

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) Agency Services
4. Civil Service Position Code Description Info Tech Manager-3	10. Division Agency Services Supporting DTMB
5. Working Title (What the agency calls the position) Customer Care Team Manager	11. Section
6. Name and Position Code Description of Direct Supervisor SCHLYER-NIAZI, GIGET M; SENIOR EXEC BUS REL ADMIN	12. Unit Customer Care Team
7. Name and Position Code Description of Second Level Supervisor FRICK, HEATHER; SENIOR MANAGEMENT EXECUTIVE	13. Work Location (City and Address)/Hours of Work 525 W. Allegan St., Lansing, MI / 8:00am-5:00pm (may vary)

14. General Summary of Function/Purpose of Position

This position is a first-level manager of professional information technology positions within Agency Services. This position will lead and manage the Customer Care Team within Agency Services Supporting DTMB, ORS and SBO. The Customer Care Team is tasked with ensuring quality customer service in support of the partnering agencies through communication and collaboration on the design, development, testing, and implementation of information management systems, the processing of procurement, contract, invoicing, and vendor management activities, and through the timely resolution of client agency technical problems, service requests, and escalated IT issues. This position will provide the leadership and management of the Customer Care Team required to meet DTMB customer service goals and objectives, and to meet the business needs of the DTMB, ORS and SBO partner agencies.

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: 60

As a first-level IT Manager, leads, manages, and facilitates the professional development of the employees of the Customer Care Team.

Individual tasks related to the duty:

- Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.
- Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.
- Evaluates and verifies employee performance through review of completed work assignments and work techniques.
- Identifies staff development and training needs and ensures that training is obtained.
- Maintains records, prepares reports, and composes correspondence relative to the work.
- Administers the policies and procedure governing employees of the Customer Care Team.
- Develops new or revises existing procedures to enhance employee performance.
- Provides administrative, supervisory, planning, and communication functions to effectively support the team..

Manages and approves employee time and activity reporting, and performance objective plans and annual reviews.

Duty 2

General Summary:

Percentage: 30

Provides overall direction and control of the functions and activities being performed in the Customer Care Team work area.

Individual tasks related to the duty:

- Ensures employees are informed, trained, and have the tools necessary to perform assigned duties.
- Provides day-to-day guidance, direction and supervision for employees on work assignments, or other measures necessary for providing quality customer service and continued improvement in employee performance.
- Provides guidance to employees on communication and collaboration with client agencies for the design, development, testing, and implementation of information management systems.
- Provides guidance to employees on the resolution of technical problems, service requests, and escalated IT issues.
- Provides guidance to employees on the processing of procurement, contract, invoicing, and vendor management activities.
- Participates in key decision-making activities related to team budget needs, operations, staffing, etc.
- Develops cost estimates, human resource requirements, work plans, time schedules, and work assignments to meet team goals and objectives.
- Responsible for planning and facilitating activities for continual improvement of team processes and procedures.
- Coordinates with internal DTMB peers to ensure technical guidance and support is available to the team.

Duty 3

General Summary:

Percentage: 10

Other duties as assigned.

Individual tasks related to the duty:

- Attends IT related meetings and seminars upon request.
- Serves on IT related advisory groups and interview panels upon request.
- Provides technical guidance and content knowledge on all customer service-related issues.
- Prepares status reports as requested.
- Assists Section and Division Management with special projects as needed.
- Makes recommendations to improve the effectiveness and efficiency of processes and practices, especially those directly affecting this position.

Other tasks as requested by Section and Division Management

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

Decisions regarding day-to-day assignments managing the Customer Care Team.

Customer Care Team staff workload and prioritization based on client needs.

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

Those decisions with a financial or policy impact to client agencies.

Approval for participation in IT initiatives for other areas of DTMB.

Results of special assignments.

Actions that could result in failure to meet Partnership Agreement objectives.

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.

The employee would work in a normal office setting.

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.

NAME	CLASS TITLE	NAME	CLASS TITLE
ZWIKER, STEPHANIE A	INFO TECH PRGMR ANALYST-E P11	SRIVASTAVA, ANJALI	DEPARTMENTAL TECHNICIAN-E E9
MOHAMEDRAFIH, FATHIMA AAKILA	INFO TECH PRGMR ANALYST-E P11		

Additional Subordinates

ITPA P11, ITPA 12

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?

Yes

23. What are the essential functions of this position?

This position is a first-level manager of professional information technology positions within Agency Services. This position will lead and manage the Customer Care Team that is responsible for communication and collaboration on the design, development, testing, and implementation of information management systems, the processing of procurement, contract, invoicing, and vendor management activities, and for the timely resolution of client agency technical problems, service requests, and escalated IT issues to ensure quality customer service in support of DTMB, ORS and SBO partner agencies.

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 Customer Care Team is responsible for communication and collaboration on the design, development, testing, and implementation of information management systems, the processing of procurement, contract, invoicing, and vendor management activities, and for the timely resolution of client agency technical problems, service requests, and escalated IT issues to ensure quality customer service in support of the DTMB, ORS, and SBO partner agencies.

This position functions as a first level professional manager responsible for overseeing Customer Care Team employees and providing guidance and support for employees supporting the DTMB, ORS, and SBO partner agencies.

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:

Required:

- Thorough knowledge of supervisory and training techniques.
- Thorough knowledge of employee policy and procedures.
- Thorough knowledge of equal employment practices.
- Thorough knowledge of customer service concepts and principles.
- Knowledge of management principles.
- Ability to gather and analyze facts, draw conclusions, define problems, and suggest solutions.
- Ability to maintain favorable public relations.
- Ability to provide quality customer service, build trust through integrity of work, and build strategic relationships through teamwork are required.
- Ability to instruct, direct, and evaluate employees, and to effectively communicate both verbally and in writing.
- Ability to manage a large and highly active workload of customer service requests.
- Ability to maintain control of the environment in high pressure situations.

Highly Desirable:

- Knowledge of client agencies' IT Systems areas
- Knowledge of State purchasing, invoicing, contract, and vendor management practices.
- Knowledge of Change Management and Problem Management methodologies.
- Ability to effectively use State service management, problem management, and software inventory tools.
- Ability to communicate effectively with persons of varying levels of technical expertise.

CERTIFICATES, LICENSES, REGISTRATIONS:

Duties may involve the use of a 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

1/12/2026

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