

**State of Michigan  
Civil Service Commission**

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

**Position Code**

1. DEPTSPV2

**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><br>MDHHS-DPT OF HUMAN SVC CNTL OF                                                                |
| <b>3. Employee Identification Number</b>                                                                                 | <b>9. Bureau (Institution, Board, or Commission)</b>                                                                         |
| <b>4. Civil Service Position Code Description</b><br>Departmental Supervisor-2                                           | <b>10. Division</b>                                                                                                          |
| <b>5. Working Title (What the agency calls the position)</b><br>BSC 5 Technical Support Supervisor                       | <b>11. Section</b>                                                                                                           |
| <b>6. Name and Position Code Description of Direct Supervisor</b><br>KNUDSEN, ALICIA M; DEPARTMENTAL MANAGER-4           | <b>12. Unit</b>                                                                                                              |
| <b>7. Name and Position Code Description of Second Level Supervisor</b><br>MAPLANKA, IVANA K; STATE BUREAU ADMINISTRATOR | <b>13. Work Location (City and Address)/Hours of Work</b><br>Cadillac Place, 3040 W. Grand Blvd, Detroit, MI 48202 / M-F 8-5 |

**14. General Summary of Function/Purpose of Position**

Under the direction of the departmental manager, this position is responsible for the supervision of the Business Service Center 5 (BSC 5) local office Departmental Technicians. This position is responsible for ensuring consistency in the work of the Departmental Technicians across the BSC 5.

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: 50**

Provide direct supervision of BSC 5 local Departmental Technicians.

**Individual tasks related to the duty:**

- Monitor time and attendance, approve requests for annual and sick leave; ensure adequate coverage for the unit
- Provide assistance to Departmental Technicians in developing effective time management to maintain timely services to their customers
- Discuss with and inform staff of available technical resources and various updated information from CSA (Children's Services Administration)
- Monitor compliance with department work rules and impose progressive discipline as needed
- Monitor the training needs of all staff
- Develop performance expectations for each staff person's workload and monitor performance against the expectations
- Complete new worker probationary performance evaluations, and annual performance evaluations for non-probationary employees
- Review any requested reports
- Work with staff to correct any deficiencies on an ongoing basis

**Duty 2**

**General Summary:**

**Percentage: 30**

Monitor the ongoing work of local office Departmental Technicians.

**Individual tasks related to the duty:**

- Monitor technical support functions provided by the Departmental Technicians for their local offices' equipment, telephone system coordination, alarm and security systems, non-technical and limited technical system and problem detection, and reporting assistance
- Monitor the Departmental Technicians' analysis, research, and completion of special projects for their local offices
- Verify that staff are providing information timely to their internal customers
- Provide guidance to other staff within the BSC 5 Administration

**Duty 3**

**General Summary:**

**Percentage: 10**

Train staff.

**Individual tasks related to the duty:**

- Train staff on the appropriate way to request any tech needs
- Train staff on all associated programs as needed

**Duty 4**

**General Summary:**

**Percentage: 10**

Other related duties as assigned.

**Individual tasks related to the duty:**

- Serve as, or back up, the BSC 5 Administration liaison and primary contact to and from the Department of Technology, Management, and Budget (DTMB)
- Ensure consistency in the work of the Departmental Technicians across the BSC 5
- Liaison between the BSC 5 and CSA

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

Actions to be taken as a result of the technicians' investigations and/or detections of symptoms and problems.

Decisions involving detection and collection of initial software problems/symptoms. Decisions relative to coordination of a variety of systems – copiers, faxes, printers, telecommunications, facility equipment, alarm systems. Decisions related to delivery of staff training. Decisions related to data collection and report development.

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

Decisions that require modification to any BSC 5 procedures are reviewed and approved by the supervisor and/or division director. Changes in work practices that would impact other unity within the BSC 5 or that would involve other areas within the section/division/department would require review and approval by the manager.

**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.**

Work is performed in a local office setting. Responsibilities may require standing, sitting, climbing, stooping, balancing, kneeling, crawling, reaching, lifting, carrying, walking and bending. Travel across the BSC 5 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.**

| <u>NAME</u>          | <u>CLASS TITLE</u>              | <u>NAME</u>          | <u>CLASS TITLE</u>              |
|----------------------|---------------------------------|----------------------|---------------------------------|
| ZOFCHAK, CHRISTOPHER | DEPARTMENTAL<br>TECHNICIAN-A 10 | TOWNSEND, DANIELLE M | DEPARTMENTAL<br>TECHNICIAN-A 10 |
| WALKER, DESAINTE A   | DEPARTMENTAL<br>TECHNICIAN-E 8  | MCENTIRE, TYRONE     | DEPARTMENTAL<br>TECHNICIAN-A 10 |
| HEBERT, CHRISTINA M  | DEPARTMENTAL<br>TECHNICIAN-A 10 | MONTGOMERY, MAXINE   | DEPARTMENTAL<br>TECHNICIAN-E E9 |

**Additional Subordinates**

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

- |                                                                        |                                                                       |
|------------------------------------------------------------------------|-----------------------------------------------------------------------|
| <input checked="" type="checkbox"/> Complete and sign service ratings. | <input checked="" type="checkbox"/> Assign work.                      |
| <input checked="" type="checkbox"/> Provide formal written counseling. | <input checked="" type="checkbox"/> Approve work.                     |
| <input checked="" type="checkbox"/> Approve leave requests.            | <input checked="" type="checkbox"/> Review work.                      |
| <input checked="" type="checkbox"/> Approve time and attendance.       | <input checked="" type="checkbox"/> Provide guidance on work methods. |
| <input checked="" type="checkbox"/> Orally reprimand.                  | <input checked="" 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?**

The supervision of the departmental technicians in the BSC 5 local offices and ensuring consistent delivery of services across the BSC 5 local offices. Provide a variety of technical support activities for the BSC 5.

**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?**

Business Service Center 5 (BSC-5) performs a variety of administrative and operational services. It is responsible for multiple administrative duties, such as contracting, accounting, and personnel services to multiple DHHS county offices. This position provides supervision and advanced level support to the local office Departmental Technicians in the BSC 5, ensuring consistent service delivery across the BSC 5. This position also serves as a contact for DTMB.

This position monitors the Departmental Technicians' work in the local offices to ensure that the technical support activities are operating smoothly. This includes but is not limited to office equipment, telephone systems, alarm, and security systems. The position also performs non-technical and limited technical system and problem detection.

This position is important to the daily routine and functioning of BSC5 and the support provided to our Urban Counties.

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

**EDUCATION:**

Education typically acquired through completion of high school.

**EXPERIENCE:**

**Departmental Supervisor 11**

One year of experience equivalent to a Departmental Supervisor 10, Office Supervisor 11, or Secretary Supervisor 11; or two years equivalent to an experienced-level technician, paraprofessional, professional, Office Supervisor 9 and 10, Secretary Supervisor 10, Emergency Dispatch Supervisor 10, or Human Resources Customer Service Supervisor 10.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

As listed on the Civil Service Job Specification, in addition to:

Ability to work with, or learn to work with, Microsoft Word, Excel and Access. Ability to communicate effectively, both orally and in writing. Knowledge of the techniques of using reference materials and organizing data.

*The MDHHS mission is to provide opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient. We are committed to ensuring a diverse workforce and a work environment whereby all employees are treated with dignity, respect, and fairness.*

**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.

N/A

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

CANDACE EWING

\_\_\_\_\_  
Appointing Authority

8/18/2026

\_\_\_\_\_  
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