

State of Michigan
Civil Service Commission

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

Position Code

1. ITPRANAJ36N

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 TECH PRGMR ANALYST-A	10. Division Field Services Division
5. Working Title (What the agency calls the position) Information Technology Programmer Analyst P12	11. Section FS Central
6. Name and Position Code Description of Direct Supervisor BENSE, JAMES L; INFO TECH MANAGER-3	12. Unit FS Core Team
7. Name and Position Code Description of Second Level Supervisor MEYER, VICTORIA S; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work TBD / 8:00 – 5:00, M-F

14. General Summary of Function/Purpose of Position

This position serves as a recognized resource for the State of Michigan's (SOM) imaging, technology, and associated procedures. This position specializes in the development of procedures for the imaging, implementation, and deployment of technology, and the coordination of applicable documentation for support and training purposes.

This Senior Analyst works closely with DTMB PDSS-FIS and EOC-UX Delivery Services to support the State's Managed Desktop Environment and works with the Agency clients to determine business priorities. The position also acts as the Subject Matter Expert and provides experienced level staff with advanced or escalated support for the State's computer systems.

Senior Analysts are often asked to provide operational and administrative input for Center for Shared Solutions management consideration and decision making.

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: 70

Provide advanced technical and administrative support for imaging, technology, and associated procedures and serve as the Recognized Resource.

Individual tasks related to the duty:

- Serve as the Recognized Resource in the research and development of technology/operating system processes and procedures to be used by Field Services, FS User Build, Client Service Center, CSC Process Team, Agency Services, and Agency Project Managers.
- Serve as Subject Matter Expert, providing advanced level troubleshooting support to staff by phone and e-mail concerning imaging and technology, including researching newly discovered issues and developing, testing, and distributing remediation methods.
- Partner with and support EOC-UX Delivery Services, PDSS-FIS, FS Imaging, Client Service Center, CSC Process Team, and Agency Services to ensure any new or proposed changes to equipment, technology, or processes are compatible with current methodology, procedures, and resources.
- Compose technical, procedural, and troubleshooting documentation and checklists for projects and support.
- Compose required procedures for the install of all images including enterprise-wide Kiosks.
- Work with all Agencies to define and deliver support information and customer communications.
- Develop curriculum and provide ongoing training on new technologies to all FS staff. Design testing mechanism to monitor and assess minimum skill-levels, study issues and trends, and build processes to improve knowledge and troubleshooting skills.
- Collaborate with Infrastructure and other CSS divisions to train their staff on technologies and procedures.
- Design solutions for enterprise-wide deployment and upgrading of equipment and operating systems. Evaluate staff requirements and scheduling, and calculate resource and equipment needs to adequately complete projects.
- Develop and document quality assurance standards. Escalate quality assurance issues to management.

Duty 2

General Summary:

Percentage: 15

Performs as escalation point and provides procedural and troubleshooting support to experienced level staff.

Individual tasks related to the duty:

- As member of Field Services Core Team, analyze, research, and develop solutions for a wide-range of reported issues.
- As member of Field Services Core Team, serve as backup to other members and assist in the development of processes and procedures for MDC, SCCM, and SharePoint.
- Participate in pilots, projects, and Remedy ticket remediation to provide SME support.
- Identify, research, and analyze new products, technology and resources, and make recommendations to management for usage and/or application.
- Serve as alpha tester for proposed changes on multiple platforms, including desktops, laptops, tablets, and mobile data computers.
- Coordinate work teams and validate the quality of the support and maintenance activities within the network environment, validating against general operating procedures. Identify and implement work process improvements.
- Serve as liaison for technology and operating system issues between Field Services and Agencies, Design Team, Delivery Services, and other CSS and Infrastructure Divisions.
- Collaborate with the Design Team and Delivery Services to report, plan, coordinate and validate the configuration, implementation, testing and maintenance in the enterprise networked environment using standard Application Programming Interfaces, network gateways, and security protocols.

Gather Agency requirements on the specific support that is needed...

Duty 3

General Summary:

Percentage: 15

Test and implement processes for automation methods to increase efficiency of operations.

Individual tasks related to the duty:

- Coordinate with other DTMB areas to determine feasibility and validate the solution is in line with defined standards and policies. Capture specific details to satisfy client business requirements. Recommend methods for development of automation and alternative solutions to include diagrams, scope, benefits and risk analysis.
- Research, test, and recommend new development tools and internal technical modifications as they become available to enable more efficient and cost effective processing.
- Maintain workflow by researching an analyzing methodology and developing reporting procedures. Improve systems by studying current practices and designing modifications.
- Participate in planning meetings and committees, maintain records and prepare reports/correspondence related to the work.
- Through predictive analysis techniques, recognize and analyze problem patterns, needs and opportunities, and make appropriate recommendations to the management team.

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

All assignments and duties are performed independently per established procedures. Depending on the scope, decisions can affect Field Services, additional Divisions within DTMB, individual Agencies/clients, or enterprise-wide Agencies/clients.

- Prioritize projects and responsibilities, and work with multiple assigned deadlines.
- Evaluate instructions and procedures to determine appropriate language and communication methods.
- Manage relationships and expectations of DTMB and client Agencies.
- Evaluate submissions for SharePoint inclusion to determine if and where they are suitable for posting. Ensure that documents are posted to proper locations to avoid unauthorized access.

Provide overall accountability for the delivery of program IT services from the State of Michigan

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

This position operates with very minimal supervision. Decisions having strategic long-range technical implications to a program. Decisions which will significantly impact the overall progress of a project or will involve major changes in the direction of a project. Decisions requiring Agency approvals, and involving any conflicts between technical and business functions of the program. Decisions requiring authorization of funding or involving staff time outside of the unit. Decisions that may have legislative, legal, security, or budgetary impact.

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.

Extensive use of a computer terminal and keyboard. Extensive use of a telephone. Extensive travel (driving to and from locations for training and meetings, to provide support, and/or coordinate/administer/evaluate projects). Must be able to use personal transportation to travel to/from project sites. Physical activities: extensive standing, sitting, reaching, lifting, bending, carrying, walking, kneeling, crawling, crouching. Short or no-notice overtime may be required.

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):

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

Serves as the Recognized Resource for projects for imaging, technology, and operating systems. Collaborate with management to research, develop, and implement solutions, processes, procedures, and standards.

The employee performs a wide range of professional assignments. Independent judgment is required to carry out assignments that have significant impact on services or programs. Guidelines may be available, but require adaptation or interpretation to determine appropriate courses of action.

Critical Job Role: Documentation, Training, Project analysis, Infrastructure Engineering

Competencies: Communications, Planning and Organizing Work, Contributing to Team Success, Building Trust, and Technical/Professional Knowledge and Skills

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

PD updated to reflect that position now also works closely with EOC-UX Delivery Services, PDSS-FIS, FS Imaging, Client Service Center, CSC Process Team, and Agency Services to support the State's Managed Desktop Environment and works with the Agency clients to determine business priorities.

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

The work area provides support to the Agency end users to maximize the productivity and efficiency of their computer-related equipment and processes. This position serves as a Recognized Resource for imaging, technology, and operating systems.

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

EDUCATION:

Information Technology Programmer/Analyst 9

Possession of an Associate's degree with 16 semester (24 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.

Information Technology Programmer/Analyst P11/12

Possession of a Bachelor's degree with 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 Programmer/Analyst 12

Two years of professional experience equivalent to an Information Technology Infrastructure or Programmer/Analyst P11.

Alternate Education and Experience**Information Technology Programmer/Analyst P11 - 12**

Possession of an associate's degree with 16 semester (24 term) credits in computer science, information assurance, data processing, computer information, data communications, networking, systems analysis, computer programming, IT project management, or mathematics and two years of experience as an application programmer, computer operator, or information technology technician; or two years (4,160 hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

OR

Educational level typically acquired through completion of high school and four years of experience as an application programmer, computer operator, information technology technician, or four years (8,320 hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Thorough knowledge of DTMB infrastructure and hardware/software environments, programs, methodologies, procedures and policies.
- Thorough knowledge and understanding of technology available to determine and develop solutions.
- Considerable knowledge of microcomputer hardware/software and data communications networks.
- Knowledge of diagnostic tools, capabilities of computer equipment and technology, with considerable technical problem solving, analytical, and record keeping skills.
- Knowledge of systems management software, diagnostic tools, remote control, patch management, software distribution, and computer operating systems.
- Knowledge of technical analysis, implementation, configuration, and upgrading of computer hardware, software, and peripherals.
- Ability to work independently, under pressure, and/or with assigned deadlines.
- Ability to prepare detailed instructions and documentation, analyze instructions and data, and manage projects.
- Ability to conduct training and information sessions, prepare oral and written reports and presentations, and communicate technical terminology at a level appropriate to the audience.

Ability to provide analytical, technical, and administrative support in planning, designing, and implementation of information technology hardware, software, and network components.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Duties may involve the use of a 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.

N/A

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

SHANITRA FLUELLEN

3/6/2026

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