

**State of Michigan
Civil Service Commission**

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

Position Code

1. INFTTCHED73R

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 Technology Technician-E	10. Division Field Services
5. Working Title (What the agency calls the position) Information Technology Technician 7-E9	11. Section User Build
6. Name and Position Code Description of Direct Supervisor MORNINGSTAR, RYKER L; INFO TECH SUPERVISOR-1	12. Unit User Build
7. Name and Position Code Description of Second Level Supervisor BRIGGS, GAILENE A; INFO TECH MANAGER-3	13. Work Location (City and Address)/Hours of Work 7461 Crowner Dr. Dimondale Mi. 48821 / Hours: 8:00 a.m. to 5:00 p.m.

14. General Summary of Function/Purpose of Position

Member of the team responsible for providing IT support to State of Michigan employees and partners. Log and track requests received from clients. Investigate, evaluate and resolve reported support issues and requests. Responsible for providing technical assistance in the implementation of technology and automation initiatives. Responsibilities including, but not limited to: log, categorize, prioritize incidents, perform initial diagnosis and determine if escalation is necessary, installing and maintaining both hardware and software, serving as a troubleshooter in the implementation and use of workstations and associated software and hardware; and answering technical phone lines.

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: 95

Log, track, and monitor all requests. Fulfill pre-defined and pre-approved services. Log, categorize, and prioritize incidents. Performs initial diagnosis and determine if escalation is necessary, either functional or hierarchical as appropriate. Investigate and diagnosis issues per internal policies and procedures. Apply resolutions and/or workaround as appropriate to restore client operation as quickly as possible.

Individual tasks related to the duty:

- Answer incoming calls and emails, meeting identified response standards.
- Log requests for technical assistance received via the Client Service Center (CSC) phone, fax, Remedy Web e-mail or field drive-bys, into Remedy Help Desk.
- Monitor open Remedy cases for resolution within established timeframes and escalate to appropriate parties when necessary.
- Maintain acceptable levels for identified metrics, such as After Call Work, Adherence to Schedule, Availability, Service Level Agreements, etc.
- Provide technical support and problem resolution for identified types of technical problems, using established procedures, guidelines and resources such as ShareIT, Remote Control and identified knowledge bases.
- Document all information regarding the resolution of requests for technical assistance in the Remedy system, using established guidelines and procedures.
- Attend meetings and training sessions on policy, procedure, etc, of applications, hardware, software, etc., as required.
- Follow up on cases involving the hardware maintenance vendor.
- Provide routine upgrades to hardware and software.
- Install new hardware and software (removes both when applicable).
- Help users in making transition to new or upgraded hardware/software.

Duty 2

General Summary:

Percentage: 5

Perform special duties as assigned.

Individual tasks related to the duty:

Assist management in special projects as necessary.

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

- The priority assigned to requests for service.
- Determine which requests can be resolved remotely.
- When to escalate a service issue to the technicians' supervisor.
- Prioritize problem resolution activities to utilize best use of resources.
- Determine a course of action for the resolution of problems.

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

- Establishing priorities when the workload becomes excessive.
- When the instructions or guidelines provided are insufficient to conduct the necessary activity.
- When problems develop that do not have known solutions.
- When problems develop that impact identified critical agency functions or staff.
- **When decisions involve staff assignments, billable expenses, ordering new hardware or software.**

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.

- Use of a telephone extensively.
- Use of a computer terminal and keyboard extensively, many hours daily in front of a computer screen.
- Extensive sitting (when performing CSC functions).
- Physical activities, extensive standing, sitting, reaching, lifting up to 50#., bending, carrying, walking, and kneeling (when performing Field functions).
- General business environment.
- Conditions can be stressful.

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.

Additional Subordinates

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

- | | | | |
|---|------------------------------------|---|-----------------------------------|
| N | Complete and sign service ratings. | N | Assign work. |
| N | Provide formal written counseling. | N | Approve work. |
| N | Approve leave requests. | N | Review work. |
| N | Approve time and attendance. | N | Provide guidance on work methods. |
| N | Orally reprimand. | N | 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?

Provide front-line technical support for State of Michigan employees and partners.

Critical Job Role: Front-line IT Services

Competencies: Customer Focus (Customer Loyalty), Communication, Tech/Prof Knowledge & Skills, Decision Making, and Stress Tolerance (Group 1 only).

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

New Position.

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

The front line provides a single-point of contact for all computer-related issues for all end-users throughout the state. All calls are logged and tracked to ensure high levels of service are met. This position is integral to the function and operation of the helpdesk.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Possession of a certificate in information systems, data processing, electronics technology, mainframe operations, or microcomputer systems gained through completion of a one-year, college level curriculum.

EXPERIENCE:

Information Technology Technician 7

No specific type or amount is required.

Information Technology Technician 8

One year of experience equivalent to an Information Technology Technician 7.

Information Technology Technician E9

Two years of experience equivalent to an Information Technology Technician, including one year equivalent to an Information Technology Technician 8.

Alternate Education and Experience

Information Technology Technician 7 - 10

Significant on-the-job or other technical training that can be shown to provide the required knowledge of information systems equivalent to that gained through completion of a one-year, college level curriculum may be substituted for the post-secondary certificate.

Possession of an associate's degree in information systems, data processing, electronics technology, or microcomputer systems may be substituted for one year of information technology technician work experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

Demonstrated ability to provide positive customer service. Demonstrated ability in the basic operation of PC-based word processing, spreadsheet, and database software. Good communication skills, both verbal and written. Ability to acquire and maintain current knowledge of identified software products and support policies in order to provide technically accurate solutions to customers. Demonstration of good team skills. Ability to work under stressful conditions. Demonstrated ability to adapt to change. 1 year of experience in an IT Help Desk and demonstrated use of Timbuktu and Remedy is preferred.

CERTIFICATES, LICENSES, REGISTRATIONS:

Employees in this position must meet all security requirements established by the Department of Technology, Management & Budget. Microsoft (MOUS, MCDST or MCSE) A+, Network+, Dell Premier Access and CNA is preferred.

Duties may involve use of personal vehicle.

Upon hire employees must submit to and pass an MSP background check

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.

None.

I certify that the entries on these pages are accurate and complete.

Appointing Authority

2/21/2023

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