

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

<b>Position Code</b>
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## 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.

<b>2. Employee's Name (Last, First, M.I.)</b>	<b>8. Department/Agency</b> TREASURY CENTRAL PAYROLL
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Tax Administration Services Bureau
<b>4. Civil Service Position Code Description</b> DEPARTMENTAL ANALYST-E	<b>10. Division</b> Individual Income Tax
<b>5. Working Title (What the agency calls the position)</b> Analyst IIT Division	<b>11. Section</b>
<b>6. Name and Position Code Description of Direct Supervisor</b> REMBERT, JOANNA; DEPARTMENTAL MANAGER	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> DALMAN, MARILYN K; STATE ADMINISTRATIVE MANAGER	<b>13. Work Location (City and Address)/Hours of Work</b> 7285 PARSONS RD; DIMONDALE, MI 48821 Monday-Friday, 8:00 to 5:00

**14. General Summary of Function/Purpose of Position**

The Individual Income Tax Division (IIT) is responsible for collecting and administering the tax in accordance with applicable laws and departmental guidelines. The analysts provide a critical role in supporting the Individual Income Tax suite of products and performing the most complex analytical functions related to the various technologies so that staffing and service levels are met and to achieve swift and accurate resolution to all Individual Income Tax returns.

**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**

Responsible for the support Individual Income Taxes. Responsible for extensive system testing, querying, and analysis of data and corresponding query results.

Leading system improvements and ensuring all test queries meet the scope of requirements for projects. As well as developing complex queries and related reports. Analyzing various data for adherence to program service level goals.

**Individual tasks related to the duty:**

- Develop and provide system testing criteria for system updates; Facilitating system testing activities, summarize findings and formulating recommendations for course of action.
- Analyze test data to determine if systems are working properly.
- Research, collect and analyze program data to provide system support. Research and respond to inquiries related to IIT system processes.
- Prepare test scenarios for system changes, working with designated Bureau staff, DTMB and IIT managers.
- Create and/or run established and ad hoc queries using reporting tools., Analyze results and make recommendations.

**Duty 2****General Summary:****Percentage: 20**

Provide systems support to for electronic work routing and scheduling tools, which includes using back end software tools to implement changes, and research and resolve issues. Troubleshoot and resolve work routing and worklist issues and scheduling issues as well as provide system support and tax guidance for the day to day operations of the Individual Income Tax division.

The senior analyst develops and compiles metrics for various Individual Income Tax Division and Bureau-wide channels.

**Individual tasks related to the duty:**

- Utilize software back-end management tools to ensure proper configuration of agent profiles, staff skill sets, and work priority levels.
- Utilize electronic work scheduling tools to build work schedules and forecast resource needs. Schedule adherence monitoring alerts, and reporting, publish work schedules, and generate adherence monitoring reports.
- Serve as testing co-lead for scheduling software tools version improvements and upgrades. Analyze testing results to determine if software is functioning properly. Identify system concerns and work with designated staff to resolve.

**Duty 3****General Summary:****Percentage: 10**

Participate in other duties and complex special projects, as assigned.

**Individual tasks related to the duty:**

- Participate in special projects, assignments and work groups. Lead teams as assigned by manager.
- Evaluate new applications and products, system changes and proposed program changes for potential implementation in the Individual Income Tax Division.
- Conduct research and analysis related to processes or programs within the Individual Income Tax Division and prepares written communications related to the analysis. The written communications may be in the form of memos or reports.
- Design and conduct surveys or special studies to assist in the evaluation or implementation of new or existing programs.
- Participate in the development of project plans, business requirements, related documentation for new and existing programs.

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

- Determining data element requirements to create ad hoc queries for the IIT processing systems.
- Determining appropriate test criteria to use for annual IIT processing systems testing. Trouble shoot and resolve system problems.
- Resolving work routing issues and scheduling conflicts using the various IIT processing software products.
- The design or updating of training materials and programs related to the IIT processing systems.

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

- Decisions that affect the policies of the Division and/or Department.
- Decisions related to unusual situations that may require a change in Departmental rules, regulations, and/or policies.
- Implementation of changes identified as a result of research and analysis conducted.
- Interpretation of new legislation and the impact on the Division.

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.

Physical effort and environmental conditions are consistent with those in a normal business office environment. These include, but are not limited to, sitting and utilizing a personal computer for long periods of time, filing, and removing records from file cabinets. The individual must be able to make presentations to group audiences. May also include some travel to attend meetings or present information to groups.

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

The essential duties of this position are to support the IIT systems and the electronic work routing and scheduling functions. This support includes testing, evaluating, analyzing, and monitoring IIT systems; and creating queries to support those functions. This support also includes monitoring and adjusting electronic work routing and scheduling software to ensure staff are receiving appropriate work timely and scheduling information is correct. Duties also include all requirements listed in Section 18.

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

The essential duties of the position have not changed. Updates have been made to reflect system modernization and centralization.

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 support the Division and Department objectives. The IIT Division processes over 5,000,000 returns annually, and reviews over 250,000 returns that cannot be processed as they are entered into the computer. The Division receives over 1.8 million phone, Web and email inquiries from taxpayers annually; of which approximately 256,000 require staff involvement to respond.

This position supports the systems necessary to respond to customer inquiries and returns.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.



