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| **State of MichiganCivil Service Commission** |

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| **Position Code** |

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

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| **POSITION DESCRIPTION** |

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| 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. |

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| **2. Employee's Name (Last, First, M.I.)** | **8. Department/Agency** |
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| **3. Employee Identification Number** | **9. Bureau (Institution, Board, or Commission)** |
|  | Tax Administration Services Bureau |
| **4. Civil Service Position Code Description** | **10. Division** |
| Departmental Analyst-E | Technical & Operational Support  |
| **5. Working Title (What the agency calls the position)** | **11. Section** |
| Departmental Analyst 9-P11 | IT Operational & Data Security |
| **6. Name and Position Code Description of Direct Supervisor** | **12. Unit** |
| VACANT; STATE ADMINISTRATIVE MANAGER-1 |  |
| **7. Name and Position Code Description of Second Level Supervisor** | **13. Work Location (City and Address)/Hours of Work** |
| SHULTZ, NICHOLE; STATE DIVISION ADMINISTRATOR | Operations Center, Dimondale, MI 48821Monday-Friday, 8:00 am to 5:00 pm |

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

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| This position will serve as an IT Operational & Data Security analyst. The IT Operational & Data Security Section is responsible for ensuring the equipment and applications within the Tax Administration Services Bureau are efficient, supported, and well maintained. The person in this position must understand the complexity of various tax administration and call center system applications. The key purpose of this position is to provide support, security protocols, and monitoring for the various tax administration and call center system applications. Develop system testing criteria for all systems used in the contact center environment, testing all systems, suggesting guidelines and procedures related to the various contact center processes, timeframes and identifying and coordinating training needs. This position is responsible for developing queries and analyzing data to provide recommendations related to operational effectiveness and efficiency. The person in this position will provide reports to ensure meaningful metrics gathering, analysis and identification of process improvements are obtained. |

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| **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.** |

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| **Duty 1** |
| **General Summary:** | **Percentage:** | **50** |
| Provide day-to-day operation support, including documenting improvements, troubleshooting issues, testing fixes, validating changes, and escalating problems. This position will also act as the lead for new system or software upgrades. Support for the Tax Administration Services Bureau’s applications as well as day-to-day operations for the Tax Administration Services Bureau, documenting and reporting requests for system issues, and testing lead for upgrades, new systems and software.    |
| **Individual tasks related to the duty:** |  |  |
| * Assist in the analysis of the Bureau processes and recommend improvements to operational effectiveness and efficiency.
* Work with the various business areas to implement system improvements and changes.
* Provide and develop system testing criteria; guiding a core group of staff in the preparation of scenarios for testing purposes.
* Analyze test data to determine if applications are working properly.
* Research, collect and analyze program data to provide system support.
* Report issues to DTMB and work with them to test and resolve.
* Assist the recognized resource in writing candidates for the Bureau’s systems as needed.
* Assist with annual disaster recovery testing.
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| **Duty 2** |
| **General Summary:** | **Percentage:** | **30** |
| Develop and compile metrics for various customer service channels and internal facing technologies. |
| **Individual tasks related to the duty:** |  |  |
| * Gather data from internal technologies and external public facing technologies to analyze and present their findings to leadership.
* Work with business areas to understand the necessary data and format to present metrics.
* Monitor and gather internal/external feedback and suggest improvements.
* Attend public seminars to communicate changes and/or improvements to external customers (taxpayers, CPAs, etc.).
* Attend vendor related demos displaying new products or technologies and present their findings to leadership.
* Independently research new customer service solutions, actively network with corresponding governmental agencies, and coordinate vendor presentations.
* Monitor, troubleshoot, and resolve escalated issues stemming from external customers or internal staff.
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| **Duty 3** |
| **General Summary:** | **Percentage:** | **20** |
| Other duties as assigned. |
| **Individual tasks related to the duty:** |  |  |
| * Evaluation of products, system changes and proposed program changes for potential implementation.
* Conduct research and analysis related to processes or programs within the Bureau and prepare written communications related to the analysis.  The written communications may be in the form of memos, letters or reports.
* Lead and/or participate in Special Projects.
* Perform internal system audits by reviewing transition logs and user activity.
* Participate in work groups or on teams as assigned by supervisor.
* Perform essential functions and non-essential functions as required by management.
* Research, collect and analyze program data to help identify training needs.
* Identify need for Ad Hoc queries, create query, analyze results, determine action needed, and inform management.
* Attend meetings and conferences as related to improving processes.
* Develop complex queries and reports as needed.
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| **16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.**  |

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| Works independently in establishing/updating system changes and/or user profiles, and developing complex queries as needed by management. This includes developing system testing plans, conducting system testing, and analyzing the results to confirm systems are functioning properly.  Decisions related to the format and content of documents that will affect Treasury staff.   |

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

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| Decisions that affect the policies and procedures of the Section and/or Division.  Decisions related to priorities and staffing levels.  Interpretation of new legislation and the impact on processes. |

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| **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.** |

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| The individual must work at a desk for long periods of time.  This job requires extensive use of a personal computer.   |

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| **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.** |

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| **Additional Subordinates** |

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| **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. |

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| Assign work. |

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| Provide formal written counseling. |

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| Approve work. |

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| Approve leave requests. |

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| Review work. |

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| Approve time and attendance. |

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| Provide guidance on work methods. |

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| Orally reprimand. |

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| Train employees in the work. |

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| **22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?** |

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| **23. What are the essential functions of this position?** |

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| The position’s essential duties are related to providing support to the Bureau’s systems.  This primarily includes system testing, evaluating, analyzing and monitoring customer service applications for stability and maximum efficiency for both internal and external stakeholders. Duties also include all requirements listed in section 18. |

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

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| No changes.  |

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

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| The Technical & operational Support Division is responsible for providing support to the Tax Administration Services Bureau, which consists of the Individual Income Tax, Business Taxes, and Special Taxes Divisions. This position plays a critical role in supporting bureau applications, analyzing performance metrics, and utilizing their research to provide recommendations to the overall bureau strategic goals. |

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

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| **EDUCATION:** |

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| Possession of a bachelor’s degree in any major. |

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| **EXPERIENCE:** |

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| **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. |

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| **KNOWLEDGE, SKILLS, AND ABILITIES:** |

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| The individual should possess the following abilities: the ability to analyze and evaluate a variety of data from the standpoint of systems and procedures; the ability to organize, evaluate and present information effectively; the ability to communicate effectively with others; the ability to learn and utilize computer processes.    Additionally, the individual should also have the ability to interpret laws, rules and regulations related to their work.  Good interpersonal skills and knowledge of individual income tax is desirable. |

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| **CERTIFICATES, LICENSES, REGISTRATIONS:** |

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

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| ***NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.*** |

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| ***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.*** |

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| **Supervisor** |

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| **Date** |

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| **Indicate any exceptions or additions to the statements of employee or supervisors.** |

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

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| **Appointing Authority** |

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| ***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.*** |

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| **Employee** |

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