MICHIGAN CIVIL SERVICE COMMISSION

JOB SPECIFICATION

DEPARTMENTAL TECHNICIAN

JOB DESCRIPTION

Employees in this job perform a variety of technician assignments (facets of professional work), in support of departmental programs, services, and activities. Work is performed through the application of a body of knowledge related to the methods, practices, procedures, policies, regulations, and laws of this field.

There are five classifications in this job.

Position Code Title - Departmental Tech Trainee-E

Departmental Technician (Trainee) 7

This is the entry level and serves as a parallel classification to the Departmental Technician 7 for classified state employees who do not possess the experience or alternate education. The work performed is identical to an entry-level Departmental Technician 7; i.e., the employee works in a learning capacity performing a range of departmental technician assignments under close supervision.

Position Code Title - Departmental Technician-E

Departmental Technician 7

This is the entry level. The employee works in a learning capacity performing a range of departmental technician assignments under close supervision.

Departmental Technician 8

This is the intermediate level. The employee works in a developing capacity with increased responsibility for performing a range of departmental technician assignments.

Departmental Technician E9

This is the experienced level. The employee performs a full range of departmental technician assignments and uses independent judgment in making decisions based on established methods and procedures.

Position Code Title - Departmental Technician-A

Departmental Technician 10

This is the advanced level. At this level, the employee serves as a lead worker responsible for assigning and directing the work of lower level technicians, or as a senior worker, performing departmental technician assignments recognized as the most complex. Senior-level employees perform complex assignments beyond those expected at the experienced level which have been approved by Civil Service.

NOTE: Employees generally progress through this series to the experienced-level based on satisfactory performance and possession of the required experience.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Conducts special studies and surveys in such areas as feasibility of offering new services, improvement of efficiency, economy, and centralization or decentralization of services.

Proposes revisions in rules, regulations and procedures manuals; designs new forms and procedures.

Reviews changes in policy and its impact to operations; writes and revises procedures to accommodate changes and to ensure consistency in form and format.

Interprets statutes and legislative proposals and their ramifications to inform, update or advise departmental and outside personnel.

Reviews and evaluates documents, such as incorporation papers, insurance policies, teachers' certificates, contracts, bonds, deeds, leases and permits to determine if prescribed requirements or qualifications are met; certifies as to the eligibility of persons or the acceptance of documents.

Conducts interviews by telephone to follow up on complaints, and determines need for further review.

Compiles, reviews, and monitors financial, statistical and other programmatic data.

Prepares and/or edits reports and publications, with latitude as to the material to be included; conducts related correspondence. May involve use of microcomputers and related software packages, e.g. desktop publishing, word-processing, graphics software, etc.

Conducts seminars to keep agencies informed of services available, including methods to procure services and new equipment.

Plans, develops, and conducts programs for staff development and training.

Answers inquiries regarding functions, rules, regulations, policies and legislative proposals.

Prepares abstracts of cases for presentation before boards or commissions.

Performs related work as assigned.

Additional Job Duties

Departmental Technician 10 (Lead Worker)

Coordinates work by scheduling assignments of other Departmental Technicians.

Oversees and assures the quantity and quality of the work by requiring strict adherence to methods and procedures.

Explains work instructions and adapts, if necessary, pertinent general methods and procedures in order to meet required needs.

Departmental Technician 10 (Senior Worker)

Performs on a regular basis departmental technician activities, which are recognized as the most complex.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Some knowledge in the area listed is required at the entry level, developing knowledge is required at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of rules, regulations, policies, procedures, precedents and terminology used in the work.

Knowledge of the techniques of using reference materials and organizing data for reports.

Knowledge of the techniques of interviewing and of obtaining information.

Knowledge of organizations, work flow, staffing, forms and procedures.
Ability to use a microcomputer may be required for certain positions.
Ability to abstract and present significant facts from data.
Ability to interpret and apply complex laws, rules and regulations.
Ability to analyze data and operations and make recommendations for change.
Ability to conduct training and information sessions.
Ability to communicate effectively.
Ability to maintain favorable public relations.

Additional Knowledge, Skills, and Abilities

Departmental Technician 10 (Lead Worker)

Ability to determine work priorities.

Ability to allocate work to other Departmental Technicians and support staff in a work area.

Ability to organize and coordinate the departmental technician activities of a specific work area.

Working Conditions

None

Physical Requirements

None

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.

Departmental Technician 10

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

OR

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

OR

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

Alternate Education and Experience

Departmental Technician (Trainee) 7

Two years of experience in a 7 level or higher non-administrative support ECP Group One classification.

OR

One year of experience as a first-line supervisor in an ECP Group Three classification.

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.

Departmental Technician 10

Possession of a Bachelor's degree and one year of professional experience may be substituted for the experience requirement.

Special Requirements, Licenses, and Certifications

None

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code	Job Code Description
DEPTLTCH	DEPARTMENTAL TECHNICIAN

Position Title	Position Code	Pay Schedule
Departmental Technician-A	DPTLTCHA	NERE-041
Departmental Technician-E	DPTLTCHE	NERE-044

Departmental Tech Trainee-E	DPTCHTRE	NERE-147P
Departmental Tech Trainee-E	DPTCHTRE	W41-001P
Departmental Technician-E	DPTLTCHE	W41-007
Departmental Technician-A	DPTLTCHA	W41-014

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