

**State of Michigan
Civil Service Commission**

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

Position Code

1. ITPRANEN08N

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-E	10. Division Office of the MPSCS
5. Working Title (What the agency calls the position) System Support ITPA	11. Section IT & Network Operations
6. Name and Position Code Description of Direct Supervisor WILLIAMS, RANDOLPH A; STATE ADMINISTRATIVE MANAGER-1	12. Unit Operations
7. Name and Position Code Description of Second Level Supervisor STODDARD, BRADLEY A; STATE OFFICE ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 7150 Harris Drive, Dimondale, MI 48821 / 8:00 a.m. – 5:00 p.m., Monday – Friday

14. General Summary of Function/Purpose of Position

The position will analyze, test, configure, implement, maintain, and provide support for Michigan's Public Safety Communications System (MPSCS) enterprise applications and systems. The team provides 2nd level support and administration for day-to-day IT Operations, Enterprise Asset Management system, Computer Aided Dispatch, and IT Security. This position will also assist in the implementation of new applications and systems to support the needs of our customers.

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

This Position will serve as part of a technical team, providing administration, support, and maintenance of MPSCS applications and systems.

Individual tasks related to the duty:

- Support & maintain MPSCS enterprise applications and systems.
- Maintain and support MPSCS public safety applications
- Provide application and system second level support and issue resolution for customers and field support staff.
- Analyze and resolve problems to identify deficiencies and failure patterns of applications and system hardware or equipment.
- Work with application and system vendors to resolve issues.
- Maintain records, provide support, prepare reports and correspondence related to assigned applications and systems following defined policies, standards, and procedures.
- Monitor applications during peak production times.
- Implement step by step migration and conversion plan activities for application and system replacements or upgrades.
- Work with other DTMB groups to validate system hardware and software solutions function properly and meet enterprise technology standards.
- Analyze and resolve escalated problems with MPSCS applications.
- Maintains records, prepares reports and correspondence related to MPSCS applications and systems.
- Monitor applications during peak production times.

Duty 2

General Summary:

Percentage: 45

The position will assist in the implementation of new applications, hardware, and systems that support the needs of our customers.

Individual tasks related to the duty:

- Implement standard hardware/software configurations and specifications for new system hardware and software configurations as designed. Implement enhancements to existing systems in the environment.
- Develop and maintain support procedures and system documentation for assigned MPSCS applications and systems.
- Implement and support hardware/software acceptance test plans for new and existing systems. Run tests to determine the accuracy of configuration logic to produce the desired results. Debug and revise configuration based on test results.
- Configure, implement, test, and maintain third party software and systems on the MPSCS network.
- Review application specifications and provide input on proposed solutions.
- Analyze data files, file structures, access controls, application, server configuration, and storage/backup requirements for assigned systems.
- Works with other DTMB groups and/or vendors to mitigate security vulnerabilities.

Duty 3

General Summary:

Percentage: 5

Perform other duties as assigned

Individual tasks related to the duty:

- Other duties as assigned.

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

Determine and implement corrective action to resolve common problems that adversely affect the applications and systems. Test and determine if applications will function properly within the network environments. Determine the proper configuration for system hardware components, server hardware and software. Determine the optimum method of testing new network server software and hardware.

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

Decisions that are politically sensitive in nature, have a major budget or financial implication and have strategic technical implications.

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 standing, sitting, reaching, lifting, bending, carrying, walking, kneeling, and climbing steep ladders. Use of a computer and telephone extensively. The employee is regularly required to lift up to 60 pounds.

The employee would primarily be in a temperature-controlled environment when performing their duties. Standard work schedule is 8:00 am to 5:00 pm Monday through Friday unless an alternate work schedule has been approved by management. Overtime and/or on-call may be required for this position.

The employee may also be required to travel occasionally to client location, meetings, and MPSCS sites around the state.

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

Manager prepared.

23. What are the essential functions of this position?

Application and hardware support for the MPSCS public safety solutions, client server applications with various operating systems and software platforms across the State of Michigan MPSCS network. This position performs a wide range of application and network administration responsibilities to enable the State of Michigan, local and federal users, to accomplish their business goals, maintain effective operations and share information.

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

Updated to be reflective of the new position description duties of ITPA's that provide support for Michigan's Public Safety Communications System (MPSCS) enterprise applications and systems.

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

This position provides support for various MPSCS applications and systems both hardware and software.

The work areas primary reasonability is to deliver MPSCS application and system support to its customers and various client agencies in the state.

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 9

No specific amount or type is required.

Information Technology Programmer/Analyst P11

No specific type or amount is required.

Alternate Education and Experience

Information Technology Programmer/Analyst 9

Educational level typically acquired through the completion of high school and two years of experience as an application programmer, computer operator, IT Technician, or two years (4,160 hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to thoroughly understand and work with multiple complex applications.
- Knowledge of PC software such as Java, .Net, and SQL database.
- Knowledge of concepts of computer system detailed network hardware and software structure and support.
- Basic Knowledge of Microsoft SQL Server and database administration
- Basic experience/skill in Windows server 2016/2019 support and administration.
- Basic understanding of Active Directory and Group Policy object components.
- Experience with Microsoft Windows 11 desktop operating systems.
- Ability to prepare detailed written instructions and documentation.
- Ability to communicate effectively both written and verbally.
- Ability to maintain cooperative environment.
- Ability to work independently or as part of a team, ability to be a self-starter.
- Ability to gather and analyze facts, defines problems, and devise solutions.

CERTIFICATES, LICENSES, REGISTRATIONS:

None

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.

SHANITRA FLUELLEN

Appointing Authority

11/24/2025

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