

**State of Michigan
Civil Service Commission**
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code 1. DEPSPL3

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)
4. Civil Service Position Code Description Departmental Specialist-3	10. Division Core Technology Division
5. Working Title (What the agency calls the position) CARS System Data Specialist	11. Section
6. Name and Position Code Description of Direct Supervisor DODDS, DAWN; 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. - 5:00 p.m.

14. General Summary of Function/Purpose of Position

The position serves as the Specialist for the department wide Customer and Automotive Records System on the subject of data integrity, quality, use and retention. The individual acts as the sole business contact for the application on data quality and management. The incumbent seeks out best practices for data hygiene including error resolution and consistency across user groups. The individual is tasked with ensuring data retention plans are implemented that align with legislative requirements and retention guidelines.

The Customer and Automotive Records System is utilized by nearly all of MDOS along with thousands of government and private agencies. It serves the public as the main application for driver and vehicle services. It holds millions of driver, vehicle and business licensing records which are updated daily in the process of completing department responsibilities. The data within the application is highly sensitive and utilized for purposes critical to the department and system users. The incumbent is tasked with ensuring data integrity within the application to promote trust amongst end users, evolve data assets and support a fiscally responsible approach to data management.

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**

Serves as the CARS subject matter expert for data integrity initiatives.

Individual tasks related to the duty:

- Solely responsible for long-term strategies for report implementation, maintenance, and documentation
- Lead for CARS output document uniformity and quality assurance
- Lead data hygiene initiatives
- Formulate management techniques for quality data collection to ensure data integrity
- Act as single point of contact for system data migration
- Provide direction to department and stakeholders on data quality, management, and reporting
- Identify process to review system errors and data anomalies, collecting metrics to identify high impact items.
- Ensure data quality aligns with department goals
- Maintain trends of errors and past cleansing efforts, applying them to new projects to prevent issues
- Determine methods to validate accuracy of data
- Identify and scrub data of errors
- Communicate standardized effort with teams to ensure data cleansing protocols are met
- Educate on the importance of data hygiene as needed to promote adherence of best practices

Duty 2

General Summary: **Percentage: 30**

Serves as MDOS CARS specialist for data management and planning.

Individual tasks related to the duty:

- Business sole point of contact for all CARS data management efforts.
- Lead for CARS data retention, ensuring system conforms with legislative requirements and state procedures.
- Lead business specialist for system data usage and management
- Advise leadership during budget/cost efforts related to data management and planning
- Coordinate efforts with Information Technology and Information Security teams to identify appropriate data storage solutions.
- Application team point of contact for MDOS Information Security initiatives

Duty 3

General Summary: **Percentage: 20**

Use expertise to advise work areas on improvements.

Individual tasks related to the duty:

- Develop alternative strategies for program areas based on system data.
- Assist business areas in collecting and maintaining data to meet program reporting and evaluation requirements.
- Works with leads to review data to support program areas and objectives.
- Reviews statistical information as requested to support program areas and objectives.
- Work with leads and other agencies to analyze data or methods for obtaining data (reports), document processes and system changes.
- Assess feedback from CARS production support team and MDOS business areas. Make recommendations to resolve conflicts.
- Work with analysts, vendors, and programmers to accomplish CARS system enhancement and updates.
- Use data analysis tools to visually represent data.
- Use qualitative and quantitative analysis of data to identify patterns and determine numbers.
- Identify trends and patterns using data mining, modeling, and statistical techniques.
- Data validation tasks.
- May design and conduct surveys or special studies.
- 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 CARS data management and data usage. Works with business areas and application management to lead, coordinate and implement new efforts. Advises Division/Administration on long-term data integrity initiatives and data management efforts.

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

Decisions related to project priorities, situations which are politically sensitive or unexpected budget concerns. Those that conflict with established procedures. Decisions that impact long-term planning or those that may impact strategic goals. 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 the responsibilities of this position.

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?

Position acts as the sole business contact for the application on data quality and management. The incumbent seeks out best practices for data hygiene including error resolution and consistency across user groups. The individual is tasked with ensuring data retention plans are implemented that align with legislative requirements and retention guidelines. The incumbent is tasked with ensuring data integrity within the application to promote trust amongst end users, evolve data assets and support a fiscally responsible approach to data management.

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

Responsibilities 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 as it ensures the data that is central to MDOS' core business, including over 22 million vehicle records and 9 million Driver's License and State Id records, is managed effectively using sustainable practices and standards that meet State requirements and stakeholder needs.

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:

- Ability to work independently and with minimal supervision.
- Ability to handle multiple priorities and tasks and maintain composure in challenging situations.
- Must possess excellent writing and verbal communication skills.
- Experience with data conversion, purification and analysis is preferred.
- Strong organizational skills and ability to develop clear processes desired.
- Ability to use discretion in working with confidential material.

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.

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.

HOLLY WHEELER

8/17/2022

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