

**State of Michigan
Civil Service Commission**

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

Position Code

1. DPTLTCHE

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 MDHHS
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description Departmental Technician-E	10. Division
5. Working Title (What the agency calls the position) Local Office Technician	11. Section
6. Name and Position Code Description of Direct Supervisor	12. Unit
7. Name and Position Code Description of Second Level Supervisor	13. Work Location (City and Address)/Hours of Work

14. General Summary of Function/Purpose of Position

This Departmental Technician position performs a variety of support activities for the Department of Health and Human Services at its statewide local offices. This position provides technical support functions for the local offices' equipment, telephone system coordination, alarm and security systems, non-technical and limited technical system and problem detection, and reporting assistance. Conducts analysis, research, and completes special projects for the local office. Provides guidance to other staff within the office. Serves as the local offices' liaison and primary contact to and from the Department of Information Technology.

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: 30

Provide program support functions to local office staff, as required by the local office director/supervisor, some of which relates to automated systems.

Individual tasks related to the duty:

- Answer questions on how to perform certain functions and verify that functions work as designed.
- Answer questions and assists staff on how to access all department specific applications.
- Provide assistance to staff on specific functions of software applications, such as Microsoft Word, Excel, Access, PowerPoint, etc.
- When problems arise, notify DIT, provide problem descriptions and examples into the problem reporting system, using one of the following methods: the DIT Client Service Center Remedy web, phone line or email. Use one of these methods to track status of issue resolution by DIT.
- Provide assistance in setting up presentation and training hardware, including projection devices and connections to equipment used in those presentations.
- Office support/troubleshooting of DHHS application usage and procedures.
- Produces existing and custom reports for local office managers and local office director using standard user query tools.
- Maintains an accurate inventory of IT equipment and provides operational support for various facility equipment such as IT equipment, printers, fax, and copy machines.
- Produces presentations for local management using PowerPoint and other programs as needed.
- Customizes basic local office templates (i.e. address updates). Perform parameter changes to templates provided by Central Office.

Duty 2

General Summary:

Percentage: 25

Administer and maintain various office/staff/facility-related systems for the local office.

Individual tasks related to the duty:

- Serves as liaison between DHHS Central Office and the local office for issues related to communication systems.
- Maintain various staff support systems, including telephones (land lines and cell), voicemail, paging, as well as security and building entry systems, access phone closet.
- Serve as the interface/liason between the local office, vendors, and Central Office for issues related to the telephone/voicemail systems, roll out of new telecommunications system and equipment, and maintenance of the existing telephone system. Notifies Central Office and/or the vendor of the need for resolution of telephone and voicemail problems. Follows directives to resolve the problem.
- Add/delete users from telephone system and change user profiles as required.
- Add/delete users from voicemail system, change user profiles, change hours and holidays, review phone reports.
- Administer and oversee fire/burglar alarm systems, and serve as the offices' liaison with the alarm company.
- Performs routine hardware installations following local office network floor plans/diagrams.
- Seeks direction on specific placement of hardware equipment.
- Administer and oversee the office paging system, including troubleshooting, maintenance and repair.
- Main facilities contact for building issues.
- Oversees local office informational resources.

Duty 3

General Summary:

Percentage: 25

Serves as the local offices' liaison and primary contact to and from the Department of Information Technology.

Individual tasks related to the duty:

- Local office security coordinator for all programs.
- Initial troubleshooting: performs basic determination of symptoms and gathers information requested by DIT to aid in troubleshooting various user problems.
- Coordinate and schedule required visits by DIT technical staff.
- Responsible for performing password resets for DHHS specific applications.
- Following instruction from DIT modifies printer configuration including assigning users to specific printers. Contact DIT to delete a print job when the owner is unavailable, upon request of the Office Manager.
- Serves as the main contact person for hardware and software upgrades affecting the local offices' systems.
- Assists staff in deleting local temporary files as needed.
- Provides general advice to local office management team on system-related questions.
- Attends regional trainings/meetings with DIT personnel.
- Responds to system and/or server crashes and/or computer viruses and contacts DIT for guidance and direction to return system to use.
- Provides support for all peripheral devices such as: digital cameras, scanners, printers, fax, copiers, DSL connections, etc.
- Coordinates MILD requests for local office.

- Serves as the main local office contact for data circuits.

Duty 4

General Summary:

Percentage: 20

Other duties as assigned.

Individual tasks related to the duty:

- Completes special projects as requested by the managers and office director.
- Provide backup to administrative support staff as necessary. (RSS duties, etc.- front desk support, answering telephones, scanning)

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

Decisions involving detection and collection of initial software problems/symptoms. Decisions relative to coordination of a variety of systems – copiers, faxes, printers, telecommunications, facility equipment, alarm systems. Decisions related to delivery of staff training. Decisions related to data collection and report development.

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

Actions to be taken as a result of the technician's investigation and/or detection of symptoms and problems.

Clarification of special assignments or when department policy is unclear.

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.

Work is performed in a local office setting. Responsibilities may require standing, sitting, climbing, stooping, balancing, kneeling, crawling, reaching, lifting, carrying, walking and bending.

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. |
| | Approve time and attendance. | | Provide guidance on work methods. |

N

N

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?

23. What are the essential functions of this position?

Provides a variety of technical support activities for DHHS at its statewide local offices.

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

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

The local office provides a variety of social and financial assistance services to the Department of Health and Human Services' customers. This position provides a variety of office-related support to the staff and serves as the local offices' liaison and primary contact to and from the Department of Information Technology.

This Departmental Technician position assures the local office and technical support activities are operating smoothly. This includes but is not limited to office equipment, telephone systems, alarms and security systems. The position also performs non-technical and limited technical system and problem detection in a liaison role with the Department of Information Technology.

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

EDUCATION:

Possession of a high school diploma or a GED certificate.

EXPERIENCE:

- Departmental Technician 7: One year of experience performing 7 level office support activities.
- Departmental Technician 8: One year of experience as a Departmental Technician 7 or one year of experience performing 8-level office support.
- Departmental Technician E9: Two years as a Departmental Technician 7 or one year of experience as a Departmental Technician 8 or one year of 9-level office support experience, or one year of experience as a supervisor of office support activities.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge/experience using an electronic system for filing/tracking service requests.
- Ability to effectively communicate business and technical needs/requirements at all organizational levels within multiple agencies.
- Ability to identify and document equipment or system malfunctions.

**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.

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