

**State of Michigan
Civil Service Commission**

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

Position Code

1. DEPSPL2

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 CIV RGHT CENTRAL OFFICE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description Departmental Specialist-2	10. Division Finance and Management Services
5. Working Title (What the agency calls the position) Data Systems Specialist	11. Section Data Systems
6. Name and Position Code Description of Direct Supervisor KENYON, RENEE D; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor ALY, ABDEL; STATE OFFICE ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work Various, Michigan / Monday-Friday 8am-5pm

14. General Summary of Function/Purpose of Position

This position functions as the staff specialist and subject matter expert responsible for the ongoing development of all internal and external applications and technology for the department. This includes CRIS, MDCR Public Portal and other systems supporting the work of all MDCR divisions. This position is responsible for the design of software, and writes and coordinates the testing of software and hardware applications that are on shared platforms within MDCR. Position is expected to collaborate with departmental managers, trainers and support staff to create written processes/operating procedures.

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: 40

Participate in and coordinate ongoing development of CRIS, MDCR Public Portal and other systems supporting the work of all MDCR divisions

Individual tasks related to the duty:

- Seek input and guidance on functionality needs from SMEs (subject matter experts) and executive staff, including development of documents, letters and forms within the CRIS system.
- Serve as a participating editor of IT contracts and statements of work, including review of products, services, pricing tiers and invoices.
- Provide input for specifications for project designs.
- Write and review testing scenarios.
- Maintain responsibility for ensuring that testing is completed timely, accurately, and thoroughly.
- Coordinate installation of tested upgrades, break fixes, and new applications.
- Create and maintain on going reporting that provides the detailed timing, methodology and results of testing.
- Coordinate system regression testing to ensure no functionality has been compromised due to application enhancements.
- Work within MS Excel and other identified tools to enhance CRIS data reports for all MDCR work products
- Compose system requirements (user stories and acceptance criteria) and enter in AzureDevOps (ADO).
- Collaborate with DTMB to discuss, develop and test enhanced, and new functionality developed.
- Meet with DTMB staff as appropriate regarding CRIS and other system support.
- Keep the Data Systems Management Administrator apprised of the status and progress of upgrades, testing and other changes.

Duty 2

General Summary:

Percentage: 20

Collaborate with all MDCR divisions to coordinate and provide training and resources for MDCR staff related to CRIS, DocuScan, MDCR Public Portal, FTS, eSignature and other applications used by MDCR.

Individual tasks related to the duty:

- Provide virtual support meetings.
- Create, maintain and update training materials, job aids, guides and training videos.
- Maintain and update as required CRIS User Guide, job aids and other training resources and disseminate information to users.
- Provide/coordinate ongoing refresher training for CRIS users and provide/coordinate CRIS training for new MDCR employees.
- Provide /coordinate training for MDCR staff on the use of FTS and eSignature applications
- Coordinate with Office of Management Services in the on-boarding and off-boarding of MDCR staff (licensing, SIGMA, MiID), cyber security of the data system as well as maintenance of the CRIS Resource page of MDCR SharePoint site.

Duty 3

General Summary:

Percentage: 15

Maintenance of CRIS, MDCR Public Portal, and other MDCR data systems

Individual tasks related to the duty:

- Evaluation of database systems on a continual basis, troubleshoot issues and coordinate necessary collaborative work with DTMB.
- Test any upgrades of database systems.
- Address systematic bugs in the development and implementation of database systems.
- Maintain and monitor the MDCR-CRIS-Support mailbox and troubleshoot reported issues with existing functionality, report issues to DTMB support team via AzureDevOps (ADO) and work with DTMB on resolutions.
- Communicate and collaborate with DTMB partners on each data system.
- Establish and implement a data clean-up project for CRIS and method for monitoring data input to ensure data integrity.
- Conduct and coordinate CRIS functionality testing with testers as needed.

Duty 4**General Summary:****Percentage: 10**

Provide technical support for the MDCR Public Portal and authenticate portal access for public users.

Individual tasks related to the duty:

- Monitor MDCR Public Portal help requests and assist portal users.
- Facilitate the transfer of large files from portal users.
- Approve portal access for individuals in CRIS.
- Merge portal user profile Contact records with existing CRIS Contact records.

Duty 5**General Summary:****Percentage: 5**

Review Microsoft updates to assess impact on CRIS.

Individual tasks related to the duty:

- Review all Microsoft updates to assess the impact on CRIS and other database systems.
- Work with DTMB to conduct functionality tests in systems as needed.
- Work with DTMB team to assess bi-annual Microsoft Updates to software and effect on CRIS and add-on applications.

Duty 6**General Summary:****Percentage: 5**

Serve as back-up MDCR Records Management Officer

Individual tasks related to the duty:

- Assist with processing disposal notices received from DTMB Records Management Services (RMS).
- Approve the deletion of electronic data in CRIS.
- Attend quarterly RMO meetings along with the Data Systems Management Administrator.

Duty 7**General Summary:****Percentage: 5**

Other duties as assigned.

Individual tasks related to the duty:

- Perform 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.

Position will evaluate system requests or issues and make recommendation for resolutions. All end users and external users may be impacted by these decisions.

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

Decisions that impact the overall functionality of the system or that have financial significance.

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.

Standard office environment. This position may require working outside of a standard work schedule for system testing and updates.

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):

- | | |
|---|--|
| ☐ Complete and sign service ratings. | ☐ Assign work. |
| ☐ Provide formal written counseling. | ☐ Approve work. |
| ☐ Approve leave requests. | ☐ 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?

This position functions as the staff specialist and subject matter expert responsible for the ongoing development of all internal and external applications and technology for the department. This position is responsible to design, write and coordinate the testing of software and hardware applications that are on shared platforms within MDCR. Position is expected to collaborate with departmental managers, trainers and support staff to create written processes/operating procedures.

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 Data Systems Management division is responsible for the development and support of the Civil Rights Information System (CRIS), MDCR Public Portal, and any other systems that are necessary to support the work of all MDCR divisions. This position will support that work through system use and end user support.

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

EDUCATION:

Possession of a bachelor's degree in any major.

EXPERIENCE:

Departmental Specialist 13 - 15

Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the operational and technical problems involved in the administration of a specialized program. Knowledge of the assigned program specialty. Knowledge of methods of planning, developing, and administering programs. Knowledge of state and federal laws and legislative processes related to the work. Knowledge of the need, preparation, and use of reports. Ability to plan, direct, and coordinate programs and administrative activities of a complex, interrelated and interdependent nature, where unknowns and numerous contingency factors are involved. Ability to formulate policies and procedures relevant to program areas based on information of a conceptual nature from varied and complex sources. Ability to plan, coordinate, and expedite work projects. Ability to interpret complex rules and regulations. Ability to communicate with others verbally and in writing.

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.

N/A

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

BERNITA KISSANE

5/5/2025

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