

**State of Michigan
Civil Service Commission**
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. STUDASTES12N

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 BUREAU OF STATE LOTTERY
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Michigan State Lottery
4. Civil Service Position Code Description Student Assistant-E	10. Division Technology & Gaming Operations
5. Working Title (What the agency calls the position) Student Assistant	11. Section Tech Support
6. Name and Position Code Description of Direct Supervisor TRAYER, LAURA J; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor JAIN, SANDEEP; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 101 E Hillsdale, Lansing, MI 48909 / 7:45am - 4:45pm, limited to no more than 29 hours

14. General Summary of Function/Purpose of Position

As a student assistant working for the Technology & Gaming Operations division, the employee will be responsible for assisting the Technical Support team with workstation support, various administrative support tasks and customer service functions based on operational needs. Additionally, the student will assist in the logging of help desks calls, maintenance of documentation and responding to emails and phone calls.

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: 60

Assist Technical Support staff with supporting Lottery users.

Individual tasks related to the duty:

- Troubleshoot Lottery staff technical issues.
- Prepare new laptops/desktops.
- Maintain Lottery assets as instructed by Technical Support team.
- Assist with developing procedures and training instructions as needed.

Duty 2

General Summary:

Percentage: 20

Assist Technical Support staff with prioritizing help desk requests from emails and phone calls.

Individual tasks related to the duty:

- Maintain status of help desk requests.
- Respond to emails.
- Answer phone calls.

Duty 3

General Summary:

Percentage: 20

Other duties as assigned by the Technology/Planning Manager and support staff.

Individual tasks related to the duty:

- Perform all other duties as needed to contribute to the overall operation of the Michigan State Lottery.
- Perform various office functions and customer service as directed.

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

Any independent decisions made would be routine tasks related to assisting Lottery staff with technical issues and when a situation is within the scope of normal responsibilities and is covered by a policy or procedure.

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

Any decisions required for non-routine matters.

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.

These job duties require prolonged periods of sitting, standing, walking and/or moving around. Some lifting of up to 25 pounds.

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.

N	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?

This position is properly described in the preceding pages.

23. What are the essential functions of this position?

To assist Lottery's Technical Support/Agency Services staff with setting up new computers, supporting Lottery staff with troubleshooting computer issues and administrative tasks.

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

New position establishment.

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

This work area provides the IT technical support needs for the Bureau of State Lottery. This position will work to assist the Technical Support staff and is a necessary and valuable component to supporting the technical needs of Lottery users in their day-to-day responsibilities.

The Michigan State Lottery strives to maximize net revenues to supplement state education programs; to provide fun and entertaining games of chance, and to operate all games and bureau functions with nothing less than total integrity.

The Lottery was established under the authority of Public Act 239 of 1972 to generate funds to support Michigan's public-school system.

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

EDUCATION:

Current enrollment in high school, vocational or technical school, or post-secondary educational institution.

EXPERIENCE:

Student Assistant A

No specific type or amount is required.

KNOWLEDGE, SKILLS, AND ABILITIES:

Some knowledge of terminology and subject matter in the area of work to be performed.

Some knowledge of office equipment or materials used in the work.

Ability to use a computer.

Ability to follow oral and written instructions.

Ability to communicate effectively with others.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

The student must provide proof of enrollment or acceptance to an educational institution.

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

<i>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.</i>	
_____ Supervisor	_____ Date
<u>TO BE FILLED OUT BY APPOINTING AUTHORITY</u>	
Indicate any exceptions or additions to the statements of employee or supervisors. N/A	
<i>I certify that the entries on these pages are accurate and complete.</i>	
_____ Appointing Authority	_____ Date
<i>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.</i>	
_____ Employee	_____ Date