

**State of Michigan
Civil Service Commission**

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

Position Code

1. INFOTMGRD08N

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) CENTER FOR SHARED SOLUTIONS
4. Civil Service Position Code Description INFO TECH MANAGER-3	10. Division CLIENT SERVICE CENTER
5. Working Title (What the agency calls the position) INFO TECH MANAGER-3 14	11. Section PROCESS MANAGEMENT
6. Name and Position Code Description of Direct Supervisor WODAREK, JAMES M; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor CASEY, TONEY; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work OPERATIONS CENTER, 7285 PARSONS DR, DIMONDALE, MI 48821 / HRS: M-F 8:00 a.m. - 5:00 p.m.

14. General Summary of Function/Purpose of Position

This position provides management of the day-to-day activities of the staff at the Client Service Center in its function of providing front line technical support to all State of Michigan employees and partners. This position is responsible for problem management and root cause analysis, advanced end user support. This includes setting priorities, development of operational activities and ensuring that quality information technology services are provided to customers of the Department of Technology, Management & Budget (DTMB).

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

Provide supervision and mentoring of Senior Level Analysts

Individual tasks related to the duty:

- Assign work, set priorities, and direct the work of subordinate employees.
- Review resumes, participate in interviews, and make hiring recommendations.
- Evaluate and verify employee performance through the review of completed work assignments and work techniques.
- Create and manage performance plans and conduct performance reviews.
- Identify staff development and training needs and ensure training is obtained.
- Mentor staff to help them grow their skills.
- Meet regularly with the staff to discuss performance, training, and career planning.
- Approve time, annual leave, and sick leave.
- Maintain records, prepare reports, and compose correspondence relative to the work.
- Conduct team meetings to facilitate effective communication and teamwork.

Duty 2

General Summary:

Percentage: 20

Direct the operational activities of the Client Service Center to meet the goals and business needs of the division in its function of meeting the technical support needs of Executive State Agencies. Assess and ensure all appropriate groups are working on restoring services in a timely manner.

Individual tasks related to the duty:

- Analyze problems to identify system and operational deficiencies and failure patterns. Aid in the prevention of future service impacting outages by driving to root cause and ensuring preventative actions are identified and implemented. Reduce duration of outages by ensuring the correct teams are engaged.
- Develop and implement or direct corrective actions and solutions.
- Create and maintain documentation for the support and operation of software, application systems and hardware platforms.
- Provide training and guidance in support of advanced consulting, diagnosis, troubleshooting and problem resolution support to the Client Service Center staff.
- Provide training and guidance in the support of various hardware and software technologies to IT analysts/technicians/contractors.
- Work with other DTMB groups and clients to formulate technological solutions.
- Maintain liaison with vendors, calling upon them when necessary, during trouble determination, evaluation and resolution.

Duty 3

General Summary:

Percentage: 20

Serves as liaison between DTMB's Agency Services, customers and other department personnel concerning requests, project status, standards, and other developmental and production matters. Ensure that standardized methods and procedures are used for efficient and prompt handling of all problems to minimize the impact of problem upon service quality and consequently identifies opportunities to improve the day-to-day operations of the organization.

Individual tasks related to the duty:

- Develop tracking and controlling mechanisms to ensure timely and appropriate completion of targeted activities.
- Set priorities and monitor operational activities to ensure compliance with the goals of Client Service Center.
- Monitor identified metrics for compliance with established service levels. Identify non-compliant areas within the unit and make necessary adjustments to bring them into compliance.
- Maintain thorough and ongoing knowledge and awareness of developments and trends in all areas of the Client Service Center in the identification of gaps in services and development of recommended adjustments.
- Work with other managers in the Client Service Center to identify new technology requirements, support needs, and recommend programmatic services.
- Participate with areas outside of the Client Service Center to identify gaps in services and development of recommended adjustments

Duty 4

General Summary:

Percentage: 10

Perform special assignments as required

Individual tasks related to the duty:

- Develop approach to accomplish special assignments, including strategic direction, work plans and analysis.
- Perform other assignments as required.

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

This position will have decision making responsibility relative to how the unit meets the goals and objectives of the Client Service Center in the appropriate resolution of problems. These decisions affect all program areas of state departments, internal and external partners. If problems aren't dealt with successfully, business needs are affected with the impact varying based upon the issue.

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

Supervisor approval is required if decisions have widespread impact, particularly those deviating from policies, procedures, and the mission of the DTMB. Decisions regarding major project changes or those that have a significant budgetary impact.

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.

This individual will need to sit and utilize a computer keyboard and have eye contact with the computer display for long periods of time each day. This job is performed in an office environment with the need to meet inflexible deadlines.

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>
MIKULKA, CAROL	INFO TECH PRGMR ANALYST-A 12	PAAVOLA, JOSEPH A	INFO TECH PRGMR ANALYST-A 12
SKOPEK, SCYLA S	INFO TECH PRGMR ANALYST-A 12	NAVARRE, TAMI	INFO TECH PRGMR ANALYST-A 12
ERICKSON, ETHAN	INFO TECH PRGMR ANALYST-A 12	BEHRENS, DANIEL E	INFO TECH PRGMR ANALYST-A 12
ZAJAC, KENNETH	INFO TECH PRGMR ANALYST-A 12	KINGSTON, CLAUDIA C	INFO TECH PRGMR ANALYST-A 12
VACANT	INFO TECH PRGMR ANALYST-A		

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?

Provided by Management

23. What are the essential functions of this position?

Direct the operational activities of the Client Service Center to meet the goals and business needs of the division in its function of meeting the technical support needs of Executive State Agencies. Ensure that standardized methods and procedures are used for efficient and prompt handling of all problems in order to minimize the impact of problem upon service quality and consequently identifies opportunities to improve the day-to-day operations of the organization. Serves as liaison between DTMB's Agency Services, customers and other department personnel concerning requests, project status, standards and other developmental and production matters. Responsible for acting as an escalation point to expedite problem resolution. Provide direction to staff, develop performance standards, and evaluate work performance.

Competencies:

Building a successful team, strategic decision making, aligning performance for success, initiating action, customer focus, technical/professional knowledge.

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

The essential duties and tasks of this position shifted based on slight changes to the responsibilities of the direct reports. New duties and responsibilities are:

- Assign work, set priorities, and direct the work of subordinate employees.
- Review resumes, participate in interviews, and make hiring recommendations.
- Evaluate and verify employee performance through the review of completed work assignments and work techniques.
- Create and manage performance plans and conduct performance reviews.
- Identify staff development and training needs and ensure training is obtained.
- Mentor staff to help them grow their skills.
- Meet regularly with the staff to discuss performance, training, and career planning.
- Approve time, annual leave, and sick leave.
- Maintain records, prepare reports, and compose correspondence relative to the work.
- Conduct team meetings to facilitate effective communication and teamwork.

Duty 1 Section: An increase in Duty 1 percentage from 30% to 50%

Duty 2 Section: An decrease in Duty 2 percentage from 30% to 20%

Duty 3 Section: An decrease in Duty 3 percentage from 30% to 20%

Add-on of Duty 4

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

Center for Shared Solutions is responsible for the delivery and maintenance of all desktop hardware, software and infrastructure to provide Desktop computing services to the customers of the Department of Technology, Management & Budget (DTMB). The Client Service Center is the first point of contact in the delivery of these services as well as security services and Infrastructure Services. As a manager in the Client Service Center, this position directs the staff in providing consistent, timely and accurate resolutions to DTMB customers in response to technical support problems.

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 (32 term) credits in one or a combination of the following: computer science, data processing, computer information systems, data communications, networking, systems analysis, computer programming, information assurance, IT project management or mathematics.

EXPERIENCE:

Information Technology Manager 14 - 15

Four years of professional experience equivalent to an Information Technology Infrastructure, Programmer/Analyst or IT Project Coordinator P11 or one year equivalent to an Information Technology Infrastructure, Programmer/Analyst or IT Project Coordinator 12.

Alternate Education and Experience

Information Technology Manager 14 - 15

Four years of experience as a computer programming supervisor or Information Technology Supervisor may be substituted for the education and experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

Excellent verbal and written communication skills are essential. The ability to allocate resources, implement management control, evaluate processes and procedures to implement creative and innovative solutions to complex problems. Provide leadership and manage a complex organization. Management experience in a help desk/call center experience preferred. Background in technical support and desktop services delivery experience preferred

CERTIFICATES, LICENSES, REGISTRATIONS:

Duties may involve use of personal vehicle.

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

7/16/2025

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