

**State of Michigan  
Civil Service Commission**

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

**Position Code**

1. INFOTMGR

## 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> TECH, MGMT AND BUDGET - IT
<b>3. Employee Identification Number</b>  	<b>9. Bureau (Institution, Board, or Commission)</b> Agency Services supporting LEO, AG, GOV, UIA and MDOT
<b>4. Civil Service Position Code Description</b> Info Tech Manager-3	<b>10. Division</b> UIA/LEO (Detroit)
<b>5. Working Title (What the agency calls the position)</b> Information Technology Manager 14	<b>11. Section</b> Agency Application Services
<b>6. Name and Position Code Description of Direct Supervisor</b> MARKHAM, RICHARD; STATE ADMINISTRATIVE MANAGER-1	<b>12. Unit</b> Application Development and Production Support
<b>7. Name and Position Code Description of Second Level Supervisor</b>  WALKER, JOHN K; STATE DIVISION ADMINISTRATOR	<b>13. Work Location (City and Address)/Hours of Work</b>  Cadillac Place, 3024 W Grand Blvd., Suite L-500, Detroit, MI 48202 / Monday-Friday;8:00AM-5:00PM Hybrid Work Location/E

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

This position functions as the Information Technology 14 first-line Manager of professional employees in the Agency Services LEO, AG, GOV, UIA and MDOT area. This area is primarily responsible for supporting the Department of Technology, Management and Budget Unemployment Insurance Agency (UIA) Michigan Integrated Data Automated System (MiDAS) as well as the Michigan Unemployment Insurance (MiUI) UIA Modernization Project. These systems are essential for supporting Michigan citizens and employers with the needed functionality to meet their Unemployment Insurance needs. The Test/Quality Assurance (QA) manager will supervise staff providing business analysis, quality assurance, and testing support and perform the Scrum master role. This position will manage and coordinate activities by scheduling work assignments, setting priorities, conduct sprint planning, daily standup, sprint retrospective, directing the work for information technology specialists/analysts and contractors, selection and training of staff, support and practice Agile methodology.

**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 overall supervision and control of the functions and activities being performed by the team

**Individual tasks related to the duty:**

- Manage the activities of subordinate specialists, business analysts, and quality assurance testers in providing ongoing quality assurance, testing, and maintenance of all systems and applications for supported agencies.
- Direct, coordinate, monitor and supervise the activities of analysts in the quality assurance and testing of information technology solutions to meet Agency needs and goals.
- Perform Scrum master role in Agile/Scrum ceremonies or meetings, Sprint Planning, Daily stand-up, Iteration review, Retrospective and keep up the Scrum (task) board.
- Attend local Change Control Board to monitor, approve systems Request for Change tickets.
- Oversee activities and assignments of State of Michigan (SOM) full-time employees (FTE) and contractual staff assigned to the unit.
- Evaluate and verify employee performances through the review of completed work assignments and work techniques.
- Identify staff development and training needs and ensure training is obtained.
- Recommend staff for promotions, and recognition.
- Approve staff annual and sick leave
- Work with staff to determine skills, desires and goals.
- Work with staff to develop self-improvement plans.
- Develop staff by mentoring and training.
- Develop cost estimates, human resource requirements, work plans, time schedules and make work assignments to meet objectives.
- Establish and monitor program priorities, objectives and procedures, determining area objectives, targets of service and needs resource allocation.
- Maintain records, prepare reports and compose correspondence relative to the work.
- Provide technical guidance and assistance when needed to staff and projects.
- Make appropriate recommendations to users and management.
- Manage, track, assign, prioritize work assignments via Azure Dev Ops (ADO) tool.

**Duty 2**

**General Summary:**

**Percentage: 30**

Manage operations for all supported application systems.

**Individual tasks related to the duty:**

- Participate in planning and approve high availability for all supported applications
- Develop and implement disaster recovery plans, processes and procedures for supported applications.
- Monitor the progress and performance of disaster recovery processes.

**Duty 3**

**General Summary:**

**Percentage: 10**

Review service and maintenance requests from users. Ensure projects are clearly defined. Assign tasks to staff for detail review, documentation and action.

**Individual tasks related to the duty:**

- Meet with users for clarification and elaboration as may be necessary to clearly define the problem and conceptualize a development plan.
- Ensure the user has clearly stated the objectives and understands his responsibilities in the development process in accordance with systems methodology.
- Ensure scope of a new development project or major enhancement is economically justified, operationally feasible and cost effective; that hardware, software and human resources are sufficient to meet the needs of the proposed project; that solutions are focused on the problem, not the symptoms of the problem; that it improves the efficiency of the operation and provides control and management of desired project objectives

**Duty 4**

**General Summary:**

**Percentage: 5**

Select and train employees for the team.

**Individual tasks related to the duty:**

- Interview prospective personnel for employment within the Division.
- Coordinate and provide training of project staff.
- Appraise and monitor the performance and development of individual project members.
- Recommend advancement of project members and provide them with further opportunities for development

**Duty 5****General Summary:****Percentage: 5**

Perform special assignments, as required

**Individual tasks related to the duty:**

- Lead an Agency or Division task force.
- Serve as Acting Area Manager of the Client Support Area in the Area Manager's absence.
- Perform other assignments as requested.

**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, and establishment and recommendation of standards and procedures for the emerging technology. The effectiveness of management/administration techniques is depicted through the achievement of DTMB/Agency objectives and the lack of problems. If desired results are not obtained, alternative courses of action are developed. Decisions made can affect area staff, other division staff, end users (Agency management, local office staff, other Agencies and the public) with consequences involving inappropriate Agency management decisions based on incorrect information.

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

- Review own work to ensure it is in compliance with DTMB/Agency policies, procedures, and standards, and project objectives.
- Assistance is requested from the Area Manager when direction or decisions are required that are above the level of responsibility for this position.
- The Area Manager reviews the results of special assignments performed for him/her.
- The Director reviews recommendations for organization change, equipment and/or technology acquisition.

**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.**

No physical or environment restrictions.

**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>
SHERLOCK, ALAN	INFO TECH PRGMR ANALYST-E P11	SCARIA, JOBIN	INFO TECH PRGMR ANALYST-E P11
KANDASAMY, USHA	INFO TECH PRGMR ANALYST-E P11	CAMARGO, ALAN	INFO TECH PRGMR ANALYST-E P11
INMAN, ALEXANDER	INFO TECH PRGMR ANALYST-E P11	SWEIS, JULIA	INFO TECH PRGMR ANALYST-E P11
MACLAREN, KRISTIN	INFO TECH PRGMR ANALYST-A 12	AITHARAJU, SHAILAJA	INFO TECH PRGMR ANALYST-A 12

**Additional Subordinates****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?**

- To direct the activities of staff providing operational and development support for all supported agency applications and projects.
- Manage and coordinate activities by scheduling work assignments, setting priorities, and directing the work of information technology specialists and analysts.
- Perform Scrum Master role, conduct daily stand up's, Sprint release planning, Sprint release retrospective with the team and help the team in the Agile/Scrum environment by supporting and removing impediments that prevent progress of Sprint release activities.
- Assist application development management in planning, sizing, and backlog grooming for Agency Services' program development activities and projects for the client agencies.

Critical Job Role: People Leader – Manager

Competencies: Adaptability, Decision Making, Building Trust, developing a Successful Team, Agile, Scrum, Planning, Organizing, Tech/Prof Knowledge & Skills, Customer Focus, and Continuous Learning

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

New.

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

Development and Operational Support of all agency applications and projects.

This position provides direct supervision and management of the team providing operational support for all software systems in Agency Services supporting LEO, AG, GOV, UIA and MDOT.

**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**

Three 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**

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

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Thorough knowledge of supervisory and training techniques.
- Thorough knowledge of employee policy and procedures.
- Thorough knowledge of data processing and data communications concepts and services.
- Ability to conduct training and informational sessions.
- Ability to communicate effectively and follow-up on delegated assignments.
- Ability to provide leadership to and work effectively with a wide variety of people.
- Ability to make good decisions and to maintain control of the environment in high-pressure situations.
- Ability to quickly assess problems and present solutions.
- Awareness of technological advances and willingness and ability to pursue and support that technology on behalf of the Agency.
- Ability to make clear and precise instructions to the staff.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

N/A

**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.***

MICHAELA FABUS-MAIN

\_\_\_\_\_  
Appointing Authority

4/8/2025

\_\_\_\_\_  
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