

Position Code

1.

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

This position description serves as the official classification document of record for this position. Please complete this form 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
VACANT	DEPARTMENT OF TECHNOLOGY, MANAGEMENT & BUDGET
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
	AGENCY SERVICES
4. Civil Service Position Code Description	10. Division
INFO TECH MANAGER-3	AGENCY SERVICES SUPPORTING MDOT
5. Working Title (What the agency calls the position)	11. Section
INFORMATION TECHNOLOGY MANAGER 14	CUSTOM DEVELOPMENT & SUPPORT
6. Name and Position Code Description of Direct Supervisor	12. Unit
THOMAS DODGE HOWELL, SAM 15	CUSTOM DEV TEAM 2
7. Name and Position Code Description of Second Level Supervisor	13. Work Location (City and Address)/Hours of Work
LINDA MEYER, SEBRA 17	On site work location: VAN WAGONER BUILDING, 425 W. OTTAWA ST., LANSING, MI 48909 Standard work hours MON-FRI, 8:00am-5:00pm / Hybrid work location and/or approved alternate schedule available
14. General Summary of Function/Purpose of Position	
Serves as the first level professional manager responsible for leading the activities of the Custom Support Unit which provides development and support services to the Michigan Department of Transportation (MDOT). This position manages client relationships, ongoing maintenance activities, and supports highly visible systems including Public Transportation Management System and MiRail. The position is also responsible for the daily management of multiple IT resources (specialists, programmer/analysts, and consultants), including project and task resourcing, providing guidance and assistance in establishing priority for all work being done, and ensuring the work is completed in an efficient and timely manner. The person in this position must be thoroughly knowledgeable in software development, configuration, troubleshooting, and have a working knowledge of the technologies used in the unit. The position also requires considerable contact with other department managers, administrators, and resources within and outside the division to ensure necessary IT services are provided to MDOT.	

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 of Duty 1 **% of Time** 55

Provide supervision of staff and workload for the Custom Support Unit.

Individual tasks related to the duty.

- Establish unit priorities and staff assignments.
- Oversee the resolution of complex IT problems related to assigned systems.
- Provide employees with the tools and training required to perform their duties.
- Provide day-to-day technical guidance and support to staff for situations that require a technical decision.
- Oversee activities and assignments of State of Michigan (SOM) full time employees (FTE) and contractual staff assigned to the unit.
- Assign staff to workgroups, committees, etc. as required.
- Remain current on technological trends.
- Perform Maintenance Program activities and apply the concepts of Program Management Methodology to improve and maintain the Maintenance Program and initiatives.
- Develop and manage Release Planning for assigned systems.
- Maintain records; prepare status reports and correspondence related to work.
- Oversee maintenance operations budget.
- Prepare status reports.

Duty 2

General Summary of Duty 2 **% of Time** 15

Provide customer relationship management support to the MDOT clients.

Individual tasks related to the duty.

- Act as the primary business contact for the Custom Support Unit.
- Understand the business needs of our customers to ensure excellent customer service.
- Collaborate with business owners to develop annual operations and maintenance plans.
- Work with the customer to find solutions to their IT related needs.
- Attend regular meetings with business owners and business support teams.
- Collaborate with business owners and appropriate MDOT leadership to maintain effective governance and processes.
- Communicate with business owners on work item statuses and issues.

Duty 3

General Summary of Duty 3 **% of Time** 15

Provide personnel and performance support for the unit.

Individual tasks related to the duty.

- Provide direction and guidance and review the work assignments and work techniques of State and contracted staff.
- Evaluate employee performance, counsel employees, and take disciplinary action as needed.
- Administer the policies and procedures governing the employees in the workplace.
- Develop new or revise existing procedures to enhance staff performance.
- Lead staff meetings.
- Approve employee time and activity submittals and annual and sick leave requests.
- Serve as a backup for the Section Manager.
- Assist with contract development and administration for project consultants and provide information on policies, procedures, status reports, or any other activity related to satisfying contractual obligations.

Duty 4**General Summary of Duty 4 % of Time 15**

Serve on various committees with DTMB and MDOT as needed or assigned by the Section Manager. Perform other duties as assigned by the Section Manager.

Individual tasks related to the duty.

- Participate in key decision-making activities related to new projects, technical solutions, unit operations, staffing, etc.
- Make recommendations for improved IT infrastructure and offer solutions to enterprise and business area problems.
- Make recommendations to improve the effectiveness and efficiency of processes and practices, especially those directly affecting this position.
- Represent DTMB@MDOT on external committees/assignments as needed.
- Attend IT related meetings and seminars upon request.
- Serve on IT related advisory groups.
- Develop new or revise existing documentation for overall support procedures, security, and other areas as needed.
- Perform IT related DTMB and MDOT assignments as needed.
- Coordinate standards and promote sharing of information.
- Promote compliance with established IT standards.

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

- Daily management of staff
- Troubleshooting and correction of problems related to the unit's area of responsibility
- Prioritizing staff work assignments and tasks
- Exercise coordination of workgroup members
- Determine required changes to task schedules and timelines
- Advise immediate supervisor of impact of changes
- Decide what skill sets are needed for projects.

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

- Initial allocation of budget and staff
- Purchase of equipment or software to support the project development and implementation
- Overall approval of major system design, modifications, and priorities
- Actions that would result in failure to meet scope, budget, and timelines
- Exceptions to policies and procedures
- Any action that would have a potential negative impact on the DTMB partnership with MDOT

18. What kind of physical effort is used to perform this job? What environmental conditions is this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Activities are performed in a normal/standard office environment. Limited travel to other MDOT facilities around the state may take place.

Position subject to stress and pressure to resolve problems quickly and effectively.

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. (If more than 10, list only classification titles and the number of employees in each classification.)

NAME

CLASS TITLE

NAME

CLASS TITLE

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

Y Complete and sign service ratings.

Y Assign work.

Y Provide formal written counseling.

Y Approve work.

Y Approve leave requests.

Y Review work.

Y Approve time and attendance.

Y Provide guidance on work methods.

Y Orally reprimand.

Y 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?

- Lead the Custom Support Unit that is responsible for providing complex development and support services for AS MDOT.
- Supervise the unit staff.
- Enforce directives and discipline.
- Direct unit staff to ensure satisfactory performance.
- Assign and review work.
- Evaluate employee performance and prepare Individual Development Plans.
- Provide general supervision to the staff on a daily basis.

Critical Job Role: People Leaders (Managers)

Competencies: Aligning Performance for Success, Building Trust, Communication, Customer Focus, Decision Making, Planning and Organizing Work, Technical/Professional Knowledge & Skills

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed. Position recently vacated; reviewed and updated duties and responsibilities of prior Position Description to ensure aligned correctly with role.
25. What is the function of the work area and how does this position fit into that function? The Custom Support Unit provides critical outward facing automated processes and IT solutions needed to meet the business goals and objectives of the client agency in their attempt to serve the citizens of the State of Michigan. The systems supported by this unit are highly visible to the traveling public as well as MDOT's business partners. This position provides leadership for delivery of IT projects and services, management of daily unit activities, and is responsible for maintaining the relationship with the agency business owners.
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 with not less than 21 semester hours (32 term) credits in computer science, data processing, computer information systems, data communications, networking, systems analysis, computer programming, or mathematics preferred.
EXPERIENCE: Three years of professional experience equivalent to an Information Technology Programmer/Analyst. NOTE: Equivalent combinations of education and experience that can be shown to provide the required knowledge, skills, and abilities will be evaluated on an individual basis.
KNOWLEDGE, SKILLS, AND ABILITIES: Required: • Knowledge and/or experience in team or workgroup leadership principles. • Knowledge of the System Development Life Cycle. • Knowledge of Project Management and Systems Engineering Methodologies. Highly Desirable: • Knowledge of supervisory and training techniques, employee policy and procedure. • Knowledge of the standard Microsoft Office Suite of tools. • Knowledge of quality assurance and control principles. • Knowledge of Department of Transportation organization and operations. • Ability to communicate technical terminology at a level appropriate to the audience. • Ability to establish and maintain effective relationships with clients and matrix support teams; treat others fairly. • Ability to actively contribute in team meetings and share information. • Ability to resolve complex problems in a timely manner and seek optimum solutions. • Strong written and verbal communication skills; ability to effectively make oral and written reports and presentations and prepare clear and concise documentation. • Ability to keep clients and team members informed and respond to client requests in a timely manner with positive communications. • Ability to delegate tasks and projects to appropriate staff, mentor and direct employees to appropriate course of action. • Previous application development experience in various programming languages, such as JAVA and SQL; ability to understand technical concepts, including keeping up with current trends.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Duties may require a moderate amount of travel, requiring a valid Michigan driver's license, involving the use of a personal vehicle.

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for 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's Signature

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to statements of the employee(s) or supervisors.

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

Appointing Authority Signature

Date

TO BE FILLED OUT BY EMPLOYEE

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's Signature

Date

NOTE: Make a copy of this form for your records.