State of Michigan
Civil Service Commission

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

Position Code

1. DPTLTCHEU81R

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** EDUCATION
3. Employee Identification Number	**9. Bureau (Institution, Board, or Commission)**
4. Civil Service Position Code Description DEPARTMENTAL TECHNICIAN-E	**10. Division** Assessment, School Improvement, and Systems Support (DASISS)
5. Working Title (What the agency calls the position) Educational Technology Technician	**11. Section** Office of Systems, Evaluation, and Technology
6. Name and Position Code Description of Direct Supervisor LOVELESS, GINA; EDUCATION CONSLTNT MGR-5	**12. Unit** Educational Technology Unit
7. Name and Position Code Description of Second Level Supervisor MCINTYRE, REBECCA; STATE ADMINISTRATIVE MANAGER-2	**13. Work Location (City and Address)/Hours of Work** 608 W Allegan Street, Lansing / Monday-Friday 8-5

14. General Summary of Function/Purpose of Position

This entry level position serves as the Education Technology Unit (Ed. Tech) technician implementing internal technology software. The position assists with the coordination of department-wide technology solutions and licensure. The position provides technical assistance to internal staff on software. The technician serves as the unit American with Disability Act (ADA) compliance coordinator, reviewing all documentation and providing updates. Additionally, this position creates staff documents that meet ADA guidelines, including training and technical assistance documentation.

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:** **25**

Technical assistance in the implementation of internal technology supports.

Individual tasks related to the duty:

- Support, maintain, and monitor specific department technologies.
- Monitor physical technology environment and equipment (projectors, video conference equipment, SmartBoards, etc.)
- Conduct surveys on existing department technologies, recommend modifications to technology implementation.
- Conduct surveys on technology use and staff needs.
- Collect and analyze technology use data for licensing of technology software.
- Maintains databases to record and analyze data on technologies.
- Troubleshoot implementation and use of conference room equipment and department used webinar/online conferencing capabilities.
- Provide technical assistance and support to staff who are unfamiliar with equipment use and conduct training sessions for staff to ensure independent use of technologies.
- Make recommendations for equipment service calls. Process, schedule, and coordinate service calls to maintain working use of conference room equipment.
- Manage and coordinate any external contracts for technology support or collaboration software such as webinar/online conferencing applications in collaboration with facilities management.
- Assist unit staff with technology supports as needed.
- Provide training on technology, including software applications such as video conferencing and Microsoft collaborative tools.
- Research and recommend new technologies for MDE staff use, based on organizational and operational needs.
- Assist Ed. Tech Consultant with the administration of the open education resources website, help tickets, and review resources to ensure that links work.

Duty 2

General Summary: **Percentage:** **25**

Provide support for Ed. Tech grants including data collection and verification reporting.

Individual tasks related to the duty:

- Track grant submission dates and respond appropriately when grants are submitted
- Provide technical assistance to stakeholders with the Ed. Tech grant submission process
- Assist staff with the final expenditure reports to assure compliance with approved budgets. Work with unit staff to assure that discrepancies are addressed by recipients in order to comply with state and federal requirements.
- Share changes to grant process in consultation programmatic staff and stakeholders
- Works with Grant Management System staff, Ed. Tech, to troubleshoot Grant Management System.
- Assist Ed. Tech staff to adheres to grant timelines to keep Ed. Tech compliant with federal and state rules and regulations.
- Assist the Ed. Tech grant administrator and Ed Tech manager to monitor amendment submissions and modifications to approved grant applications and coordinates the review process, compiling data, etc.
- Assist Ed. Tech staff with subgrantee awards and information.
- Distribute grant announcements for competitions to all interested parties.
- Work with the grant administrator to solicit and process peer reviewers for each competitive grant cycle.
- Initiate award approval and/or denial letters to subgrantees and organize for State Superintendent's signature.
- Work with MDE's Cash Management System (CMS) to ensure recipients are registered and on the recipient roster.
- Review grants' CMS reports and advise Ed. Tech. staff if recipients are utilizing funds as outlined in their proposals.
- Respond to customer calls for technical assistance regarding grant procedures, rules, and regulations.

Duty 3

General Summary: **Percentage:** **20**

Serve as Ed Tech Unit ADA compliance technician. Evaluate all printed and electronic materials (including documents, communications, presentations, and web content) to ensure ADA standards have been met.

Individual tasks related to the duty:

- Serve as unit ADA Coordinator and back up MDE ADA Coordinator.
- Stay abreast of ADA standards and keep informed of ADA requirements.
- Edit and update documents to ensure ADA compliance.
- Serve as a resource for providing MDE staff technical assistance with ADA webpage and document compliance.
- Assist in monitoring of webpages and electronic documents to ensure compliance with department's ADA standards.
- Assist in scheduling staff ADA online training.
- Assist with video closed captioning for ADA compliance.

Duty 4

General Summary: **Percentage:** **20**

Provide support to unit staff including website maintenance, correspondence, and meetings.

Individual tasks related to the duty:

- Update techplan.org and the unit's associated webpages on Michigan.gov as requested, build out any requested pages, and monitor sites for broken links
- Coordination of State Continuing Education Clock Hours (SCECH) offering submissions for Ed Tech
- Assist staff with organizing workshops/conferences/meetings, including lodging, meals, travel, secure appropriate meeting facilities, including conference room rental and configuration, and attendee registration
- Compile and maintain all departmental procedures for contracts and payments for meetings held outside state facilities
- Assist staff and non-state employees with travel and reimbursement process as necessary
- Design and generate documents, forms, charts, infographics, etc. and post to Office website
- Develop procedures and process the proper flow of documentation through the approval process.
- Assist with the development of processes to transition from departmental office paper form submission to an online form automation process
- Manage Tech-C listserv by managing new subscriptions to it and monitoring the conservations taking place and escalating issues to the appropriate person.

Duty 5

General Summary: **Percentage:** **10**

Other duties as assigned.

Individual tasks related to the duty:

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.

Prioritize problem resolution activities for the best use of resources.

Determine course of action for problem resolution and problem escalation actions.

Keep management informed of critical situations as they arise and of the status until successful resolution.

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

Establishing priorities when workload becomes excessive.

When troubleshooting requires a service call outside of an existing contract with a maintenance provider.

Decisions regarding expenses, equipment, and procurement, etc.

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.

This position operates in a normal office environment. Use of computer terminal and keyboard extensively. The position is subject to pressure to resolve problems quickly and effectively. Ideal candidate would have a good working knowledge of video conferencing equipment and configuration, projector troubleshooting, and standard web collaboration software. Minimal travel may be required.

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.
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?

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

New duty, Duty 2. This duty now provides support for Ed. Tech grants including data collection and verification reporting. Duty 1, this position will now conduct surveys on technology needs, provide internal training on technology and research and recommend new technologies for MDE staff. Duty 4, this position will now update techplan.org website, organize workshops/conferences/meetings, design documents and forms and assist staff with staff reimbursement.

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

Provide support to the agency and end users for conference room equipment and troubleshooting of problems related to technology equipment and webinar software. Position provides support to Educational Technology Unit and Office of Systems, Evaluation, and Technology staff as requested through provision of clerical support. This position serves as a technical assistance in ensuring compliance with ADA, as well as website maintenance.

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

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

Departmental Technician 7
One year of experience performing administrative support activities equivalent to the 7-level in state service.

Departmental Technician 8
One year of experience as a technician or paraprofessional equivalent to the entry level in state service.

OR

One year of experience performing administrative support activities equivalent to the 8-level in state service.

Departmental Technician E9
Two years of experience as a technician or paraprofessional, including one year of experience equivalent to the intermediate level in state service.

OR

One year of experience performing administrative support activities equivalent to the 9-level in state service.

OR

One year of experience as a supervisor of administrative support activities equivalent to the 9-level in state service.

Alternate Education and Experience

Departmental Technician 7
Completion of two years of college (60 semester or 90 term credits) may be substituted for the experience requirement.

Departmental Technician 8
Possession of a Bachelor's degree may be substituted for the experience requirement.

Departmental Technician E9
Possession of a Bachelor's degree and one year of job-related experience may be substituted for the experience requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the techniques of using reference materials and organizing data for reports.
- Knowledge of rules, regulations, policies, procedures, precedents and terminology used in the work.
- Knowledge of the techniques of interviewing and of obtaining information.
- Knowledge of organizations, work flow, staffing, forms and procedures.
- Ability to use a microcomputer may be required for certain positions
- Ability to abstract and present significant facts from data.
- Ability to interpret and apply complex laws, rules and regulations.
- Ability to analyze data and operations and make recommendations for change.
- Ability to conduct training and information sessions.
- Ability to communicate effectively.
- Ability to maintain favorable public relations.

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.

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