

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 ENVIRON, GREAT LAKES & ENERGY
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description Departmental Technician-E	10. Division Drinking Water and Environmental Health Division (DWEHD)
5. Working Title (What the agency calls the position) Departmental Tech-E -- Help Desk Technician	11. Section Environmental Health Section
6. Name and Position Code Description of Direct Supervisor PAGE, RONDA C; ENVIRONMENTAL MANAGER-3	12. Unit Data Applications Support Unit
7. Name and Position Code Description of Second Level Supervisor DEBRUYN, DANA L; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work Constitution Hall 525 W. Allegan Lansing, Michigan 48933 / Monday-Friday, 8am-5pm
14. General Summary of Function/Purpose of Position This position provides technical support for MiEHDWIS, GEC Portal applications (SDWIS State, Safe Water Information Field Tool [SWIFT], Reports, Evaluations, Compliance, and Processing [RECAP], Drinking Water Viewer [DWV]), and EPA's Drinking Water State-Federal-Tribal Information Exchange System (DW-SFTIES) when it goes live, by answering, researching, and resolving external and internal user issues and assisting with user access. Position will have adequate knowledge of MiEHDWIS, GEC Portal applications and DW-SFTIES, allowing them to resolve a portion of inquiries without the aid of others. This position will coordinate with EGLE-DWEHD system administrators and MiEHDWIS experts to resolve user issues as needed. This position will also analyze ongoing help desk operations and recommend modifications of policies and procedures to achieve greater efficiency and effectiveness.	

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

Serve as the MiEHDWIS, GEC Portal Applications, and DW-SFTIES Help Desk Technician, providing technical support to internal and external users.

Individual tasks related to the duty:

- Monitor and respond to tickets submitted to the JIRA Service Desk System.
- Monitor and respond to inquiries to the EGLE-MiEHDWIS@Michigan.gov mailbox.
- Research and respond to MiEHDWIS, GEC Portal Applications, and DW-SFTIES user questions by phone, email, chatbot, etc.
- Maintain response templates that meet the required standards of EGLE and the State of Michigan.
- Coordinate with EGLE-DWEHD system administrators and other application experts to determine the best resolution to user issues.
- Attend training sessions and complete professional development activities as directed to maintain knowledge of MiEHDWIS, GEC Portal Applications, and DW-SFTIES

Duty 2

General Summary:

Percentage: 30

Maintain the JIRA Service Management System, knowledge base, standard operating procedures (SOPs), and other documentation needed to maintain an effective and efficient Help Desk process.

Individual tasks related to the duty:

- Maintain the JIRA/Confluence Knowledge Base using data gained through help desk requests and resolutions.
- Document Help Desk procedures by proposing and developing SOPs, operations manuals, and quick reference guides.
- Collaborate with Division SharePoint and Web Publisher to ensure current and accurate information is available to all internal and external users.
- Analyze ongoing Help Desk operations and recommend modifications of policies and procedures to achieve greater efficiency and effectiveness.
- Coordinate with the Data Applications Support Unit's Power BI Analyst to develop reports to improve Help Desk functions.

Duty 3

General Summary:

Percentage: 20

Provide access control management that ensures user accounts are created timely and within established guidelines.

Individual tasks related to the duty:

- Monitor for and approve MiEHDWIS and GEC Portal Application user account requests, coordinating with program management and system administrators to research and verify accounts before approval.
- Run reports to audit account statuses as required by DTMB, disabling accounts as needed to meet DTMB security policies.
- Liaison with DTMB MILogin technical support for MiEHDWIS and GEC Portal accounts.
- Investigate and resolve user access issues.

Duty 4

General Summary:

Percentage: 10

Other duties as assigned by Supervisor

Individual tasks related to the duty:

- When directed, take part in MiEHDWIS, GEC Portal Applications, and DW-SFTIES development and configuration meetings to ensure all Help Desk procedures are updated to reflect changes.
- Research and implement the usage of automated communication tools for MiEHDWIS, GEC Portal Applications, and DW-SFTIES support (such as a Chatbot).
- Establish a continuous improvement cycle for help desk operations.
- Other special projects as assigned by Supervisor.

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

Exercises independent judgment in selecting a course of action to address customer requests, issues, and complaints. Internal and external customers will be affected by those decisions.

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

Decisions that require changes to established procedures or policies; requests to establish new procedures and/or policies; decisions that could impact a large segment of systems users; decisions that are impacted by CROMERR. Data Retention, or FOIA policies; decisions that require knowledge of State of Michigan program specific legislation.

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 normal office setting requiring minimal physical effort or exertion. Extensive use of personal computer and use of a variety of office equipment 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.

Additional Subordinates

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

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

Providing consistent and effective technical support to the internal and external users of two existing and one under development high impact EGLE-DWEHD software applications, MiEHDWIS, the GEC Portal Applications, and EPA's DW-SFTIES; managing user accounts of the three systems, including auditing accounts which should be disabled to meet DTMB security policies; establish effective and efficient help desk operations, and implement a process of continuous improvement.

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?

The Drinking Water and Environmental Health Division (DWEHD) oversees public water supplies and environmental health programs within the State of Michigan. The Data Applications Support Unit (DASU) provides technical support to internal and Local Health Department staff and external users for all IT applications and databases housed within DWEHD. This position provides support for SOM staff, EGLE staff, Local Health Department staff, and external users representing EGLE regulated entities.

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:

Strong knowledge of computer-based systems.

Strong analytical skills and logic.

Ability to work with a team, coordinate, cooperate and prioritize.

Ability to communicate verbally and in writing.

Ability to work under pressure and meet deadlines.

Ability to learn new software and systems quickly.

CERTIFICATES, LICENSES, REGISTRATIONS:

N/A

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.

HEATHER KREINER

2/5/2023

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