

## 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
<b>4. Civil Service Position Code Description</b> Info Tech Manager-3	<b>10. Division</b> Agency Services Supporting SBO and ORS
<b>5. Working Title (What the agency calls the position)</b> IT Resource Manager	<b>11. Section</b> DTMB Retirement
<b>6. Name and Position Code Description of Direct Supervisor</b> SINGH, SHIVKUMAR; STATE ADMINISTRATIVE MANAGER-1	<b>12. Unit</b> Business, Compliance, and Quality Assurance
<b>7. Name and Position Code Description of Second Level Supervisor</b> NEIL, DOUGLAS M; SENIOR EXEC BUS REL ADMIN	<b>13. Work Location (City and Address)/Hours of Work</b> 530 W. Allegan St., Lansing, MI 48933 / 8:00am to 5:00pm, Monday-Friday

**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 Office of Retirement Services (ORS) Retirement Systems as well as the Office of Retirement Services (ORS) Modernization Project. These systems are essential for supporting retirement programs for Michigan's state employees, public school employees, judges, state police, and National Guard members. This position will supervise staff providing business analysis, compliance, quality assurance, and testing support. This position will manage and coordinate activities by scheduling work assignments, setting priorities, 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**

Leads a unit of staff 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, cost 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.
- Participate in key decision-making activities related to budget needs, unit operations, and staffing.
- Obtain the necessary equipment and tools needed for staff to perform their work.

**Duty 2**

**General Summary:**

**Percentage: 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 SUITE/SEM 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.
- Identify project risk and implement corrective actions to stay on schedule, within budget and scope. Assure risk management plan is continuously updated by project manager and risks are communicated.
- Assure change management processes are included in project documentation, are complete, and proper approval has been obtained prior to implementation of any change orders.
- Assure quality assurance plan is included in the project documentation, is complete, and proper approval has been obtained prior to implementation of any application in the production environment.
- Assure Authority to Operate (ATO) is obtained, if required, prior to implementation of any application in the production environment.
- Assure that a comprehensive communication plan has been prepared and is used throughout the project.
- Conduct meetings and/or presentations to update business users, management, and stakeholders on project status.
- Request Project Manager assignments in alignment with the estimates for the project efforts.
- Review all project estimates with the estimator and ensure that deviations from the estimate are approved through the program managers and project sponsors (agency and DTMB).

### Duty 3

#### General Summary:

Percentage: 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.
- Attend and participate in Division all-staff meetings and operational standing leadership meetings.
- Lead and contribute to activities to complete Division process improvement activities.

**Duty 4**

**General Summary:**

**Percentage: 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

**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 in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.**

Work is performed in a typical office environment where there may be long periods of work sitting at a desk working on a personal computer.

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>
CHITTE, ARUNA PADMA	INFO TECH PRGMR ANALYST-A 12	GURUVAREDDIAR, THENRAL	INFO TECH PRGMR ANALYST-E P11
BONUGU, LAKSHMI	INFO TECH PRGMR ANALYST-E P11		

Additional Subordinates

ITPA 12 (TBD)

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

- |                                     |                                    |                                     |                                   |
|-------------------------------------|------------------------------------|-------------------------------------|-----------------------------------|
| <input checked="" type="checkbox"/> | Complete and sign service ratings. | <input checked="" type="checkbox"/> | Assign work.                      |
| <input checked="" type="checkbox"/> | Provide formal written counseling. | <input checked="" type="checkbox"/> | Approve work.                     |
| <input checked="" type="checkbox"/> | Approve leave requests.            | <input checked="" type="checkbox"/> | Review work.                      |
| <input checked="" type="checkbox"/> | Approve time and attendance.       | <input checked="" type="checkbox"/> | Provide guidance on work methods. |
| <input checked="" type="checkbox"/> | Orally reprimand.                  | <input checked="" type="checkbox"/> | 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?

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.

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

New establishment.

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

The work area's primary function is Compliance – completing System Security Plans in the State's GRC tool, performing process audits, and monitoring and assisting with vulnerability scans; and Quality Assurance support – creating and executing test cases, logging and tracking defects, completing SEM QA documentation, performing ADA reviews, and conduct application vulnerability scanning. This position manages the resources within this work area – managing assignments and allocations, reviewing and approving time, handle escalations, support Compliance efforts, review and approve SEM QA documentation when appropriate, and coordinate larger enterprise QA efforts.

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:**

- 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:**

None required.

*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.*

CLELA GRAY 7/23/2025  
\_\_\_\_\_  
Appointing Authority 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