

Position Summary

This summary describes the organization, duties, and requirements of a State of Michigan vacancy.

Position Code: STDDADM1T16N

Civil Service Class and Level: STATE ADMINISTRATIVE MANAGER 15

Working Title (What the agency calls the position): Digital Opportunities Director

Name and Position Code Description of Direct Supervisor: FREDERICK, ERIC W; STATE OFFICE ADMINISTRATOR

Department/Agency: LEO-LABOR AND ECON OPPORTUNITY

Bureau (Institution, Board, or Commission): Prosperity

Division: MI High Speed Internet Office

Section: Digital Opportunity

Work Location (City and Address)/Hours of Work: Remote within Michigan / Monday-Friday 8:00AM-5:00PM

General Summary of Function/Purpose of Position: This position will serve as an administrative manager for the Michigan High-Speed Internet Office. The responsibilities include research, policy development, program planning, implementation, and assessment of programs related to broadband and technology adoption and digital opportunities. Incumbent is a liaison with the public, businesses, ISPs, state agencies, legislature, and other critical stakeholders. This position represents the office and the agency at meetings with internal and external customers. Also, directs the activities of staff responsible for broadband and technology adoption and digital opportunities.

Assigned duties and tasks for each duty.

Duty 1: Performs research, policy development, program planning, external outreach, implementation, and assessment.

- Confer with the division director in establishing program objectives, goals and priorities includes research, gathering information and analyzing data to support the priorities of the office.
- Formulate, revise, and implement policies, procedures methods and guidelines as needed.
- Create reports based on gathered statistical data and provide analyses, as directed.
- Develop work plans to assist in meeting the goals and objectives of expanding broadband high-speed internet to every Michigan resident, business, institution, and community.
- Assess program progress and advise director, staff, legislators, and other key stakeholders of accomplishments and recommend changes when needed.
- Makes recommendations for improvements to relevant state and federal laws, rules, and processes.
- Assist with ensuring program implementation is timely and effective.

Duty 2: Directs the broadband and technology adoption and digital opportunities related programs of the MIHI Office. Attend community events and speaking engagements as directed.

- Establish and maintain partnerships with diverse, mission-aligned organizations, developing state-wide and regional alliances and consortia around digital access, opportunities, broadband adoption, and related topics.
- Support the development and operation of MIHI's broadband and technology adoption and digital opportunities programs, including development of program tracking, contracting, and other needed internal documentation.
- Provide leadership for broadband and technology adoption and digital opportunities planning, strategy formation, coalition work, grassroots support, and policy advocacy.
- Plan and implement stakeholder outreach and engagement activities, which may include public meetings, webinars, forums, and other methods to communicate and engage with stakeholders.
- Develop presentations, website content and other materials related to MIHI's broadband and technology adoption and digital opportunities for a wide range of audiences.
- Develop a master database to track data and outcomes of broadband and technology adoption and digital opportunities projects and activities.
- Develop and maintain relationships with public and private sector stakeholders, including nonprofits (such as community-based organizations), to identify how policies and programs can be developed and improved to support broadband and technology adoption and digital opportunities work.
- Manage contracts and grant agreements related to stakeholder outreach and engagement activities.

- Support the development of federal grant plans and applications related to broadband and technology adoption and digital opportunities.
- Serve as a key point of contact and represent MIHI and its programs and initiatives in public settings, including meetings and events.
- Work collaboratively with internal communications staff, consultants, and partners to produce accessible communications and civic engagement materials.

Duty 3: Legislative responsibilities pertaining to Michigan High-speed Internet.

- Testifies at hearings and legislative meetings as requested by the division director.
- Drafts and reviews legislation, as needed and requested.
- Drafts fiscal notes and determines administrative costs for pending legislation, as requested by management.
- Monitors legislative hearings of interest as appropriate.
- Work with LEO's legislative team as needed and assist in engagement strategies with policymakers.

Duty 4: Directs the activities of staff.

- Oversee and direct the daily activities; provide guidance; ensure adherence with policies, procedures, standards and guidelines.
- Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.
- Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.
- Evaluates and verifies employee performance through the review of completed work assignments and work techniques.
- Identifies and responds to staff development needs.
- Ensure proper labor relations and conditions of employment are maintained.
- Develop and rate employee performance plans.
- Develops corrective action plans for staff not meeting performance measures.
- Advises and supports staff in the resolution of difficult or sensitive situations and monitor actions and responses.
- Review staff payroll reports, monitoring and approving work schedules and leave time.

Duty 5: Other duties as assigned

- Provides general assistance to the Chief Connectivity Officer and the suite of program and service offerings under the Michigan High-speed Internet Office.
- Assist the CCO with special projects and assignments as necessary.
- Assist with outreach materials for social media and events, as necessary.
- Other duties as assigned.

Types of decisions made independently and whom or what those decisions affect: Response to inbound inquiries to the office from the public and other stakeholders. Research and policy development initiatives will be self-directed. Independently directs and makes day-to-day decisions in managing the staff and performs assignments related to this section. Decisions affect the objectives and goals for statewide broadband connectivity and adoption.

Types of decisions that require the supervisor's review: Office positions on pending legislation. Office recommendations on statutory and administrative policy changes. Office program design.

Physical effort used to perform this job and environmental conditions of this position: Minimal physical effort is required to perform the job. Considerable time is spent working on a computer. Environmental conditions are consistent with that of a normal office environment; most functions can be performed remotely. Work hours may vary, including evenings and weekends. Ability to travel within Michigan.

Names and classes and levels of employees whom this position immediately supervises:

ROBINSON, JESSICA	DEPARTMENTAL ANALYST-A 12
ROBINSON, SIMONE T	DEPARTMENTAL ANALYST-A 12
LINDHOLM, AARON J	DEPARTMENTAL ANALYST-A 12
HAYES, DANIEL	DEPARTMENTAL ANALYST-A 12

The essential functions of this position: This position will serve as an administrative manager for the Michigan High-Speed Internet Office. The responsibilities include research, policy development, program planning, implementation, and assessment of programs related to broadband and technology adoption and digital opportunities. Incumbent is a liaison with the public, businesses, ISPs, state agencies, legislature, and other critical stakeholders. This position represents the office and the agency at meetings with internal and external customers. Also, directs the activities of staff responsible for broadband and technology adoption and digital opportunities.

The function of the position's work area and how it fits into that function: The Labor and Economic Opportunity Department has identified objectives for statewide broadband connectivity and adoption and the Michigan High-speed Internet Office is responsible for achieving those goals.

Minimum education, experience, and credentials typically needed to perform the position's essential functions:

EDUCATION:

Possession of a bachelor's degree in any major.

EXPERIENCE:

State Administrative Manager 15

Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

Alternate Education and Experience

State Administrative Manager 15

Education level typically acquired through completion of high school and two years of safety and regulatory or law enforcement experience at the 14 level; or, one year of safety and regulatory or law enforcement experience at the 15 level, may be substituted for the education and experience requirements.

KNOWLEDGE, SKILLS, AND ABILITIES:

Strong proficiency in Microsoft Office Suite and social media. Sufficient understanding of the state legislative process is required. Very strong organizational, time management, and project management skills. Deadline driven; ability to work independently and prioritize tasks. Strong written and verbal communication skills. Strong interpersonal skills needed to grow collaborative relationships with team members and outside stakeholders. Experience working in telecommunications or in the broadband adoption, digital literacy, or digital opportunities is a plus. Ability and willingness to work some flexible hours, including evenings and weekends. Ability to travel within Michigan (25-35%).

CERTIFICATES, LICENSES, REGISTRATIONS:

Valid driver's license.