

**State of Michigan
Civil Service Commission**

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

Position Code

1. DEPSPL2

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 DEPARTMENT OF STATE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Bureau of Department Services
4. Civil Service Position Code Description Departmental Specialist-2	10. Division CORE TECHNOLOGY DIVISION
5. Working Title (What the agency calls the position) Special Projects Specialist	11. Section
6. Name and Position Code Description of Direct Supervisor ROMANEK, JOANNE T; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor SZPOND, JOSEPH B; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 7064 Crowner Drive, Lansing, MI 48918 / Monday-Friday, 8:00 a.m. to 5:00 p.m.

14. General Summary of Function/Purpose of Position

This position serves as the Special Projects Specialist for the Core Technology Division (CTD). CTD is a complex work area that oversees all aspects of development, requirements gathering, testing, communication, and implementation related to the application and associated interfaces it oversees. Key applications include the Customer and Automotive Records System (CARS) and CXone.

The individual will provide essential project support. This includes assisting in the smooth preparation for and execution of special projects and assignments for the Division. This role is responsible for facilitating the development and implementation of effective processes, ensuring that team members consistently utilize available tools and resources. The position also tracks and analyzes key performance indicators (KPIs) to measure effectiveness and identify areas for improvement.

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

Coordinates special initiatives or projects.

Individual tasks related to the duty:

- Leads special projects or assignments related to emerging technology solutions or leverage existing technologies to align with changing operational needs and support program integration (e.g., modernizing Michigan Department of Corrections testing, expanding credential issuance to mobile driver's licenses [mDL]).
- Leads the integration of technologies into operational programs.
- Serves as a team member on Department projects to achieve desired outcomes.
- Designs and conducts surveys or special studies to determine needs and assists with planning, implementing and evaluating programs, consolidates data, and prepares reports.
- Acts as a liaison with other agencies, organizations, and employees to coordinate departmental programs.
- Manages project tasks, resources, risks, issues, and deliverables as needed.
- Ensures vendor issues are recorded, tracked, and reported.
- Formulates procedures, policies, and guidelines for assigned programs.
- Makes recommendations in areas of expertise.
- Develops program goals and plans for implementation, tracks project performance, and makes necessary adjustments to ensure successful completion.
- Participates in Division projects to supplement resources where the need is greater than usual.
- Prepares and delivers project updates and progress reports.
- Evaluates existing programs and partnerships and recommends modifications for more effectiveness.
- Oversees projects and implementation of processes within CTD that may involve CARS and the working practices of the program

Duty 2

General Summary:

Percentage: 25

Performs research and analysis.

Individual tasks related to the duty:

- Interprets existing and proposed laws, policies, and procedures.
- Tracks and analyzes system performance issues.
- Coordinates data requests as needed.
- Compiles division-level documents and reports (e.g., weekly report, newsletter).
- Gathers information through research, surveys, contacts, or reports.
- Analyzes data and summarizes findings.
- Synthesizes information into usable metrics.
- Establishes, tracks, and maintains key performance indicators (KPIs) for the Division.
- Initiates contact and collaborates with partners to identify mutually beneficial objectives to create resource sharing and partnership opportunities.
- Prepares reports

Duty 3

General Summary:

Percentage: 25

Leads program support and optimization efforts.

Individual tasks related to the duty:

- Develops and revises area policies and procedures to improve program efficiency.
- Puts in place systems to measure and evaluate program performance and costs.
- Reviews and revises processes and procedures as needed.
- Coordinates and tracks project and portfolio progress, including team hours and special efforts.
- Provides oversight and coordination of vendor-managed applications to ensure MDOS, DTMB, and enterprise standards are met, standardized project processes are followed, resources are being used effectively, and changes are applied timely and accurately (e.g., self-service stations [SSS] and testing stations).
- Manages planned maintenance and outages.
- Facilitates requirements tracking and ensures proper documentation across teams.
- Supports the adoption of modern tools and practices to ensure program alignment.
- Facilitates the establishment and adherence to administrative program processes.
- Routinely reviews applications and its outputs and identifies needs for compliance with applicable laws.
- Facilitates the transition of Department priority projects from the Division to appropriate business area(s).
- Coordinates efforts to resolve issues that arise from day-to-day operations.

Duty 4**General Summary:****Percentage: 10**

Responsible for Division and operational support.

Individual tasks related to the duty:

- Acts as a point of contact for facility and equipment-related issues.
- Assists with Technology & Security Liaison duties.
- Reconciles invoices in alignment with contracts.
- Plans and coordinates Division events and activities.
- Performs 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.

Considerable independent decision-making related to assigned project activities. Works with business areas and application management to recommend and coordinate efforts.

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

Decisions related to project priorities, situations which are politically sensitive or have unexpected budget concerns, those that conflict with established procedures, impact long-term planning, may impact strategic goals, and decisions related to risks that could be considered high impact.

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.

This is an office-based position that engages in a complex work environment with high impact to the department. This position may require long hours during certain periods in a stressful environment. Will be required to engage in standard office environment movements including retrieving files from cabinets and standard movements related to using a computer. May be required to travel to assist work areas with matters related to position responsibilities.

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):

- | | |
|---|--|
| ☐ 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 serves as the Special Projects Specialist for the Core Technology Division (CTD). CTD is a complex work area that oversees all aspects of development, requirements gathering, testing, communication, and implementation related to the application and associated interfaces it oversees. Key applications include the Customer and Automotive Records System (CARS) and CXone.

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

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

The function of the work area is to maintain and progress the application along with related processes to align with the continually changing environment MDOS customers and staff operate in. The work area is focused on progressing the application and processes to meet the high quality and standards of the individuals that interact with it.

This position is key to this effort as it ensures that the changes needed to satisfy the customers' and Department's demands are met with high quality standards in a timely manner.

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:

- Knowledge of methods of planning, developing, and administering programs.
- Knowledge of state and federal laws and legislative processes related to the work.
- Knowledge of the need, preparation, and use of reports.
- Knowledge of the Customer and Automotive Records System (CARS) application used in Secretary of State offices and internal areas, CARS online services, and self-service stations.
- Ability to plan, direct, and coordinate programs and activities of a complex, interrelated and interdependent nature, where unknowns and numerous contingency factors are involved.
- Ability to formulate policies and procedures relevant to program areas based on information of a conceptual nature from varied and complex sources.
- Ability to plan, coordinate, and expedite work projects.
- Ability to interpret complex rules and regulations.
- Ability to communicate with others verbally and in writing.
- Ability to convey technical or complex information to a non-technical audience.

CERTIFICATES, LICENSES, REGISTRATIONS:

Employees appointed to this classification after January 20, 2009, must be United States citizens and pass a thorough background investigation. The background check requires the candidate to submit fingerprints for state and federal criminal background record checks to comply with Public Act 7 of 2008, Public Act 23 of 2008, and the Memorandum of Agreement between the State of Michigan and the Department of Homeland Security.

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.

NA

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

JENNIFER GUNSELL

10/10/2025

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