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| CS-214  Rev 11/2013 |  | Position Code  INFOTMGRD43N 1MGRB280801MGRB28  0801MGRB2 |
|  | State of Michigan **Civil Service Commission**  Capitol Commons Center, P.O. Box 30002  Lansing, MI 48909 |  |
|  | POSITION DESCRIPTION |  |

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| 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, and Budget |
| 3.Employee Identification Number | 9. Bureau (Institution, Board, or Commission) |
|  | Agency Services Supporting MDOC and MSP |
| 4.Civil Service Position Code Description | 10. Division |
| Information Technology Manager 3 | Agency Services Supporting MDOC |
| 5.Working Title (What the agency calls the position) | 11. Section |
| IT Manager – COMS Project Team | Customer Service and Systems Support Section |
| 6.Name and Position Code Description of Direct Supervisor | 12. Unit |
| Brett Brynolfson , SAM 15 | COMS Project Team |
| 7.Name and Position Code Description of Second Level Supervisor | 13. Work Location (City and Address)/Hours of Work |
| David Enslin, SEBRA 17 | 4125 W. St. Joe Hwy, Lansing, MI 48917 / 8:00am – 5:00pm (may vary) | Hybrid Work Location/Environment |
| 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 Corrections (MDOC) are accomplished.  Additionally, serving as the first-line Information Technology Manager in a complex work area within DTMB’s Agency Services supporting MDOC for the Corrections Offender Management System (COMS) Technical Project Team. This area is responsible for providing business analysis, application development, database support (SQL Server & Sybase), report development, data cleansing, data integrations, and data migration to the vendor hosted COMS solution, COMS itself and the applications it infaces with, all of which are business critical.  This position will collaborate with the MDOC Program Manager and DTMB Project Manager and manage and coordinate activities of the technical team by scheduling work assignments and capacity, setting priorities, conducting standup and general staff meetings. To include, but not limited to, directing the work for IT specialists/analysts and contractors, evaluating staff training needs, and supporting and practicing industry standard and DTMB best practices as outlined by SOM policies and procedures. | |
| 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 50**  Leads a unit of staffs responsible for system programming, trouble shooting, and system management of IT systems. | |
| **Individual tasks related to the duty.**   * Provide guidance, direction, and supervision for unit staff and/or contractors in providing ongoing operations, support, and maintenance of all systems and applications for continued improvement in performance. * Assign tasks to unit members and track progress of the tasks. * Work with upper management to develop work priorities, establish timelines, staff requirements, costs estimates, and staffing needs in alignment with organizational strategic direction and agency goals. * Monitor and evaluate employee performance through the review of completed work assignments and work techniques. Meet regularly with staff to discuss. * Conduct regular team meetings to facilitate effective communication and teamwork, as well as discussions regarding assignments, priorities, and training. * Administer policies and procedures governing staff in the workplace. * Assign staff to workgroups and committees, where appropriate. * Participate in the hiring of new staff, including interviews, reference checks, and recommendations as needed. * Maintain and regularly update a skills inventory of all assigned staff for use in development of individual training plans. Develop staff through training, as well as coaching and mentoring. * Maintain records, prepare reports, and compose correspondence relative to the work. * Establish and monitor program priorities and objectives, targets of services and resource allocation. | |
| Duty 2 **General Summary of Duty 2 % of Time 25**  Provide Project Support and Technical Assistance. | |
| **Individual tasks related to the duty.**   * Provide day to day oversight and technical guidance to staff on situations that require a technical decision. * Support Project Management and apply the concepts of Project Management Methodology on the new IT development initiatives in the Section. * Provide technical guidance and content knowledge on all application and database design (building logical/physical data models) and development related issues. * Make recommendations for an improved IT infrastructure and architecture, and offer solution to application and database problems (design, access, and content) on an enterprise and business area levels. * Approve staff allocation to ensure adequate resources are available to carry out projects designated for the work area. * Develop and implement disaster recovery plans and procedures for supported applications. * Assures change management processes are included in project documentation and proper approvals obtained prior to implementation. * Assures ‘lessons learned’ are completed and included in the project documentation prior to project close out. * Assure that enterprise DevSecOps principles are incorporated in project planning and execution. | |

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| Duty 3 **General Summary of Duty 3 % of Time 20**  Responsible for the planning and coordination of unit activities to ensure that the objectives and goals of the Agency are accomplished in accordance with Agency priorities, time limitations, and budgets. |
| **Individual tasks related to the duty.**   * Represent the interests of client’s applications to increase customer satisfaction and improve maintenance support of the applications and databases. * Review customer requests and develop work plans for the project to meet objectives, meeting with customers as necessary to clearly outline issues and their resolution. * Promote compliance with established IT standards. * Create work statements to define projects that improve business processes, data quality, enhance response time, or improve the operation of the unit. * Oversee the resolution of complex IT problems related to the client’s systems. * Create work statements for IT contractual services. * Ensure contractual deliverables are met. * Act as the liaison between top level management and customers. * Make recommendations to both users and management to improve the effectiveness and efficiency of processes and practices. |
| Duty 4 **General Summary of Duty 4 % of Time 5**  Other duties, as assigned. |
| **Individual tasks related to the duty.**   * Perform IT related documentation upon request. * Attend IT related meetings and seminars upon request. * Serve on IT related advisory groups and interview panels upon request. * Travel for IT related business upon request. * Prepare status reports as requested. * Special projects as defined by leadership. * Other IT-related tasks as requested by DTMB. |

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| Duty 5 **General Summary of Duty 5 % of Time** |
| **Individual tasks related to the duty.** |

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| 16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.  This position is responsible for all team activities; therefore, it must be able to perform functions independently. Decisions to be made include, but are not limited to: project implementation approval, staff schedules, system problem resolution, resource allocation for special projects, priority setting for overlapping staff assignments, team effectiveness/efficiency, staff evaluations, and establishment and recommendation of standards and procedures for the emerging technology. | | | |
| 17. Describe the types of decisions that require the supervisor’s review.  Decisions with a financial or policy impact. Application approval and submittal for federal funding for projects and IT initiatives. Results of special assignments. Actions that would result in failure to meet Service Level Agreement objectives.  Assistance is requested from the Section Manager when direction or decisions are required that are above the level of responsibility for this position. | | | |
| 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.  Standard office environment. Use of personal computer using keyboard and mouse to perform trouble shooting, create and edit technical materials, communications with staff and clients, and reports. A minimum effort may be required to walk or drive to other locations. 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. May require some travel and use of a personal vehicle. | | | |
| 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 |
| Jyothi Suresh | ITS 14 |  |  |
| Zacary McKenna | ITPA 12 |  |  |
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| 20. This position’s responsibilities for the above-listed employees includes the following (check as many as apply):  **x Complete and sign service ratings. x Assign work.**  **x Provide formal written counseling. x Approve work.**  **x Approve leave requests. x Review work.**  **x Approve time and attendance. x Provide guidance on work methods.**  **x Orally reprimand. x Train employees in the work.** | | | |

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| 22. Do you agree with the responses for Items 1 through 20? If not, which items do you disagree with and why?  Management prepared. |
| 23. What are the essential functions of this position?  The essential functions of this position include, but are not limited to, leading first line staff in the support of customer service, project completion and maintenance of IT applications and services. Must be able to communicate effectively both orally and written with other analysts, project managers, and with the user both listening and lending professional advice.  Critical Job Role: People Leaders (Managers)  Competencies: Adaptability, Decision Making, Building Trust, Developing a Successful Team, Planning and Organizing |
| 24. Indicate specifically how the position’s duties and responsibilities have changed since the position was last reviewed.  Position updated to use the new template. |
| 25. What is the function of the work area and how does this position fit into that function?  The application development units provide development and maintenance support for all information systems for the Michigan Department of Corrections for the State of Michigan. These information systems are in support of the regulatory and legislative responsibilities of this agency. This managerial position oversees application development and maintenance supporting this client agency for the COMS project and application. |
| 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 terms) 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 Infrastructure or Programmer/Analyst P11 or one year equivalent to an Information Technology Infrastructure or Programmer/Analyst 12. |
| KNOWLEDGE, SKILLS, AND ABILITIES:   * Knowledge of principles and techniques of management, supervision, communication, and organization. * Ability to instruct, direct, and evaluate employees. * Ability to effectively communicate with others, both verbally and in writing. * Ability to keep customers and staff members informed and respond to customer requests in a timely manner with positive communications. Make communication a priority. * Ability to work well with a diverse range of individuals. * Ability to maintain control of the environment in high pressure situations. |
| CERTIFICATES, LICENSES, REGISTRATIONS: |
| *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.**