

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 DOC-CORRECTN CENTRAL OFFICE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Budget and Operations Administration
4. Civil Service Position Code Description Departmental Analyst-A	10. Division Office of Research and Planning
5. Working Title (What the agency calls the position) Automation Analyst	11. Section Corrections Offender Management System (COMS)
6. Name and Position Code Description of Direct Supervisor EVENSON, CATHLEEN K; DEPARTMENTAL MANAGER-3	12. Unit
7. Name and Position Code Description of Second Level Supervisor BRUNNER, KIMBERLY S; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work Grandview Plaza; 206 E Michigan Ave., Lansing, MI 48933 / Monday – Friday / 8:00AM - 5:00PM
14. General Summary of Function/Purpose of Position	
<p>This position functions as a Lead Automation Departmental Analyst in the Corrections Offender Management System (COMS) section within the Office of Research and Planning Division. This position leads one or more work groups within a project team focused on implementing new COMS modules or significant enhancements to existing COMS modules. Work groups include (Requirements Gathering, Business Process Engineering, Security Roles, Data Migration, Test Planning, etc.).</p> <p>In addition, this position works within the Maintenance area to complete advanced maintenance and user support assignments for existing COMS modules, including completing system configuration for simple maintenance requests and developing change orders or reviewing vendor change order requests.</p> <p>This position is a lead support role and focuses on the Department's strategic data systems objectives of retiring legacy systems over a period of years as the COMS implementation evolves.</p>	

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: 50

This position functions as a Lead Automation Departmental Analyst in the Corrections Offender Management System (COMS) section within the Office of Research and Planning Division. This position leads various work groups within a project team focused on implementing new COMS modules or large enhancements on existing COMS modules. Work groups include (Requirements Gathering, Business Process Engineering, Security Roles, Data Migration, Test Plan, etc.).

Individual tasks related to the duty:

- Leads the required workgroup for the development of a COMS module.
- Works with stakeholder to determine the required needs of the COMS module.
- Reviews stakeholder's requests to determine the impact and key risks the module may have on existing systems and 3rd party systems. Determines what systems or files will be impacted. Determines if the request is possible based on the analysis.
- Leads workgroup to analyze stakeholder request and determine what follow-up with vendor/DTMB or stakeholder is needed.
- Develops the workgroup timelines, maintains the workgroups overall status, and assigns testing process to workgroup.
- Reviews the requirements of each field needed in the COMS module including the Test Plan development and plans execution needed to implement the COMS module.
- Reviews failed test cases to determine if the failure was a defect, a missed requirement or invalid failure. Assigns failure to the vendor/technical group/DTMB as required to address.
- Assigns testing needed to implement the module to workgroup members.
- When issues or risks are identified, troubleshoots remedies.
- Develops external change order requests or reviews vendor external change order requests.
- Enters simple maintenance values for configuration.

Duty 2

General Summary:

Percentage: 30

This position works within the Maintenance category to complete advanced maintenance and user support assignments for existing COMS modules, including system configuration work and developing change orders or reviewing vendor change order requests.

Individual tasks related to the duty:

- Provides first line support for user issues related to vendor applications. Researches and resolves or escalates reported issues to the vendor. Utilizes the COMS ticketing system to document all actions and communications.
- Develops alternative state and departmental strategies to address and resolve a variety of issues and problems.
- Enters simple maintenance values for configuration.
- Corrects data problems that occur in field and facility locations. Ensures changes made do not negatively impact historical records and data integrity.
- Recommends solutions to address organizational and operational issues.
- Develops change orders or reviews vendor change order requests.

Duty 3

General Summary:

Percentage: 15

This position is a lead support role and will focus on the Department's strategic data systems objectives of retiring legacy systems over a period of years as the COMS implementation evolves.

Individual tasks related to the duty:

- Answers questions and gives direction to staff regarding COMS module upgrades, enhancements, and maintenance items.
- Creates and sends the GovDelivery notifications.
- Researches and analyzes, prepares subsequent reports, and conducts the required correspondence related to implementing the requested changes as needed by the Department when implementing new programs.
- Research data needed for RFP's.
- Research related to Policy and Procedure development.
- Coordinates team training activities.
- Develops training materials.
- Interprets existing and proposed laws, policies, and procedures as they relate to changes to the identified business areas.

Duty 4

General Summary:

Percentage: 5

Other duties as assigned.

Individual tasks related to the duty:

- Additional assignments from supervisor.
- Training requirements.
- Attend staff meetings.
- Take notes/meeting minutes as needed.
- Correspondence

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

The position will be required to determine capability of the system(s), analyze the effect of requests, develop the workgroup timelines, oversee the workgroups overall status, and assign testing processes to the workgroup(s). The position will also review maintenance issues and determine what impact maintenance changes may create. The position will conduct research and analysis, prepare reports, and conduct the required correspondence related to implementing the requested changed as needed by the Department when implementing new programs which may affect existing users and 3rd parties.

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

Any business functions that may require the change of Departmental Policy or Procedure. User problems in computer applications that cannot be diagnosed. Any computer application issues that could result in changes to current Policy and Procedure or the applications functionality.

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.

Most of this job is performed in an office setting. The job will require extended periods of computer usage. Travel throughout the State and sitting for long periods may be required. Attendance and participation in extended meetings.

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. |

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?

The essential function of this position is to oversee the workgroups required to implement and maintain the computer applications for the Department of Corrections. The position will determine the impact and key risks requests for system developments may have on existing systems and 3rd party systems and determines what systems or files will be impacted.

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

No changes.

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

The Corrections Offender Management Systems section is responsible for COMS software module implementation including development, maintenance, documentation, and user application support for the Department of Corrections. This position supports data system users, leading certain aspects within projects including requirements gathering, application gap analysis, testing, application training and documentation for users in the performance and improvement of Department job functions.

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:

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Three years of professional experience, including one year of experience equivalent to the experienced (P11) level in state service.

KNOWLEDGE, SKILLS, AND ABILITIES:

Required:

- Strong interpersonal, communication, and problem-solving skills with the ability to positively work with employees of all abilities, attitudes, and temperaments.

Preferred:

- Knowledge and experience with software application processes such as researching, designing, building, testing, troubleshooting, maintaining, and enhancing software applications is a bonus.
- Knowledge and experience with information technology hardware and communications such as computer/servers, networking, and infrastructure is a bonus.
- The ability to use various office software applications such as Microsoft Word, Excel, PowerPoint, Access, and Outlook with experience building and modifying MS Access databases is a bonus.
- Knowledge and experience working in various positions within MDOC is a bonus.
- Knowledge of the MDOC applications and how they are used by Department staff in the performance of their job functions according to Department policy and procedure is a bonus.

**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.

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