

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-E	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

This position functions as an Automation Departmental Analyst in the Corrections Offender Management System (COMS) section within the Office of Research and Planning Division. This position participates as a member of various project teams, working as part of a team within one of the project workgroups (Planning and Analysis, Design and Development, Testing, or Implementation) on assigned tasks focused on implementing new COMS modules or large enhancements on existing COMS modules.

In addition, this position works within the Maintenance category to complete maintenance and user support assignments for existing COMS modules, including system configuration work and researching / documenting system issues.

This position provides general support and focuses on the Department's strategic data systems objectives of retiring legacy systems over a period of years as the COMS implementation evolves.

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 participates as a member of various project teams, working as part of a team within one of the project workgroups (Planning and Analysis, Design and Development, Testing, or Implementation) on assigned tasks focused on implementing new COMS modules or large enhancements on existing COMS modules.

Individual tasks related to the duty:

- Defines required COMS functionality with DTMB and stakeholders by reviewing stakeholder requests.
- Identifies, designs and/or modifies COMS data input screens.
- Reviews the requirements of stakeholder request and determines testing requirements.
- Researches policy, procedures, laws to determine if they address the stakeholder request and implements the findings into COMS modules.
- Develops test cases, executes test cases, and documents test execution results to determine functionality of new COMS modules.
- Develops a requirements traceability matrix mapping the work areas business requirement to the test case results for the COMS module(s).
- Creates the test cases which includes all areas to be tested and track the test results.
- Tests each field (test cases) in the module to determine functionality and reports findings to workgroup lead.
- When issues during testing occur, logs failure into tracking system and refers issue to workgroup lead to determine follow-up needed.
- Designs and creates training materials, including Computer Based Training modules.
- Works with 3rd party to determine effects COMS modules will have on their systems as they are implemented.
- Participates in and completes assigned work within assigned workgroup.

Duty 2

General Summary:

Percentage: 30

This position works within the Maintenance category to complete maintenance and user support assignments for existing COMS modules, including system configuration work and researching / documenting system issues.

Individual tasks related to the duty:

- Develops internal change order requests.
- Performs research related to entering simple maintenance values for configuration.
- Monitors the COMS mailboxes to receive requests from all Corrections employees regarding problems they are experiencing in the use of computer applications.
- Interprets data problems and helps users in resolution of these problems.
- Makes recommendations to senior staff for ways to resolve user problems in the use of computer applications.
- Reviews systems and analyzes user issues to make suggestions to senior staff for enhancements to computer applications to make the software more efficient and user friendly.

Duty 3

General Summary:

Percentage: 15

This position provides general support and focuses 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:

- Emails users to clarify messaging in GovDelivery's or organizational change management communications.
- Reviews policies and procedures to ensure correctness/escalate possible issues.
- Provides statistical data from the COMS system to management.
- Develops and updates training materials as requested.

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.

Independent judgment is required as to the direction, scope, and presentation of results of analysis and research required to complete testing. This position will independently set daily priorities based upon work volume and needs of stakeholders/deadlines. The incumbent will make decision on reporting testing results, whether the failed test is a valid bug, a missed requirement or invalid (working as designed). They will make determinations on resource needs for workgroups. Decisions can affect the DOC COMS system delays having safety and security concerns.

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

Any business functions that require change of Department Policy and 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 application's 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. |
| <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?

The essential function of this position is to perform the implementation and maintenance of computer applications for the Department of Corrections. The position will provide professional research and analysis in the development, implementation, maintenance, and user support for the Corrections Offender Management System (COMS) application modules and will provide technical support for systems.

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

Requesting to update position DEPTALTEP80Y in accordance with MCSC Regulation 4.01. The position is being updated to reflect the updated duties aligned with the senior standards.

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:

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:

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