

**State of Michigan
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. DEPTTRE

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) Financial and Administrative Services
4. Civil Service Position Code Description Departmental Analyst Trainee-E	10. Division Office of Departmental Services
5. Working Title (What the agency calls the position) Facility Construction & Agency Phone Training Analyst	11. Section Facility, Mail and Data Operations
6. Name and Position Code Description of Direct Supervisor THELEN, BARBARA J; DEPARTMENTAL MANAGER-3	12. Unit Facilities
7. Name and Position Code Description of Second Level Supervisor CONNELL, JEFFEREY R; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work Operations Center, 7285 Parsons Drive, Dimondale, MI / Monday thru Friday, 7:30 am to 4:00 pm

14. General Summary of Function/Purpose of Position

This position serves as the Treasury Department Telephony Analyst, Facility Services Analyst, Building Access Coordinator and Treasury Emergency Operations Center Analyst. The Michigan Department of Treasury's facilities staff serve ten in-state and two outstate locations. This position is the primary contact for telephony, facilities, furniture issues and provides Emergency Management Analyst capabilities to the Treasury Emergency Operations Center. This position serves as Treasury's primary contact to Department of Technology, Management and Budget (DTMB) Facilities and the Network and Telecommunications Services Division (NTSD). Duties include maintaining the telephone data base, analyzing monthly phone bills, identify and remedy the technical needs for the Department of Treasury's call centers. Coordinates the completion of Infrastructure Service Requests and evaluates system issues to develop Telecom solutions for Treasury telecom issues. Duties include responding to the reported telecom issues, building repairs, furniture issues with DTMB or other vendors, providing facilities communications regarding activities within all Treasury locations, providing technical support for the department's conference room monitors, creating requisition, purchases orders, or delivery orders, maintaining project log, and serves as a telecommunication analyst on the Treasury Emergency Management Team. Duties include being an authorized representative, subject matter expert, analyst for the Michigan ID and Card Access Request Process responsible for analyzing the access reports, updating and reviewing procedures to maintain compliance with IRS standards. Conducts special projects as assigned.

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: 40

Serve as the Treasury Agency Telephony Coordinator. Review and evaluate all telephony and network connectivity issues. Coordinates with DTMB Network Telecommunications Services Division and telecommunications vendors to activate local and long-distance services, data port activations and video conferencing.

Individual tasks related to the duty:

- Works with DTMB to identify the appropriate call center functions to best serve Treasury's needs.
- Serves as the organizational liaison for reporting and evaluating of network connectivity issues.
- Provides direction and information for the Treasury Telephone Liaisons.
- Maintains data regarding call center programming, Call Center Agents, and Agent Logins using PowerPoint, Excel and Microsoft Word software.
- Researches and tests applications related to telephone and network requests.
- Analyzes the department's monthly phone bill to verify correct charges and services are provided.
- Provides training and supporting instructions for new hires regarding telephone operations.
- Researches and identifies SIGMA coding errors and submits coding changes via DTMB-0919.
- Reviews forms and procedures, and recommends process improvements to workflow.
- Coordinates and manages the efforts of Treasury Telecom liaisons.
- Researches fiscal year increase and cost of equipment upgrades and relays the impact to budget liaisons.
- Ensures quality customer service.
- Performs related work as assigned.

Duty 2

General Summary:

Percentage: 25

Serve as a primary contact with the Department of Technology, Management, and Budget (DTMB) for facilities and office design projects. Facility Analyst for Department of Treasury's in-state and outstate locations. Work with department contacts to coordinate construction projects to ensure customer satisfaction.

Individual tasks related to the duty:

- Researches all office modification requests, coordinates, and conducts meetings with customers to determine space needs and develop projects scope within set DTMB standards.
- Analyzes project costs, evaluates the most cost-efficient way to complete a project and makes recommendations to customers.
- Tracks and analyzes requests for service and coordinates the service with Treasury's business partners.
- Analyzes project data and prepares recommendations for projects.
- Analyzes project cost data and provides cost reduction measures.
- Analyzes maintenance schedules and contracts to provide recommendations on improved efficiencies.
- Conducts inspections for all completed construction projects to ensure completeness and customer satisfaction.
- Analyzes and develops facility construction/modification schedules to facilitate efficient execution of projects.
- Coordinates the scheduling of DTMB Telephony, Carpenters and Labor resources for Treasury office modifications.
- Conducts surveys, analyzes data and provides recommendations for process improvements.
- Creates requisitions, purchases orders, delivery orders in SIGMA.
- Performs other duties as assigned appropriate to the classification.

Duty 3

General Summary:

Percentage: 20

Serve as the Treasury Emergency Response Team Telephony Analyst.

Individual tasks related to the duty:

- Serves as the Treasury Emergency Response Team telephony analyst.
- Provides data, phone, and building access support to the Treasury Emergency Operations Center.
- Coordinates the organization of communication systems in support of the Treasury Emergency Operations Center.
- Analyzes Treasury Emergency Response situations and provides telecom solutions for response activities.
- Provides telecom reporting as required in the Treasury Emergency Operations Center.
- Analyzes and develops telecom emergency management process and procedures for Emergency Response activities
- Attends Emergency Management training as required by the Treasury Emergency Management Coordinator.
- Serves as Treasury's primary contact to the Network Telecommunications Services Division (NTSD).
- Ensures quality customer service.
- Performs related work as assigned.

Duty 4

General Summary:

Percentage: 15

Serve as the Building Access Coordinator. Act as the authorized representative, subject matter expert, for the Michigan ID and Card Access Request Process. Analyze the access reports, update and review procedures to maintain compliance with IRS standards. Oversee the maintenance and support of the conference and training room monitors. Oversees the parking pass program.

Individual tasks related to the duty:

- Evaluates and authorizes Michigan ID and Card Access Requests for all Treasury locations.
- Conducts monthly contractor and yearly employee/contractor access audits for all Treasury locations.
- Evaluates access requirements for all Treasury locations.
- Performs maintenance checks on IT equipment in conference and training rooms.
- Conducts quarterly building security training for Treasury Security Liaisons.
- Administers the Temporary Access Card Custodian Program in accordance with existing guidelines to ensure compliance with IRS standards.
- Conducts yearly review on Treasury Temporary Access Cards and Custodians.
- Maintains the parking passes and reviews the parking pass logs for compliance with current procedures.
- Develops forms and documents procedures related to access audits.
- Performs related work as assigned.

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

Research all office redesigns to determine telecom and space needs, develop cost projections, make recommendations, schedule meetings with customers and coordinate purchases and timelines with DTMB or vendor/contractors. Determine the needs of all worksite adjustments and decide whether a reasonable accommodation is appropriate, if so, contact Human Resources. Decisions on what features are needed in a phone order to support the business process. Decisions related to issuance of access cards for Treasury Offices. Interpret, gather, and resolve any building issues regarding. During Treasury Emergency Response activities, participate on Treasury's Emergency Management Team to resolve issues and provide Treasury continuity of operations.

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

- Any building modification that requires structural or mechanical change.
- Any unexpected expenditures or additional purchase requests.
- Any phone order that requires a phone move.
- Any information posted in the Lobby for the Public, i.e. telephone contact lists.
- Any building requests that involve the health or safety of employees.
- Any building issue that cannot be resolved in a timely manner.
- Any building wide communication that requires distribution to all Treasury employees.
- Any actions requested by the State Emergency Operations Center during disaster response.

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.

Frequently program and move phones in Treasury workspace. May require crawling under desks, plugging and unplugging phone/data jacks. Move small office equipment as required to setup employee office areas. Exposure to normal office conditions.

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"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work. |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work. |
| <input type="checkbox"/> Approve leave requests. | <input type="checkbox"/> Review work. |
| <input type="checkbox"/> Approve time and attendance. | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand. | <input type="checkbox"/> 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 is responsible for understanding Treasury business and technical requirements for voice and video telecommunications.

Requires collaboration with DTMB Network and Telecommunications Service Division to ensure a continuous and reliable network in all Treasury offices.

Requires continuous training to understand Emergency Response and Disaster relief to assist in the Treasury Emergency Operations Center during actual emergencies.

Ensure all activities are conducted in a timely manner and works as a team member.

This position is responsible for auditing security access for employees and contractors at all Treasury offices.

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 Facilities is to ensure that office designs, phone and data requests, work site adjustments, building and access requests are completed in a timely manner. If requests are not completed on time, it will affect the Department of Treasury employee's ability to perform their assigned work duties. Additionally, these duties provide a highly skilled telecom analyst that can provide solutions in responding to emergencies and disasters.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Educational level typically acquired through completion of high school or college degree.

EXPERIENCE:

Administrative Support Experience: Two years of E10 or E11 level experience, or four years of advanced or supervisory 9 level, or Senior Executive Management Assistant 9 experience, or two years of advanced or supervisory 10 level experience.

Business and Administrative Experience: Two years of E9 or E10 level experience, or one year of advanced or supervisory 10 level (or higher) experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to work with over 20 Treasury Phone/Network liaisons to accomplish connectivity goals and timelines.
- Ability to resolve technical telecommunication/Network problems at 14 different sites.
- Ability to communicate effectively (written & oral) and maintain composure in stressful situations.
- Knowledge of current telephony services and call center features.
- Knowledge of FEMA Emergency Response and Disaster Relief policy and procedures.
- Ability to analyze, organize and prioritize work, and make recommendations to the executive leadership.
- Microsoft Office applications, Word, Excel, and Access.

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.

None

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

BRENDA REED

4/19/2021

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