State of Michigan
Civil Service Commission

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

Position Code

1. DPTLTCHEY95R

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 TECHNOLOGY SERVICES
4. Civil Service Position Code Description DEPARTMENTAL TECHNICIAN-E	**10. Division** TECHNOLOGY MANAGEMENT DIVISION
5. Working Title (What the agency calls the position) DEPARTMENTAL TECHNICIAN	**11. Section** DRIVER AND MOTOR VEHICLE TECHNOLOGY SECTION
6. Name and Position Code Description of Direct Supervisor THRUSH, MATTHEW DEPARTMENTAL MANAGER-2	**12. Unit** PROJECT SERVICES UNIT
7. Name and Position Code Description of Second Level Supervisor DODDS, DAWN STATE ADMINISTRATIVE MANAGER-1	**13. Work Location (City and Address)/Hours of Work** 7064 CROWNER DR; LANSING, MI 48917 / MONDAY - FRIDAY, 8:00 a.m. - 5:00 p.m.

14. General Summary of Function/Purpose of Position

This position will assist the Driver and Motor Vehicle Technology Section (DMVTS) with testing for the Customer and Automotive Records System (CARS) and other DMVTS programs.

The CARS program is used to process transactions at all 131 Secretary of State branch locations throughout the state as well as the in-house branch (Internal Services Section) which assists customers by processing transactions by mail and assisting customers who are out of state with their transactions. It also serves as the public interface providing online services. It functions as the interface for critical applications on the local, national, and international level including American Association of Motor Vehicle Administrators (AAMVA), Electronic Vehicle and Registration applications, the Law Enforcement Information Network (LEIN), and thousands of Commercial Service Program customers.

The CARS is the primary application of the MDOS driver and vehicle operations while also providing financial, business licensing, and regulatory monitoring services.

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:** **70**

This position will assist the CARS Production Support team with various activities for testing new programming developed for the Department of State.

Individual tasks related to the duty:

- Assist with business user testing and end-to-end business processes for various areas of the Department (including reviewing fees and output documents to verify functionality is working as expected).
- Assist with software testing tools and reports.
- Assist with verifying the accuracy of data returned in reports and standardization of CARS-generated correspondence.
- Assist with the development and review of test scenarios that will validate the functionality meets defined business requirements.
- Locate data in the CARS Staging environment using a variety of testing reports and/or build data as needed for test scenarios in various CARS environments.
- Assess the efficiency of CARS processes throughout testing, report to testing leads if errors occur during testing, and suggest ideas for improved process flow.
- Work directly with leads and developers to test new functionality as it is developed, report issues, and provide feedback.

Duty 2

General Summary: **Percentage:** **20**

Provide assistance with various project activities as assigned.

Individual tasks related to the duty:

- Assist other business areas involved in testing.
- Review various training materials to increase general business knowledge.
- Review testing reports, using sort and filter options within queries to establish lists of data necessary for testing purposes.
- Assist with information gathering including project requirements (definitions).
- Complete validation of production changes.
- Conduct special studies and surveys for feasibility of new services or monitoring of current services.
- Build data for external stakeholders to use for interface testing.
- Assist Division staff with special tasks as assigned.

Duty 3

General Summary: **Percentage:** **10**

Support success of the Section and perform other duties as assigned.

Individual tasks related to the duty:

- Represent work area and participate in meetings.
- Assist with special administration activities by collecting data, performing data input and verification, and perform system and procedure related research.
- Serve in various roles depending on what is best suited to accomplish Division goals.
- Interpret statutes and legislative proposals for impact.
- Support building of training data and Training environment as needed.
- Assist with the preparation of presentations.
- Perform administrative support activities.

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

This position will work with Division staff and the CARS Production Support testing team. This position consists of independent work, completing testing as assigned, while working with various Production Support teams as needed.

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

Decisions related to project priorities, those that conflict with established procedures, 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.

Normal office environment.

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):

N	Complete and sign service ratings.	N	Assign work.
N	Provide formal written counseling.	N	Approve work.
N	Approve leave requests.	N	Review work.
N	Approve time and attendance.	N	Provide guidance on work methods.
N	Orally reprimand.	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 will assist the Driver and Motor Vehicle Technology Section (DMVTS) with testing for the Customer and Automotive Records System (CARS) and other DMVTS programs.

The CARS program is used to process transactions at all 131 Secretary of State branch locations throughout the state as well as the in-house branch (Internal Services Section) which assists customers by processing transactions by mail and assisting customers who are out of state with their transactions. It also serves as the public interface providing online services. It functions as the interface for critical applications on the local, national, and international level including American Association of Motor Vehicle Administrators (AAMVA), Electronic Vehicle and Registration applications, the Law Enforcement Information Network (LEIN), and thousands of Commercial Service Program customers.

The CARS is the primary application of the MDOS driver and vehicle operations while also providing financial, business licensing, and regulatory monitoring services.

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

Updating summary for the chages to the division and bureau name. The duties of the position have not changed.

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. It ensures the development completed meets these goals, functioning appropriately before reaching production.

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 E9
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.

Alternate Education and Experience

Departmental Technician 7
Completion of two years of college (60 semester or 90 term credits) may be substituted for the experience requirement.

Departmental Technician 8
Possession of a Bachelor's degree may be substituted for the experience requirement.

Departmental Technician E9
Possession of a Bachelor's degree and one year of job-related experience may be substituted for the experience requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to perform various duties using Microsoft Office products including Word, Excel, Access, and other software related to project testing.
- Ability to communicate effectively with others both verbally and in writing.
- Preferred knowledge of requirements, processes, and procedures needed to test various transactions related to driver's licenses and state identification cards, license plates, titles, registrations, permits, disability placards, and voter registrations.
- Ability to abstract and present significant facts from data.
- Ability to analyze data and operations and make recommendations for change.

CERTIFICATES, LICENSES, REGISTRATIONS:

Position requires incumbent be a United States citizen and pass a thorough background investigation 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. Position also requires incumbent possess and maintain a valid driver's license, in accordance with agency's driving record standards.

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**