

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 ENVIRON, GREAT LAKES & ENERGY
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description Departmental Analyst-A	10. Division Drinking Water and Environmental Health Division (DWEHD)
5. Working Title (What the agency calls the position) DWEHD IT Training Analyst	11. Section
6. Name and Position Code Description of Direct Supervisor ZOLDAN, ARIEL J; ENVIRONMENTAL MANAGER-3	12. Unit Data Applications Support
7. Name and Position Code Description of Second Level Supervisor THURSTON, BRIAN E; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work TBD / Monday-Friday - 80 hrs/pay period
14. General Summary of Function/Purpose of Position As the DWEHD IT Training Coordinator, this position serves as the recognized resource responsible for coordinating, developing, and delivering division IT System training and training materials for State of Michigan staff, local health department partners, and external users. This position identifies training needs, outlines desired outcomes, and creates milestones for trainees. This position will be expected to work closely with IT contractors and Subject Matter Experts to learn the IT systems. In addition, this position will be expected to work closely with program staff to learn the business processes and ensure technical system training follows and supports adoption of the business processes.	

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: 70

As the recognized resource DWEHD IT Training Coordinator, this position coordinates, develops, and assesses the training program on the division's IT systems.

Individual tasks related to the duty:

- Provides technical training expertise and works closely with DWEHD subject matter experts, program area specific training specialists, help desk staff, and management to coordinate technical system training and support business process training.
- Coordination of materials and training programs with the Noncommunity Water Supplies Training Specialist to ensure consistency and efficiency.
- Manage the development of a standardized training plan that ensures the programmatic/business needs are met within the IT functionality.
- Develop a Train-the-Trainer program.
- Coordinate with the program areas to understand the business functionality and to understand how the IT system(s) work.
- Assist in the IT systems' implementation and releases by providing training and support to end users.
- Plans and develops training sessions and materials to ensure staff, LHD partners, and external users understand how to complete their work in the division's IT systems, in coordination with Division subject matter experts.
- Collaborate with subject matter experts to gather and validate training content and materials.
- Review DWEHD strategic goals and IT development plans to determine and develop future training sessions.
- Develop IT system training and help desk materials, such as quick reference guides, release notes, presentations.
- Coordinate the appropriate delivery of IT system training and help desk materials.
- Develop and provide training on system administration.
- Develop and support training capacity at the program level.
- Present training and represent the division at conferences.
- Determines overall effectiveness of trainings by seeking feedback and making improvements as necessary.
- Stay informed of software releases and updates in order to incorporate them into training programs.

Duty 2

General Summary:

Percentage: 20

Implement the division IT System training program.

Individual tasks related to the duty:

- Perform and/or coordinate the delivery of training sessions for staff, LHD partners, and external users.
- Conduct ongoing training sessions to onboard new staff.
- Gather feedback from trainees after training sessions for continuous improvement.

Duty 3

General Summary:

Percentage: 10

Perform other duties as assigned.

Individual tasks related to the duty:

- Other duties as assigned by supervisor and/or DWEHD management.

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

Identifies IT training needs for division staff, local health department, and external users, and develops training in coordination with program staff. These trainings will impact all division staff, in addition to local health department and external users. Training plans will be developed independently, but employee will be expected to coordinate with supervisor, program staff, and IT teams on implementation of training.

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

- Outline and timetable of training programs for different IT systems
- Decisions regarding business processes
- Interpretation of department and division policies, administrative rules, and processes

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.

Work is performed in a normal office setting requiring minimal physical effort or exertion. Extensive use of a personal computer and use of a variety of office equipment is 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):

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|---|------------------------------------|---|-----------------------------------|
| 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?

As the DWEHD IT Training Coordinator, this position is the recognized resource responsible for coordinating, developing, and delivering division IT System training and training materials for State of Michigan staff, local health department partners, and external users. This position identifies training needs, outlines desired outcomes, and creates milestones for trainees. This position will be expected to work closely with IT contractors and Subject Matter Experts to learn the IT systems. In addition, this position will be expected to work closely with program staff to learn the business processes and ensure technical system training follows and supports adoption of the business processes.

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

New position

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

The Drinking Water and Environmental Health Division (DWEHD) oversees public water supplies and environmental health programs within the State of Michigan. The DASU provides technical support to internal and Local Health Department staff and external users for all IT applications and databases housed within DWEHD. This position is DWEHD's IT training coordinator and will support division staff, local health department and external users in learning how to use the division's IT systems.

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 12

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

Alternate Education and Experience

Departmental Analyst 9 - 12

Educational level typically acquired through completion of high school and the equivalent of at least two years of full-time active-duty experience at or above the E-6 level in the uniformed services may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Excellent written and verbal communication skills.

Ability to organize and track multiple projects at the same time.

Experience in developing training documents and providing presentations and training in-person and online.

Experience assessing trainings for meeting learning objectives.

Technical skills and ability to effectively communicate technical information.

Strong people skills and ability to work with a team.

CERTIFICATES, LICENSES, REGISTRATIONS:

Valid Michigan Driver's License is preferred

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.

None

I certify that the entries on these pages are accurate and complete.

HEATHER KREINER

5/21/2024

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