

## 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><br><br>                                                                | <b>8. Department/Agency</b><br>TECH, MGMT AND BUDGET - IT                                                                                                        |
| <b>3. Employee Identification Number</b><br><br>                                                                     | <b>9. Bureau (Institution, Board, or Commission)</b><br>Agency Services Supporting DHHS                                                                          |
| <b>4. Civil Service Position Code Description</b><br>Info Tech Student Assistant                                     | <b>10. Division</b><br><br>                                                                                                                                      |
| <b>5. Working Title (What the agency calls the position)</b><br>ITSA - Salesforce Student Assistant                  | <b>11. Section</b><br><br>                                                                                                                                       |
| <b>6. Name and Position Code Description of Direct Supervisor</b><br>PEI, TAO; STATE ADMINISTRATIVE MANAGER-1        | <b>12. Unit</b><br><br>                                                                                                                                          |
| <b>7. Name and Position Code Description of Second Level Supervisor</b><br>ALARIE, LINA M; SENIOR EXEC BUS REL ADMIN | <b>13. Work Location (City and Address)/Hours of Work</b><br>Grand Tower, 235 S Grand Ave, Lansing, MI 48933 /<br>8:00am-5:00pm, Monday-Friday / Hybrid schedule |

**14. General Summary of Function/Purpose of Position**

This position functions as an IT Student Assistant supporting the Children's Services area and working with Salesforce-based online processes for active projects. The student will gain hands-on experience with the development, enhancement, and maintenance of Salesforce applications in a complex enterprise environment. It is expected that the student will become familiar with agency systems, business processes, and Salesforce best practices.

Under direct supervision, the student will assist with configuration, testing, and deployment activities within the Salesforce platform to support ongoing Child Welfare initiatives. Responsibilities may include working with user stories, helping implement updates in Salesforce modules, supporting data management tasks, and assisting with user interface improvements. The level of responsibility will align with the student's academic progress and demonstrated skills.

The environment leverages Salesforce as the primary application platform, including tools such as Flow, Apex, Lightning Web Components (LWCs), and Salesforce reporting dashboards. Additional data analysis and reporting may be conducted using Microsoft Power BI or other agency-approved tools.

**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**

As a student assistant, perform entry level programming functions such as coding and testing computer programs while under the immediate supervision of the first-line supervisor and/or an experienced analyst.

**Individual tasks related to the duty:**

- Working from well-defined program specifications, learn appropriate system development methodology to assist in the preparation of computerized applications, including keying program code that supports the online process.
- In a student assistant capacity, assists in the writing, compiling, and modification of specifications for new and existing computer applications.
- Learn to provide support and assistance to users of specified systems as required, using various technologies.
- Learn to test and implement new releases of specified systems as required.
- Participate in developing or acquiring test data for the analyst to determine the accuracy of program logic to produce desired results.

**Duty 2**

**General Summary:**

**Percentage: 40**

As a student assistant, under the immediate supervision of the first-line supervisor and/or an experienced analyst, learn basic principles and procedures of methodology, structured systems design, and automated data processing techniques for small to medium complex computer applications.

**Individual tasks related to the duty:**

- Participate with staff and users on issues relating to operating systems, packaged programs, and application development for the online document scanning and data extraction processes.
- Assist the analyst in revising programs based on results and gathering requirements for the projects.
- Learn and understand the client's business process.
- Learn to develop new, related systems using various technologies.

**Duty 3**

**General Summary:**

**Percentage: 10**

Report to first-line supervisor.

**Individual tasks related to the duty:**

- Responsible for keeping first-line supervisor informed of progress and/or problems in relation to assignments and deadlines
- Ability to maintain records, prepare reports, and conduct correspondence related to the work utilizing Microsoft Office
- All 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.**

Student assistant will use some judgement but does not make decisions independently, follows policies/procedures outlined by the first-line supervisor or an experienced analyst.

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

When a new problem is involved that the student has not dealt with previously. All work is reviewed while in progress.

**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.**

Position is located within a standard office location or standard conference room settings.

**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. |

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes, prepared by management.

23. What are the essential functions of this position?

All duties are essential. This position functions as a student assistant to the staff of the Children's Services team working with the student who will acquire a working knowledge of the process that provides for the development, enhancement, and maintenance of automated data applications in a complex environment. It is expected that the student will become familiar with Agency systems and procedures. Under direct supervision, the student will assist in the development of and execution of the online system for the projects. The level of responsibility is commensurate with the student's academic attainment.

Competencies (in alphabetical order): Adaptability, Applied Learning, Building Strategic Working Relationships, Contributing to Team Success, Customer Focus, Decision Making, Follow-Up, Initiating Action, Managing Work (includes Time Management), Technical/Professional Knowledge

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 function of this work area is to provide Information Technology support to the Michigan Department of Health and Human Services (MDHHS) – Child Welfare Division, helping improve services for children, youth, and families. This includes contributing to the modernization of the child welfare system through the development and implementation of the Comprehensive Child Welfare Information System (CCWIS), which will replace the legacy MiSACWIS platform. This position assists with activities related to the development and rollout of new CCWIS modules—including Case Intake and Investigations, Case Management, Courts and Juvenile Justice, Provider Management, and Financials—many of which are being built on the Salesforce platform. These modules are developed by a vendor and will transition to DTMB for long term maintenance after go live.

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

**EDUCATION:**

Current enrollment in post-secondary educational institution in an IT related degree program.

**EXPERIENCE:**

**Information Technology Student Assistant A**

No specific type or amount is required.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**KNOWLEDGE OF:**

- Salesforce
- Microsoft Office Suite (Word, Excel, PowerPoint)
- Programming concepts, with some exposure to Java or another programming language
- Relational databases and SQL queries
- Object-oriented programming principles
- Web-based or client/server application development
- Software development lifecycle (SDLC) concepts

**SKILLED IN:**

- Cloud computing and Cloud as a service
- Developing and testing software applications
- Gathering and analyzing requirements for software projects

**ABILITY TO:**

- Learn new technologies and methodologies quickly
- Effectively communicate, both written and verbal
- Work collaboratively in a team environment
- Adapt to new challenges and demonstrate problem-solving skills
- Pay attention to detail
- Assist in the development of test plans and conduct basic testing (unit, system, user acceptance)

**CERTIFICATES, LICENSES, REGISTRATIONS:**

N/A

**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.***

MARCELINA BREWER

\_\_\_\_\_  
Appointing Authority

6/25/2026

\_\_\_\_\_  
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