

**State of Michigan
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. INFOTMGRC22N

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 TECH, MGMT AND BUDGET - IT
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Agency Services – DTMB, SBO, ORS, EGLE, DNR, MDARD
4. Civil Service Position Code Description INFO TECH MANAGER-3	10. Division Agency Services - SBO and ORS
5. Working Title (What the agency calls the position) IT Resource Manager	11. Section DTMB Retirement
6. Name and Position Code Description of Direct Supervisor SINGH, SHIVKUMAR; STATE ADMINISTRATIVE MANAGER-1	12. Unit ORS Development Unit
7. Name and Position Code Description of Second Level Supervisor NEIL, DOUGLAS M; SENIOR EXEC BUS REL ADMIN	13. Work Location (City and Address)/Hours of Work Mason Building, 530 W. Allegan St., Lansing, MI / Monday - Friday 8:00 a.m. - 5:00 p.m. (may vary)

14. General Summary of Function/Purpose of Position

This position serves as a first line manager of IT resources and activities to ensure that the objectives and goals of the Michigan Department of Technology and Budget supporting Office of Retirement Services (ORS) are accomplished.

This area is primarily responsible for supporting the Department of Technology, Management and Budget's (DTMB) Office of Retirement Services (ORS) specifically, the retirement management systems: Claretty, miAccount, and Employer Reporting. The primary users of the applications supported by this unit include state and public-school employees, state police, and judges. These systems play a critical role in administering retirement programs for Michigan's state employees, public school employees, judges, state police, and National Guard members.

The unit consists of both state employees and contracted staff. This position oversees a wide range of professional and managerial responsibilities necessary for the development and operational support of these applications. Key duties include supervising and mentoring team members, fostering staff development, providing ongoing project and operational support, prioritizing department-wide development initiatives, and managing resource allocation across state and contracted personnel.

The position is also responsible for coordinating and directing daily activities—such as scheduling assignments, setting priorities, and ensuring effective delivery while promoting Agile methodologies and supporting DevSecOps adoption. Building and maintaining strong relationships with clients and internal DTMB partners is essential to the success of this role.

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: 65

Supervise daily operations of the unit. Provide leadership and guidance. Manage the unit's client relationships and business processes.

Individual tasks related to the duty:

- Manage work assignments, setting priorities and directing the work of subordinate employees.
- Motivate and guide staff to ensure delivery of services on time and within budget.
- Develop performance management objectives and perform employee evaluations through the review of completed work assignments and work techniques.
- Counsel employees and take corrective action as necessary.
- Create Individual Development Plans (IDP) to insure professional development in alignment with DTMB and customer agency goals.
- Assist unit members in resolving hardware, software, batch processing, process or communication issues, and other issues as necessary.
- Act as the primary contact for the request for new application development projects.

Duty 2

General Summary:

Percentage: 15

Manage the application development, maintenance and enhancement program for the unit.

Individual tasks related to the duty:

- Use project management practices to manage the application maintenance and enhancement program.
- Facilitate client and/or contractor meetings to establish priorities, review status on projects, discuss and resolve project risk and issues.
- Facilitate staff meetings, plan formal training classes, seminars and conferences.
- Develop cost estimates, human resource requirements, work plans, time schedules to meet objectives.
- Prepare status reports as requested.
- Participate in key decision making activities related to budget needs, unit operations, staffing, etc.
- Use project management tools to aide in the capture of metrics.
- Enforce the capture of metrics in project management tools including time tracking, defect logging and status reporting.
- Enforce security standards in assigned applications and implement identified corrective measures within budget constraints.
- Evaluate metrics and make recommendations for process improvements.
- Implement process improvements.

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

Monitor new methodologies and trends. Maintain and update technical and managerial skills.

Individual tasks related to the duty:

- Maintain knowledge and understanding of application development and maintenance strategies and trends, nationally and statewide.
- Maintain and develop project and program management knowledge and skills.
- Attend classes, seminars and user groups to retain/improve knowledge and skills.
- Share news and knowledge with unit staff.
- Maintain and develop knowledge and skills in technical management, including team building, teamwork and career development.
- Maintain understanding of hardware and software plans and assist in the overall management of technology plans.

Duty 4**General Summary:****Percentage: 10**

Perform miscellaneous tasks.

Individual tasks related to the duty:

- Complete personal weekly status reports.
- Update various tracking tools.
- Professional reading, seminars, etc.
- Support DTMB's development of standards and policies by participating in meeting, committees, etc.

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

- Daily management of subordinate employees.
- Assignment of work.
- Define and direct corrective action to resolve application problems for clients.
- Prioritizing client's application service requests.

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

- Results of special assignments.
- Approval of SDLC process changes.
- Actions that would result in failure to meet Service Level Agreement (SLA) objectives.
- Requests for exceptions to policies or procedures.

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.

Standard office environment. Use of personal computer to perform troubleshooting, create and edit materials, communications with staff and clients, and reports. 40% of time spent using keyboard and mouse. Not intensive. Position operates in a normal office environment, performing duties seated at a desk. Majority of work is performed sitting at an ergonomic prepared workstation suitable for a personal computer or attending meetings in standard conference room settings. This position is subject to stress and pressure to resolve problems quickly and effectively. A minimum of effort may be required to walk or drive to other locations.

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.

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
SANDS, MARK C	INFO TECH SPECIALIST-3-FZN 14	HARKNESS, TYLER J	INFO TECH PRGMR ANALYST-E 9
CONWAY, JASON S	INFO TECH PRGMR ANALYST-E P11		

Additional Subordinates

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

- | | |
|--|---|
| ☒ Complete and sign service ratings. | ☒ Assign work. |
| ☒ Provide formal written counseling. | ☒ Approve work. |
| ☒ Approve leave requests. | ☒ Review work. |
| ☒ Approve time and attendance. | ☒ Provide guidance on work methods. |
| ☒ Orally reprimand. | ☒ 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?

Manager prepared.

23. What are the essential functions of this position?

- The purpose of this position is to provide management of the staff (state employees and contractors) of the ASSR Unit responsible for application development and maintenance of Office of Retirement Services (ORS) systems specifically, the Retirement and the ORS Modernization Project. The person in this position must be familiar with development tools used, project management methodology and the System Development Life Cycle, SDLC.
- Critical Job Role: People Leaders
- Competencies: Adaptability, Decision Making, Customer Focus, Planning and Organizing, Building Trust, Developing A Successful Team.

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

The essential duties of this position have remained the same. The PD update is to update the general summary of function/purpose of the position. Minor PD updates are the working title, Bureau and division.

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

The Office of Retirement Services (ORS) provides services to state and public school employees, state police, and judges. These systems play a critical role in administering retirement programs for Michigan's state employees, public school employees, judges, state police, and National Guard members. The ASSR Unit is responsible for the implementation of enhancements; mandatory system changes and application maintenance of all systems related to the Office of Retirement Services (ORS). This management position would manage the daily activities of the ASSR Support Unit.

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

EDUCATION:

Bachelor's degree with not less than 21 semester (32 term) hours in computer science, data processing, computer information systems, data communications, networking, systems analysis, computer programming or mathematics.

EXPERIENCE:

Four years of professional experience equivalent to an Information Technology Programmer/Analyst P11 or one year equivalent to an Information Technology Programmer/Analyst 12.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Thorough knowledge in professional IT field.
- Thorough knowledge in managerial/supervisory role.
- Thorough knowledge in project management.
- Technical and analytical skills.
- Excellent verbal and written communication skills.
- Ability to exercise independent judgment in carrying out assignments.
- Ability to delegate tasks and projects to appropriate staff.
- Ability to establish and maintain effective relationships with clients and matrixed support team.
- Ability to coach and mentor technical staff.
- Ability to resolve complex problems in a timely manner and seek optimum solutions.
- Ability to communicate technical terminology at a level appropriate to the audience.
- Ability to effectively make oral and written reports and prepare clear and concise documentation.
- Thorough knowledge of system development methods used for development and enhancement of IT systems.
- Knowledge of Web-related security risks.

CERTIFICATES, LICENSES, REGISTRATIONS:

Duties may involve the use of a personal vehicle. Employees in this position must meet all security requirements established by the Department Technology, Management, & Budget.

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.

N/A

I certify that the entries on these pages are accurate and complete.

SHANITRA FLUELLEN

Appointing Authority

11/24/2025

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