

**State of Michigan
Civil Service Commission**

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

Position Code

1. DPTLTCHET87R

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 LICENSING AND REGULATORY AFF
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Bureau of Community and Health Systems
4. Civil Service Position Code Description Departmental Technician-E	10. Division Health Facility Licensing, Permits, and Support
5. Working Title (What the agency calls the position) Department Technician	11. Section IT Section
6. Name and Position Code Description of Direct Supervisor STIEN, DANA; STATE ADMINISTRATIVE MANAGER-1	12. Unit IT
7. Name and Position Code Description of Second Level Supervisor HOSEY, HEATHER; STATE DIVISION ADMINISTRATOR 17	13. Work Location (City and Address)/Hours of Work 611 W. Ottawa, Lansing, MI / 8:00AM-5:00PM, Monday-Friday

14. General Summary of Function/Purpose of Position

This position maintains the bureau website content overseeing all editing and content of information technology delivery. The position is also responsible for coordinating the computer inventory control of IT assets (including deploying hardware and software). This individual is required to review, research, and resolve data system problems. The position serves as the bureau's security administrator for Verify A License, and is responsible for learning, reviewing, determining and recommending modifications and enhancements of the eLicense website in order to increase the effectiveness and efficiency. The position provides support or assistance to bureau staff with verifying information in databases, maintaining data integrity, and ensuring that licensure related fees are appropriately processed.

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**

Maintain the Bureau of Community and Health Systems website and assist with the coordination of information technology delivery within the bureau.

Individual tasks related to the duty:

- Support division website processes through participation in monthly meetings for CMA with DTMB and other state agencies and organizations to comply with website standards.
- Responsible for website content including editing of current as well as creation of new content.
- Research, collect, consolidate and analyze bureau program information and data with respect to presentation of the information and data of the bureau's website. Maintain bureau website in consultation with bureau and division managers.
- Develop and make recommendations about information for website inclusion to reflect current information concerning the bureau: coordinates the changes and additions, upon management approval.
- Design, redesign, and propose use of appropriate forms to conform to statutory or rule provisions for website presentations and use by the public or bureau personnel.
- Assist in the design, evaluation, implementation, and deployment of information technology-related enhancements, including computer data bases, equipment, and programs after appropriate management and DTMB approvals have been granted.

Duty 2

General Summary: **Percentage: 35**

Provides technical support and assists with the Bureau's data systems.

Individual tasks related to the duty:

- Respond to requests from the BCHS-IT support mailbox to identify/ possible system problems and based on findings, coordinate with supervisor any necessary maintenance requests to the DTMB programmer. These requests must contain a thorough analysis of the problem as well as the proposed solution.
- Assist in the performance system testing to ensure that anomalies have been properly corrected prior to implementation.
- Prepare and inform staff when data system is updated to eliminate problems and train staff on data system operations.
- Evaluate current procedures and provide recommendations for process improvement.
- Approves Single Sign On access for the Long Term Care Provider Portal. Creates and manages worker profiles to provide appropriate user level functional access.

Duty 3

General Summary: **Percentage: 10**

Inventory control and procurement and research IT solutions.

Individual tasks related to the duty:

- Maintain the BCHS current computer inventory to track equipment.
- Submit Itrac orders for new equipment and RADARS for equipment deployment.
- Evaluates IT equipment needed; in coordination with management and DTMB policies, procedures and parameters set by bureau and recommends.

Duty 4

General Summary: **Percentage: 5**

Other duties as assigned.

Individual tasks related to the duty:

- Performs special projects and assignments.
- Creates training manuals for software, or work flow processes, assists with training for databases.
- Assist with administration of the Department's SharePoint presence or electronic document management systems; and assisting with systems security administration with regard to access and passwords.

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

Determine IT equipment and materials needed; assigning hardware, software, security approval paths and roles to department users. The accuracy of this decision and responses made by this position affect departmental staff and work efficiency

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

New software purchase, determining staff training needs, or for issues that are politically or strategically sensitive. Duties are done in conformance with policies, procedures and parameters set by supervisor. Seeks guidance when new situations exceed delegated authority or are not covered by previous instructions.

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 position is primarily sedentary in nature and works in an office environment. Occasionally the movement of office supplies, training materials, computers and related equipment is required. Extensive use of computer and phone.

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"/> 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?

This position maintains the bureau website content overseeing all editing and content of information technology delivery, coordinating inventory control of IT assets, research and resolve data system problems, recommending modifications and enhancements to bureau data systems, and provide general IT support or assistance.

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?

This position provides technical support within the Bureau of Community and Health Systems for all website processes through monthly meetings for CMA with DTMB and other state agencies and organizations to comply with website standard content. This position supports the division by overseeing all editing of current content as well as development of new content.

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 Technician 7

One year of experience performing administrative support activities equivalent to the 7-level in state service.

Departmental Technician 8

One year of experience performing administrative support activities equivalent to the 8-level in state service.

OR

One year of experience as a technician or paraprofessional equivalent to the entry level in state service.

Departmental Technician 9

One year of experience as a supervisor of administrative support activities equivalent to the 9-level in state service.

OR

One year of experience performing administrative support activities equivalent to the 9-level in state service.

OR

Two years of experience as a technician or paraprofessional, including one year of experience equivalent to the intermediate level in state service.

KNOWLEDGE, SKILLS, AND ABILITIES:

None.

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.

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