

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

Position Code
1. DEPTALTE

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 LEO-LABOR AND ECON OPPORTUNITY
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Employment and Training
4. Civil Service Position Code Description Departmental Analyst E 9 – 11 (Trainee)	10. Division Operations - Communications, Experience and Support Services
5. Working Title (What the agency calls the position) IT Analyst	11. Section Communications and IT Support
6. Name and Position Code Description of Direct Supervisor MANIKOWSKI, MICHELLE R; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor WALTER, ELYSE J; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 320 S. Walnut St., Lansing, MI 48933 / Monday-Friday 8:00 a.m. – 5:00 p.m.

14. General Summary of Function/Purpose of Position

This position provides IT support for LEO's Office of Employment and Training, Michigan Rehabilitation Services (MRS), Operations and Workforce Development (WD). The IT analyst supports and implements onboarding and departure processes and procedures related to equipment and technology for staff and contractors. This position researches and analyzes breaking technology and recommends software and hardware upgrades and performs other technical and non-technical duties to support the overall IT function. This position serves as the LEO-E&T Agency IT Liaison and Agency Software Asset Management (ASAM) Coordinator.

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

This position provides IT technical support for LEO's Office of Employment and Training (LEO-E&T)

Individual tasks related to the duty:

- Coordinates delivery and installation of hardware and software requests to end users.
- Determines availability of technology resources in the Information Technology Asset Management (ITAM) and/or asset inventory.
- Provides technical support for the agency to remediate, repair and/or replace IT equipment.
- Tracks IT-related requests, purchases and renewals.
- Researches and analyzes emerging technology and recommends hardware and software solutions to improve IT operations.
- As an identified early adopter, learns new technologies and provides technical assistance, training and guidance to staff.
- Monitors and assesses LEO-E&T's infrastructure needs.
- Supports IT onboarding processes for LEO-E&T staff; to include, but not limited to create or transfer SOM account, set up computer equipment, order or transfer telecommunication devices, and work with hiring manager to set up permissions/access.
- Determine and execute appropriate training needs for new staff.
- Performs cost analysis to purchase new computer hardware and software applications and telecommunications devices.
- Provides technical support on A/V equipment and systems for oversight and maintenance of agency IT training room and conference room computers and other related equipment.
- Assists agency in collaborative video/web technologies.
- Develops and executes training for staff on new technologies.

Duty 2

General Summary:

Percentage: 40

Facilitates Agency IT hardware and software coordination through regular interaction with Department of Technology, Management and Budget (DTMB).

Individual tasks related to the duty:

- Serves as the LEO-E&T Agency IT Liaison.
- Serves as an Agency Software Asset Management Coordinator: orders, discontinues, transfers, and tracks licensed software and ensures compliance with licensing agreements.
- Coordinates with LEO Smart Device Coordinator and DTMB Telecom to order or transfer desk phones, cell phones, smart devices, changing passwords, access and all staff IT needs to successfully operate in their jobs.
- Serves as a Secure ID Authorized Requestor auditing, managing, and requesting changes related to Agency VPN accounts.
- Serves as the LEO-E&T MiPrint Coordinator; analyzes the printing requirements/needs, order printing/multi-function machines, track printer performance, maintenance, and report issues to the appropriate State vendors.

Duty 3

General Summary:

Percentage: 10

Performs related essential functions appropriate to the classification and other nonessential functions as required.

Individual tasks related to the duty:

- Other duties and special projects as assigned

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

- Determining appropriate IT hardware and software technology solutions.
- Ongoing processing of user accounts and profile set-up and changes.
- Contacting other staff within DTMB and LEO-E&T to seek and/or disseminate information.

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

- Media requests.
- Determining priority of major projects.
- Addressing political issues, sensitive issues, and/or Governor's initiatives.

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.

- Position will require standing, squatting, stooping, bending, squatting for prolonged periods of time (daily).
- Viewing computer monitor daily.

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 provides IT support for LEO's Office of Employment and Training (LEO-E&T). The IT analyst supports and implements onboarding and departure processes and procedures related to equipment and technology for staff and contractors. This position researches and analyzes breaking technology and recommends software and hardware upgrades and performs other technical and non-technical duties to support the overall IT function. This position serves as the LEO-E&T Agency IT Liaison and Agency Software Asset Management (ASAM) Coordinator.

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

Minor updates to the position description. Overall function remains the same.

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 provide IT services to staff of LEO-E&T. This position serves as the analyst focused on infrastructure, hardware and software needs, and overall operational support.

26. What is the function of the work area and how does this position fit into that function?

EDUCATION:

Possession of a bachelor's degree in any major.

EXPERIENCE:

Departmental Analyst 9

No specific type or amount is required.

Departmental Analyst 10

One year of professional experience.

Departmental Analyst P11

Two years of professional experience, including one year of experience equivalent to the intermediate (10) level in state service.

Departmental Analyst 12

Three years of professional experience, including one year of experience equivalent to the experienced (P11) level in state service.

Alternate Education and Experience

Departmental Analyst 9 - 12

Educational level typically acquired through completion of high school and the equivalent of at least two years of full-time active-duty experience at or above the E-6 level in the uniformed services may be substituted for the education requirement.

Departmental Analyst (Departmental Trainee) 9

Education -

Educational level typically acquired through completion of high school.

Experience -

Four years of experience as an advanced 9-level worker in an ECP Group One classification.

OR

Three years of experience as an E9, E10, or E11-level worker in an ECP Group One classification.

OR

Two years of experience as an experienced level worker in an ECP Group One technician or paraprofessional classification.

OR

Two years of experience as a first-line supervisor in an ECP Group Three classification.

OR

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

*Paraprofessional classifications are those requiring an associate's degree or two years of college.

Educational Substitution-

College credits may be substituted on a proportional basis (one year of college education may substitute for one quarter of the required experience) for up to one half of the required experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Technical aptitude
- Knowledge of hardware and software technology and concepts and their applicable uses
- Ability to work under pressure and handle multiple problems simultaneously
- Effective written and verbal communication skills
- Ability to research and analyze information
- Ability to maintain a positive attitude in dealing with customers
- Ability to organize, evaluate and present complex data and information effectively
- Ability to build and maintain strategic working relationships

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