

**State of Michigan
Civil Service Commission**

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

Position Code

1. DEPTALTEH96Y

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 DEPARTMENT OF STATE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Office of Investigative Services
4. Civil Service Position Code Description DEPARTMENTAL ANALYST-E	10. Division Enforcement Division
5. Working Title (What the agency calls the position) Departmental Analyst 9-P11	11. Section Security Section
6. Name and Position Code Description of Direct Supervisor MANOLEAS, DEBORAH K; DEPARTMENTAL MANAGER-3	12. Unit
7. Name and Position Code Description of Second Level Supervisor HINES, PEGGY A; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 430 W. Allegan St., Lansing, MI 48933 / Monday- Friday; 8:00 a.m. - 5:00 p.m.

14. General Summary of Function/Purpose of Position

This position functions as an analyst for the Security Section within the Enforcement Division in the Office of Investigative Services (OIS). This position evaluates data and evidence to make determinations and recommendations on potential misuse and compliance regarding surveillance camera systems, alarm systems, guard services or INKAS safes. Perform research, writing, and analysis regarding relevant State and Department policies, procedures, and regulations.

The position analyzes and interprets surveillance system equipment and inventory. The position collects and verifies system data and makes recommendations on operational processes. Performs installation and maintenance of surveillance system hardware.

Develop and prepare policy materials and operations manuals associated with the statewide security guard contract. Review, interpret and evaluate incoming data associated with security guard timesheets for accuracy and variances from established criteria.

Reviews, collects, and analyzes data related to the statewide security alarm systems. Perform research, writing, and analysis regarding relevant State and Department policies, procedures, and regulations associated with security alarm systems.

Propose, develop and prepare reports and associated documents related to Section programs. Provides consultation and coordinates with internal and external investigators related to surveillance camera video requests and alarm system data.

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

Conduct analysis of data related to the Department's statewide surveillance system. Draft and maintain policies and procedures established for the statewide surveillance systems.

Individual tasks related to the duty:

- Researches, collects, consolidates and analyzes program data associated with the statewide surveillance system necessary to meet program evaluation requirements and the goals of the Department.
- Analyzes on-going program operations and recommend modifications of policies and procedures to achieve greater efficiency and effectiveness.
- Propose, develop and prepare the Division's surveillance system operational manuals and procedures ensuring functionality for all surveillance systems used by the Department are individually addressed.
- Serving as the Division's liaison, design and develop training for system users on an on-going basis ensuring comprehension of all system functionality.
- Analyze on-going program operations and program computer systems with current information before deployment to physical locations.
- Conduct special studies and evaluate surveillance system data to periodically audit system access ensuring only authorized users are accessing data and use is consistent with established policies/procedures.
- Evaluate and compare electronic access logs to physical access logs to ensure established access and use policies are being adhered to.
- Travel to Department facilities and install DVRs and other system components ensuring security protocols and installation guidelines are followed.
- Serve as a Division liaison to collect and analyze surveillance video from Department facilities as requested by authorized users ensuring the use of security protocols and rules.
- Provide system support to internal and external investigative personnel and other Department system users related to retrieval and exporting of data within the systems.

Duty 2

General Summary:

Percentage: 20

Install/maintain surveillance hardware and software. Provide support to system users. Prepare/maintain operational manuals and procedures.

Individual tasks related to the duty:

- Evaluate and trouble shoot failed surveillance systems and serve as liaison with key stakeholders for resolution.
- Make determinations on equipment needs and procure equipment necessary to repair surveillance systems and make basic repairs within knowledge base.
- Serve as liaison with vendors and Department personnel when repairs require advanced knowledge to mitigate.
- Develop and maintain the Division's surveillance system operational manuals and procedures ensuring functionality for all surveillance systems used by the Department are individually addressed. Conduct training for system users on an on-going basis ensuring comprehension of all system functionality.
- Program system components with user information and other necessary information before deployment to physical locations.
- Conduct periodic audits and analyze electronic access logs to surveillance systems ensuring only authorized users are accessing data and use is consistent with established policies/procedures. Evaluate and compare electronic access logs to physical access logs to ensure established access and use policies are being adhered to.
- Travel to Department facilities and install DVRs and other system components ensuring security protocols and installation guidelines are followed.
- Retrieve surveillance video from Department facilities as requested by authorized users ensuring the use of security protocols and Rules.
- Provide system support to investigative personnel and other Department system users related to retrieval and exporting of data within the systems.

Duty 3

General Summary:

Percentage: 20

Review and analyze data related to the Department's security guard contract(s).

Individual tasks related to the duty:

- Design and implement a periodic audit program for invoice reconciliation including comparing security guard timesheets with claims data to identify outstanding issues with billable hours. Make decisions on approving payment or denying payment while identifying variances.
- Provide consultation and prepare correspondence to security guard contractor when variances are identified that require contractor to modify billing invoices. Provide instruction on expectations and direction to ensure the billing process is completed accurately.
- Interpret the security guard contract and conduct research and analysis on the security guard program to ensure contract obligations are being met. Evaluate the contract for compliance with Department policies, budget and expectations.
- Draft and maintain security guard operational manuals, procedures, policies and expectations in current status for all statewide facilities. Serve as liaison with contracted security guard company and Department leadership to establish expectations and roles at each location throughout the state.
- Make site visits to monitor security guard performance based on contracted expectations. Correspond with contractor when issues are identified that impact the safety and security of facilities. Make recommendations to management on program effectiveness and operational needs.

Duty 4

General Summary:

Percentage: 20

Research, collect and analyze data related to the Department's physical security alarm contracts. Develop and maintain policy and procedures related to alarm systems.

Individual tasks related to the duty:

- Develop and design methods for program review, evaluation and analysis for statewide security alarm systems.
- Create and maintain computer database to record and analyze statewide alarm security alarm user codes, access requests to maintain high level of security and integrity of alarm database
- Investigate and analyze security alarm activity reports findings.
- Analyze activation/deactivation data on a reoccurring basis ensuring all access is justified and within established days/hours policies. Make recommendations when variances occur and refer matters to management for further action.
- Upon approval of Department management, program alarm system software with user access codes ensuring compliance with Department Rules and policies.
- Evaluate and conduct reconciliation of vendor invoices to identify shortages or overages in the amount allocated to individual index codes for the fiscal year.
- Serve as liaison with contracted alarm companies for system maintenance and repairs.
- Evaluate alarm contracts for compliance with Department policies and procedures and recommend revisions to management for program effectiveness.
- Research, collect and compile alarm system information for periodic reports and make recommendations on program effectiveness.
- Ensure alarm codes are activated/deactivated in a timely manner when staffing/user updates are made.
- Collect and maintain database of emergency contact information.

Duty 5**General Summary:****Percentage: 10**

Other duties as identified and directed.

Individual tasks related to the duty:

- Represent the Division at meetings.
- Analyze daily program operations and make recommendations on modifications of policies, procedures, equipment, contracts and maintenance plans to achieve greater efficiency and effectiveness.
- Maintain INKAS safe database and handle electronic code requests.

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

Troubleshooting of system issues and providing assistance to investigative personnel. Preparing periodic reports related to data analysis.

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

When statutes, rules, or procedures are unclear or new programs or projects have been introduced; when review for budgetary impact is necessary, and in circumstances where Department or Bureau policy must be determined. Approval to add system users related to any new programs.

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.

The job is primarily performed in a general office setting environment. This position requires out of office installation of surveillance system components which may require bending, lifting 30 pounds and working in small spaces. Travel is required to off-site locations around the state for installations and maintenance of surveillance systems and guard inspections.

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?

Yes.

23. What are the essential functions of this position?

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Reviews, collects, and analyzes data related to the statewide security alarm systems. Perform research, writing, and analysis regarding relevant State and Department policies, procedures, and regulations associated with security alarm systems.

Propose, develop and prepare reports and associated documents related to Section programs. Provides consultation and coordinates with internal and external investigators related to surveillance camera video requests and alarm system data.

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

Updating PD.

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

The Security Section is responsible for the oversight of the Department's security related systems and services. Program Areas include surveillance camera systems, alarm systems, guard service and safes and statewide contracts on program areas.

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 Analyst 9

No specific type or amount is required.

Departmental Analyst 10

One year of professional experience.

Departmental Analyst P11

Two years of professional experience, including one year of experience equivalent to the intermediate (10) level in state service.

KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to analyze program requirements and document steps which can be written into procedures and utilized. Good oral and written communication skills. Ability to work under pressure and meet deadlines. Ability to work well with customers. This position also requires the knowledge of the principles and practices of research and analysis; office procedures; and the ability to organize and coordinate work independently. Knowledge of Microsoft Office tools. Ability to read floor plans; understanding of video files.

CERTIFICATES, LICENSES, REGISTRATIONS:

SPR: Position requires incumbent possess and maintain a valid driver's license.

CJIS: Due to Criminal Justice requirements for individuals with access to Criminal Justice information or access to a physically secure location, position requires incumbent submit fingerprints for state and federal criminal background checks; qualify for access under the criminal conviction policy per the Federal CJIS Security Policy and Michigan addendum; complete either the Security Awareness Training or Use and Dissemination (indirect access) Training within 6 months of employment or assignment; and recertify every 2 years.

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

2/28/2025

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