and adjust based on efficiency and enhancement.
- Assemble and maintain metrics related to various system change management tracking as well as individual personnel production metrics.
- Develop and maintain policy and procedural documents and ensure that established policies and procedures are consistently applied in the IT Operational and Data Security section staff day to day work.
- Review system security documentation and reports for management by collecting, analyzing & summarizing information and trends.
- Maintain records, prepare reports, and conduct correspondence relative to the functions of the work area.
- Prepare documentation and reports detailing activities under employee's responsibility.
- Communicate effectively both verbally and in writing with Department staff, other departments, outside agencies, and taxpayers and their representatives.
- Inform the IT Operational and Data Security Assistant Administrator on a timely basis of sensitive issues, taxpayer complaints, and potential employee integrity or performance concerns.
- Directs the activities, sets completion goals and monitors the completion of the various work items, keeping administration alerted when projected deadlines will not be met.

Duty 3

General Summary:

Percentage: 15

Provide direction and supervision to staff under employee's responsibility. Select and assign staff assuring equal employment opportunity in hiring and promotions. Identify staff development and training needs. Ensure that proper labor relations and conditions of employment are maintained. Conduct staff meetings to discuss problems, personnel matters, technical problems, and the status of quality assurance projects. Ensure internal controls are maintained and monitored.

Individual tasks related to the duty:

- Select and assign staff, ensuring equal employment opportunity in hiring and promotion.
- Coordinates hiring efforts and serves on interview panels; ensuring consistent and fair hiring practices are followed.
- Monitor work standards and ensure they are being met by all staff.
- Assign, coordinate, and monitor activities, including setting priorities and goals.
- Conduct performance evaluations, including counseling or disciplinary actions, in a timely manner.
- Provide staff with development opportunities, including coaching/mentoring.
- Perform routine managerial and supervisory functions, including approval of leave, coordination of vacations, and scheduling of overtime.
- Oversee training and supervision of staff in all job-related functions.
- Assign tasks, develop schedules and supervise day-to-day activities.
- Assures staff responses, verbal and written comply with the Department's policy on disclosure.

Duty 4

General Summary:

Percentage: 5

Other duties and special assignments as assigned by management.

Individual tasks related to the duty:

- Participates in project teams as assigned.
- Support the Technical and Operational Support Division in other needs and assignments.
- 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.

Responsible for determining the methods used to accomplish day-to-day work priorities, staffing and assigned projects, thereby affecting the Section. Makes independent decisions related to the development and implementation of system change management tracking related policies. Makes independent decisions regarding research methodologies and analyzing data in developing improved procedures to ensure coordinated system enhancements as well as streamlined metric compilation and make sound recommendations to management.

Employee makes independent decisions regarding setting work priorities impacting staff, staff development needs, and ensuring that employee's areas of responsibility achieve overall goals and objectives.

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

If the employee suspected a staff member of violating internal control procedures in an attempt to defraud the State, the next level of supervision would be immediately informed, and a course of action determined. Decisions which result in a major policy change or have a major budgetary impact. New or revised policies and procedures. Approval to fill vacancies, transfer staff or alter office hours. Advise and consult with the IT Operational and Data Security Assistant Administrator of personnel actions/problems, and sensitive issues on a timely basis.

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.

Must be multi-task oriented due to experiencing frequent interruptions. Must work independently. Must be flexible in communication techniques to effectively manage and develop individuals with varied levels of knowledge, ability and classifications. Attend conferences, workshops, and seminars regarding new methods and technologies related to tax administration. The individual must work at a desk for long periods of time with extensive work on a personal computer. Some travel and presentation of information to group audiences may be 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.

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
	DEPARTMENTAL ANALYST-E P11		DEPARTMENTAL ANALYST-A 12
	DEPARTMENTAL ANALYST-E 10		

Additional Subordinates

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

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| ☒ Complete and sign service ratings. | ☒ Assign work. |
| ☒ Provide formal written counseling. | ☒ Approve work. |
| ☒ Approve leave requests. | ☒ Review work. |
| ☒ Approve time and attendance. | ☒ Provide guidance on work methods. |
| ☒ Orally reprimand. | ☒ 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 direct and manage the day-to-day operations of the IT Operational and Data Security Unit by setting work priorities, and monitoring accountability and productivity performance to ensure Division and Department goals are met. This position will oversee the coordination and change management of bureau IT system enhancements and implementations for the Tax Administration Services Bureau. Serve as a point of contact for system audit and business continuity planning activities.

The essential duties include all requirements identified in Section 18 of this position description.

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?

The function of IT Operational and Data Security is to actively support TASB on three broad fronts. Supports IT enhancements and implementations by implementing processes to document system change management and ensure smooth operation to maintain business processes. Supports bureau security audit functions to ensure adherence to all State of Michigan and Tax Administration standards are met. Develop opportunities for process improvements and employee growth, while assuring IT solutions are maintaining tax processes that are accurately executed and support excellent customer service.

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 Manager 14

Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the principles and techniques of administrative management; including organization, planning, staffing, training, and reporting.
- Ability to organize and coordinate the work of others.
- Knowledge of training and supervisory techniques.
- Ability to interpret laws, rules and regulations relative to the work.
- Familiarity with the fundamentals of system change management.
- Excellent written and verbal communication skills; communicating in a professional manner.
- Ability to assess, evaluate and analyze programs and processes, compile information, and articulate succinctly.
- Ability to manage multiple assignments simultaneously.
- Ability to establish and maintain effective relationships.
- Ability to plan, direct and coordinate work projects and work within a team environment.
- Analytical and problem-solving skills.
- Thorough understanding of the techniques needed for effective delegation of authority and responsibility.
- Ability to maintain favorable public relations.

CERTIFICATES, LICENSES, REGISTRATIONS:

FTINPRINT sub-class code. The position has access to Federal Tax Information (FTI).

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.

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