

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

Position Code 1. DEPSPL2H28N
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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.

2. Employee's Name (Last, First, M.I.) DEPARTMENTAL SPECIALIST-2	8. Department/Agency STATE POLICE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Information and Technology Bureau
4. Civil Service Position Code Description DEPARTMENTAL SPECIALIST-2	10. Division Criminal Justice Information Center
5. Working Title (What the agency calls the position) Data Specialist	11. Section Data Strategy and Governance Section
6. Name and Position Code Description of Direct Supervisor GOUCHER, LISA K; DEPARTMENTAL MANAGER-3	12. Unit Data Operations and Integrity Unit
7. Name and Position Code Description of Second Level Supervisor FOWLER, ERIC J; DEPARTMENTAL MANAGER-4	13. Work Location (City and Address)/Hours of Work 7150 Harris Drive, Dimondale, MI 48821 / M-F, 8 a.m.-5 p.m., hours may vary

14. General Summary of Function/Purpose of Position

The position serves as the Criminal Justice Information Center (CJIC) specialist performing data analysis and data visualization initiatives for the CJIC and setting standards for data analysis and visualization. This position also serves as the lead site administrator for the CJIC Tableau Analytics Platform (CTAP), statistical reports, and other law enforcement information sharing technologies which use crime data to predict and prevent future crimes. This position has a statewide impact and is significant to the department in that it ensures that information provided by the division is timely, accurate, and of high quality. This position researches, develops, and implements important initiatives to produce and sustain valuable data analytics products for the Michigan State Police (MSP) field as well as partnering law enforcement agencies and the public. This position develops division-wide standards on proper data analytics and visualization methodologies and recommends enhancements to data management techniques. It is also responsible for senior-level administrative duties of the CTAP, which is an integral part of the MSP data analytics efforts. This position must function in a bias free manner.

15. Please describe the assigned duties, percentage 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: 35

Act as the program specialist for data analysis and data visualization initiatives in CJIC.

Individual tasks related to the duty:

- Research, interpret, and document the data analysis and visualization/mapping needs for the MSP and external stakeholders and how best to meet those needs.
- Develop and carry out effective strategies to address data reporting and analysis needs and problems.
- Facilitate identification of valuable data sources/systems for the state of Michigan and develop and carry out plans to make data sources accessible for analysis.
- Work with the data governance specialist and business owners to develop business requirements for the integration of new data sources into data warehousing platforms with the MSP Data Lakehouse.
- Research, identify, and implement new technology for analyzing data and sharing information based on gaps discovered. To include research of possible interfaces with other systems within the department and the state.
- Work in conjunction with the division, section, and unit managers to produce comprehensive business requirements and specifications to implement and test technology identified.
- Act as the liaison between the business owners of identified applications, the Project Office, and the Department of Technology, Management and Budget (DTMB) to implement information sharing initiatives.
- Involve customers and users in program enhancements and brainstorming to acquire suggestions and knowledge on how to make information sharing programs better and more useful to the clientele served.
- Monitor the necessity for statistical reporting to allow the development of reports.
- Coordinate with the data governance specialist and members of the Information and Technology Division (ITD) on projects involving data governance, access control, and data security concerns.
- Develop special information user groups to gather feedback/brainstorm on information or improvements needed for information sharing initiatives as well as to connect the analytic tools and reports that exist with their practical application in the field.
- Prepare and present data analytics initiatives at meetings and conferences as requested.
- Work in conjunction with the division staff to develop necessary trainings for data analysis methodologies.
- Design and conduct surveys to identify needs and to assist in planning and policy development.
- Participate as needed in other data analysis or information sharing initiatives for the department or between the MSP and external stakeholders.

Duty 2

General Summary:

Percentage: 30

Establish and oversee standards for data analytics and visualization products and their presentation.

Individual tasks related to the duty:

- Oversee the quality, utility, and standards adherence for analytic reports and applications within the division, to include analytic and statistical reports and data analysis applications.
- Oversee the development of internal and external dashboards using Tableau, Power BI, and Environmental Systems Research Institute software, including quality assurance and key performance indicator dashboards.
- Ensure the readiness, entirety, and quality of data presented in analytic tools and ensure integrity of data from source to consumption level data architecture such as the MSP Data Lakehouse.
- Assess the factual accuracy of data solutions prior to deployment of data applications, diagnosing, and resolving problems.
- Facilitate standard data definitions across CJIC data systems.
- Formulate standards for procedural documentation and policies regarding statistical reports in CJIC.
- Ensure all analytic products adhere to standards set by the Access Control Unit for governance and access control, Criminal Justice Information Systems policy, and standards set by the ITD for data security and classifications.
- Act as the technical lead concerning policies, procedures, and the implementation of data mapping/visualization products to external stakeholders.
- Research best practices and make recommendations on how best to present information to CJIC customers, including through charts, dashboards, web pages, etc.
- Design and conduct surveys of CJIC customers to determine level of satisfaction with the information delivery methods being utilized by the division.
- Research and maintain proficiency in data reporting tools and methodologies.

- Provide guidance to system owners on how to best present information for their customers.
- Oversee the proper use of departmental and external law enforcement systems, software packages, databases, and mapping/visualization programs.
- Oversee the maintenance, usage, and growth of the MSP Public Data Portal.
- Oversee recommendations regarding operations and planning based on data analytics efforts.
- Work with division staff to evaluate and develop ways to improve the validity and authenticity of crime data.
- Oversee the quality and utility of recurring technical and statistical reports and their presentation.
- Work with the Data Capabilities Center and division staff to develop ways to improve the veracity of data.

Duty 3

General Summary:

Percentage: 25

Serve as the lead site administrator for the CTAP.

Individual tasks related to the duty:

- Manage and maintain individual sites within the Tableau Server.
- Create and structure projects within individual sites to categorize and organize content.
- Monitor site usage and activity to identify potential issues or areas for improvement.
- Enforce data security standards within the site.
- Promote data quality by reviewing and approving content before publishing.
- Work with stakeholders across the division to understand data needs and ensure the site is meeting those needs.
- Promote training and support to users utilizing various communication channels and diverse learning methods such as workshops and webinars to cater to unique requirements of different users.
- Ensure proper use of Tableau development and testing sites.
- Research and carry out projects to automate and streamline accessibility of CTAP products to end users while ensuring security and access control standards.
- Stay apprised of industry standards and version releases to ensure the CTAP environment is optimized.
- Establish, update, and oversee the carrying out of policy related to access control and data classification in collaboration with the data governance specialist.
- Collaborate with the DTMB server administrators and Tableau representatives to monitor CTAP health, ensure adherence to security patching policy, and ensure versioning control policy is adhered to.
- Maintain renewals for licensing, acquisition of new licenses, and assignment of license keys.
- Assist new users by acquiring and installing Tableau software.
- Formalize processes for diagnosing and addressing problems with Tableau Server, monitoring usage statistics on a regular cadence.
- Create and manage user accounts within each site.
- Assign site roles to users and determine levels of access to content.
- Manage user groups and assign permissions to groups.
- Manage content permissions within projects to ensure appropriate privileges have been granted for viewing, editing, and publishing.
- Troubleshoot user access issues and provide support for site navigation.
- Maintain compliance with policies and procedures as described in the CTAP Authority to Operate and System Security Plan.

Duty 4

General Summary:

Percentage: 10

Other duties as assigned by supervisors or division administrators.

Individual tasks related to the duty:

- Provide excellent customer service.
- Conduct special projects at the request of the section manager or division leadership.
- Create means whereby clients' problems and questions can be answered and addressed in a timely manner.
- Develop newsletters, policy documents, and other written information to document the efforts of analytic groups.
- Create marketing strategies by illustrating to partners the benefits of data analysis efforts.

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

Decisions on data quality, how to advise users on the proper use of the data, and how to balance tasks within the work schedule. Decisions affecting the MSP, other law enforcement agencies, the Legislature, reporters, researchers, the general public, other states law enforcement agencies, and anyone else in Michigan with an interest in crime trends. Determine if the CJIC system information and reports are accurate, consistent, and presented in a format conducive to quality decision

making. Reviews different systems and applications and provides recommendations for better solutions or needed upgrades. Assists external business areas and makes recommendations regarding system access and function. Resolution of program or project issues. This position makes independent decisions on policy and procedure recommendations.

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 setting the overall direction of the crime analysis program.

18. What kind of physical effort is used to perform this job? What environmental conditions is 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 works in a heavy workload situation to meet frequent deadlines, and it involves long periods of confined sitting in front of a computer terminal. Meetings, trainings, and occasional conferences will require the ability to travel.

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 include 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?

The position serves as the CJIC specialist performing data analysis and data visualization initiatives for the CJIC and setting standards for data analysis and visualization. This position also serves as the lead site administrator for the CTAP, statistical reports, and other law enforcement information sharing technologies which use crime data to predict and prevent future crimes. This position has a statewide impact and is significant to the department in that it ensures that information provided by the division is timely, accurate, and of high quality. This position researches, develops, and implements important initiatives to produce and sustain valuable data analytics products for the MSP field as well as partnering law enforcement agencies and the public. This position develops division-wide standards on proper data analytics and visualization methodologies and recommends enhancements to data management techniques. It is also responsible for senior-level administrative duties of the CTAP, which is an integral part of the MSP data analytics efforts. This position must function in a bias free manner.

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

Updates made to reflect proper duties and responsibilities from previous divisional realignment. This position was recoded from the Michigan Incident Crime Reporting Unit to the Data Operations and Integrity (DOI) Unit.

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

The Data Strategy and Governance Section is responsible for leading the Modern Culture of Data program and overseeing program management of the division's strategic direction. It is also responsible for the creation, implementation, maintenance and updating of information technology systems and infrastructure with division-wide scope, setting division standards and providing support for other unit-specific systems, and setting division standards for the collection, analysis, and reporting of data, data related policies and procedures, and quality assurance and control measures in order to assure the accuracy and integrity of data within the division. It is also responsible for overseeing security and access for the CJIC division and the MSP. This position reports directly to the DOI Unit manager and is responsible for performing division-wide data analytics initiatives as well as establishing standards and overseeing policies ensuring the quality, utility, timeliness, and accuracy of data analytics products. It also administers an analytics platform that has department and statewide impact.

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 Specialist 13 - 15

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:

Extensive knowledge of crime analysis and statistics, web design training, SQL programming, crime analysis training, and Crystal Reports training. Ability to make decisions and provide quality service to those requesting statistical information. Knowledge of web applications, reporting applications, and the understanding of criminal justice information is helpful.

CERTIFICATES, LICENSES, REGISTRATIONS:

SELECTIVE POSITION REQUIREMENT:

The employee occupying this position must have a demonstrated absence of a criminal history record in Michigan or in any other state.

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.

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