

Position Code

1.

State of Michigan
Civil Service Commission
Capitol Commons Center, P.O. Box
30002
Lansing, MI 48909
POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete this form 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
	Environment, Great Lakes, and Energy
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description	10. Division
Departmental Analyst 9-P11	Drinking Water and Environmental Health (DWEHD)
5. Working Title (What the agency calls the position)	11. Section
CWS IT Implementation Analyst	Community Water Supply Section (CWSS)
6. Name and Position Code Description of Direct Supervisor	12. Unit
Kris Dorcy, Environmental Manager 14	Technical Support Unit
7. Name and Position Code Description of Second Level Supervisor	13. Work Location (City and Address)/Hours of Work
Kris Philip, State Administrative Manager 15	525 W. Allegan St., Lansing, MI Mon-Fri, 8am-5pm; 80-hour pay period

14. General Summary of Function/Purpose of Position

This position serves as an IT implementation analyst for the Division's Community Water Supply (CWS) program. Using knowledge of state and federal regulatory and implementation requirements, this position provides support to CWS staff and the CWS IT Specialist as it relates to the use of CWS program data systems. The position supports consistent staff use of various IT systems by documenting CWS business processes, providing support/training on data system use, and assisting with data quality efforts. The position also assists with identification and documentation of areas where IT tools may be better leveraged, enhanced, or developed to support effective program implementation.

This position will assist the CWS IT Specialist, CWS EQA Specialist, Data Application Support Unit (DASU) and CWS program staff with administering program-specific elements of CWS IT systems, including but not limited to, the Michigan Environmental Health and Drinking Water Information System (MiEHDWIS), Safe Drinking Water Information System (SDWIS), Drinking Water Viewer (DWV), Reports, Evaluations, Compliance and Processing (RCAP), Safe Water Information Field Tool (SWIFT), and various other current and future systems used to track/support program activities. Assistance in administering CWS IT applications includes but not limited to providing input on software development and implementation, coordinating and collaborating in software configuration,

communicating with users on program needs and relay findings, and in maintaining and development of training and guidance.

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 of Duty 1 **% of Time** 50

Participate in the implementation and development of CWS program software by using knowledge and understanding of CWS programmatic requirements and federal/state regulatory requirements.

Individual tasks related to the duty.

- Manage user accounts and permissions in CWS IT applications.
- Provide end-user support for CWS IT applications.
- Contribute to CWS IT software development and support efforts.
- Report bugs/issues with CWS IT applications and seek solutions.
- Review and solicit user development/enhancement requests and provide recommendations to CWS IT Specialist.
- Conduct software testing and participate in development discussions by using knowledge and understanding of CWS programmatic requirements and federal/state regulatory requirements,
- Review and ensure software change orders are complete and accurate.
- Communicate CWS program needs to IT staff to ensure workflows, forms, templates, notifications, user accounts, and other system configuration supports program-specific implementation needs. Current software includes, but is not limited to, MiEHDWIS, SDWIS/State, and interfacing applications such as RECAP, SWIFT, DWV, etc.
- Collaborate with specialist, program staff, and DASU to implement configuration changes/requests to support CWS business processes.
- Document program-area business processes and adapt as needed to incorporate expected use of available IT systems.
- Work with program staff to document IT system update requests (for example: new activities, document types, workflows, etc.).
- Work with external users on externally facing IT applications such as MiEHDWIS, to gather feedback on the user experience. Provide feedback to management and/or DASU.
- Communicate with program staff (and/or external stakeholders/users) on IT projects impacting their work areas, understand their business needs, and identify future development opportunities. Provide feedback to management, the CWS IT Specialist, and/or DASU.
- Provide CWS program-specific technical support to internal and external users and promote consistent use of CWS IT systems.
- Participate in efforts to support software adoption and use, e.g. Organizational Change Management.
- Stay informed on new and changing program activities/requirements to help identify evolving IT needs.

Duty 2

General Summary of Duty 2 **% of Time** 20

Support CWS program-specific software training by using knowledge and understanding of CWS program work

Individual tasks related to the duty.

- Identify training needs of external and internal CWS software program users. Relay findings and provide recommendations to CWS IT Specialist and management.
- Assist the CWS IT Specialist in conducting trainings and in the development and maintenance of internal and external CWS program-specific training materials.
- Present at webinars, conferences, etc., to encourage/educate external users and promote the use/benefits of program IT systems.

Duty 3

General Summary of Duty 3 % of Time 20

Support program data management needs by assisting with data review, data quality, and federal reporting activities.

Individual tasks related to the duty.

- Stay informed on CWS data tracking/reporting requirements and maintain an understanding of the data and documents processed by the CWS program.
- Identify, develop, and/or maintain tools that support quality control of data entry.
- Work with staff to identify and correct data errors.
- Provide guidance to CWS program staff on correction of data errors.
- Assist with CWS federal data reporting obligations as needed.

Duty 4

General Summary of Duty 4 % of Time 10

Other duties as assigned.

Individual tasks related to the duty.

- Perform other duties as assigned by supervisor or Division management.

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

Decisions using standard protocols and guidance.

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

Decisions for which there is no direct guidance. Policy decisions and decisions that could set precedent or are controversial. Decisions that have budget considerations and/or issues that may result in overall changes to CWS IT systems or significantly impact business processes require coordination with the supervisor and/or DWEHD management.

18. What kind of physical effort is used to perform this job? What environmental conditions is this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

A considerable amount of time is spent sitting, reading, typing, using a personal computer. Occasional driving in all weather conditions and the possibility of overnight travel.

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. (If more than 10, list only classification titles and the number of employees in each classification.)

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

☐ Complete and sign service ratings.

☐ Assign work.

☐ Provide formal written counseling.

☐ Approve work.

☐ Approve leave requests.

☐ Review work.

☐ Approve time and attendance.

☐ Provide guidance on work methods.

☐ Orally reprimand.

☐ 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?

This position will support (CWS) program IT implementation and future development needs. This position will provide programmatic support to CWS staff and promote consistent implementation of CWS IT systems; assist with documenting and refining CWS program business processes to adapt to new IT tools and promote consistent use of these tools; assist with development of training materials and conduct training of staff; assist with data quality efforts.

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 Community Water Supply Section oversees activities that relate directly to public health protection in Michigan. This position will serve to support those efforts by documenting business processes and train staff on effective use of program 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 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 equivalent to the intermediate (10) level in state service.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Thorough understanding of CWS program activities and obligations.
- Thorough understanding of DWEHD and CWS responsibilities, goals, and priorities.
- Thorough understanding of scientific and regulatory principles underlying program work.
- Thorough understanding of IT tools and concepts, including leveraging to accomplish goals, priorities, and/or obligations.
- Effectively able to manage projects and coordinate necessary work.
- Thorough understanding of data from the business-area perspective in order to make business decisions.
- Ability to communicate with strong oral and written skills.

CERTIFICATES, LICENSES, REGISTRATIONS:

None.

***NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for
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's Signature

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to statements of the employee(s) or supervisors.

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

Appointing Authority Signature

Date

TO BE FILLED OUT BY EMPLOYEE

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's Signature

Date

NOTE: Make a copy of this form for your records.