

**State of Michigan
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. ITPRANAC77N

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 TECH, MGMT AND BUDGET - IT
3. Employee Identification Number 	9. Bureau (Institution, Board, or Commission) Infrastructure and Operations
4. Civil Service Position Code Description INFO TECH PRGMR ANALYST-A	10. Division Cloud & Infrastructure Delivery
5. Working Title (What the agency calls the position) ITPA 12	11. Section Cloud Operations and Support
6. Name and Position Code Description of Direct Supervisor SHAH, AMOL A; INFO TECH MANAGER-3	12. Unit Cloud Operations
7. Name and Position Code Description of Second Level Supervisor RAYNAK, NICOLE L; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work Operations Center, 7285 Parsons Drive, Dimondale / Work Schedule – See Box 18

14. General Summary of Function/Purpose of Position

Provide senior level administrative, technical and programming support for customer workloads in the Microsoft Azure, Amazon Web Services and Google Cloud Platform clouds. This position leverages and builds on existing IT technical skills for application in DTMB managed tenants in the public clouds. The Cloud Service Operations team is responsible for operational cloud support, including incident management, disaster recovery, backup, storage, network, data innovation, app innovation, PaaS scheduling monitoring, policy change implementation, identity governance and container support.

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

This position will provide operational support for Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) workloads in the Microsoft Azure, Amazon Web Services (AWS) and Google Cloud Platform (GCP) clouds. This includes the following:

Individual tasks related to the duty:

- Document standards-based end-to-end designed solutions and capture details to satisfy business requirements. Coordinate with cloud design and implementation teams, agency services, infrastructure services, and security to determine feasibility and validate ensuring provided solution is in line with defined standards and policies. Plan and implement alternative solutions utilizing diagrams, scope, benefits and risk analysis. Manage policy changes.
- Coordinate and validate hardware/software acceptance plans for cloud-based systems to include the test process and validation criteria ensuring incorporation of testing requirements.
- Review and approve standard hardware/software configuration specifications. Analyze new hardware, appliances and software configurations and/or enhancements to existing systems in the environment. Coordinate and validate the implementation of new software/hardware, including port configurations, network protocols, storage needs, backup details, and security access.
- Plan, coordinate and validate the configuration, implementation, testing and maintenance of cloud workload configurations which may include the integration of vendor supported applications into the cloud networking environment using standard application programming interfaces, network gateways and security protocols.
- Review, develop, implement and analyze Cloud & Infrastructure Delivery's information technology policies, standards and procedures.
- Assist junior-level employees in providing incident response for customer workloads. Manage escalated tickets and engage required resources across teams to resolve customer incidents.
- Analyze and resolve escalated problems to identify cloud system and operational inefficiencies and failure patterns.
- Plan, coordinate and validate the implementation of cloud systems and operational efficiencies based on standard solution offerings.
- Plan, coordinate and validate in-scope activities for regular Disaster Recovery (DR) testing. Oversee the completion of implementation tasks for cloud-based systems to meet the customer's requirements.
- Plan, coordinate and validate in-scope activities for Backup Support, including its integration and input into DR processes.
- Review and approve developed scripts for release in production environments.
- Coordinate, approve and implement PaaS update/patching schedules. Make changes to implemented schedules at the request of customers. Update code as necessary to ensure proper scheduling.
- Research, understand and maintain familiarity with storage, database, data and application services in the multi-cloud environment in order to provide innovation support to customers.
- Coordinate and control Identity Governance, ensuring that access to DTMB-managed cloud tenants meets DTMB policy.
- Define disaster recovery (DR) with customers, creating DR plans and performing tabletop exercises. Understand how Infrastructure as Code (IaC) affects DR practices in all DTMB-managed cloud offerings.
- Plan, coordinate and validate fail over testing with cloud customers. Assist customer with and verify successful recover after failure.
- Plan, coordinate and validate container support for container workload in the cloud. Schedule version updates, solve or escalate container issues, investigating problems and providing comprehensive reports to escalation paths for resolution. Assist customers with container redeployments.
- Research, coordinate and implement cloud monitoring services. Set up and validate event alerting. Follow up with customers when alerting occurs and escalate to IT specialists as needed.
- Maintain and prepare reports and correspondence based on defined policies, standards and procedures for audit responses. Maintain familiarity with and understand the application of FedRAMP, FISMA, HIPAA, IRS, NIST, OAG, OIAG and PCI regulatory guidelines. Understand CIS, CJIS and MCP security regulations.
- Provide a first level of contact for the Control Audit & Compliance team during regulatory audits. Coordinate with the necessary staff to provide the requested information and corrective action plans addressing audit findings.
- Recommend for use, validate and assist Audit Compliance in the implementation of tools that verify, remediate and audit cloud workloads for regulatory compliance, where available.

Duty 2

General Summary:

Percentage: 20

Participate in cloud projects and project teams.

Individual tasks related to the duty:

- Participate in the creation of cloud proposals with the design and implementation teams' IT Specialists based on defined standard technology designs and identified business requirements.
- Utilize enterprise standards in collaboration with the design and implementation teams' IT Specialists to design step-by-step migration and conversion plans for cloud upgrades. Analyze data files, file structures, access controls, configurations, storage and backup requirements.
- Provide operational-aspect expertise in working sessions with customers and the design and implementation teams for workloads entering a DTMB-managed cloud tenant.

Duty 3

General Summary:

Percentage: 5

Develop knowledge of the methods of IaaS and PaaS support.

Individual tasks related to the duty:

- Provide direction and training in new technologies, policies, standards, and procedures as subject matter expert to junior staff and coordinate associated training.
- Attends classes, seminars and training sessions to continue knowledge of the network and client server environment technologies and methodologies.

Duty 4

General Summary:

Percentage: 5

Other duties as assigned.

Individual tasks related to the duty:

Other duties as assigned.

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

This position makes operational decisions independently, providing operational support to customers with cloud workloads. As an escalation point, this position will work with customers to troubleshoot issues and escalate to the IT specialists in Cloud Services. Agency Services, department customers, junior-level employees and cloud specialists are affected by this position's ability to make the right decisions independently.

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

This position operates with minimal supervision. Decisions that are politically sensitive in nature, have a major budget or financial implication and have strategic technical implications require supervisor review.

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.

Extensive standing, sitting, reaching, lifting, bending, carrying, walking, and kneeling. Use of a computer and telephone extensively. The employee is required to lift up to 60 pounds.

The employee would primarily be in a temperature-controlled environment when performing their duties.

Standard work schedule is 8:00 am to 5:00 pm Monday through Friday unless an alternate work schedule has been approved by management. Overtime and/or on-call may be required for this position. Due to the nature of technical support services, division policy requires flex-scheduling for time worked in excess of 40 hours per week when advanced notice is given by management in accordance with Civil Service guidelines.

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?

This position is responsible for providing operational support for customer workloads in the cloud. As stated in the Duties above, Cloud Operations requires knowledge of all three cloud service providers and services offered to customers. Special focus areas include incident management, disaster recovery, backup, storage, network, data innovation, app innovation, PaaS scheduling monitoring, policy change implementation, identity governance and container support to support the business continuity needs of every managed workload in the DTMB tenant. Implement solution design requirements under the guidance of the IT specialists and provide technical oversight for the solution design implementation. Provide direction to support personnel and vendors.

Critical Job Role: Provide support and technical oversight of the IaaS and PaaS workloads in the DTMB tenants for all three cloud service providers for state applications, staff, and residents.

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

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

This position provides operational support for all IaaS and PaaS workloads hosted and managed in DTMB tenants in Microsoft Azure, Amazon Web Services (AWS) and Google Cloud Platform (GCP).

The work area provides operational support and incident management to all IaaS and PaaS workloads hosted by cloud service providers (CSP) in DTMB tenants. This team focuses on operational support for all IaaS and PaaS services, excluding operating system support.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Information Technology Programmer/Analyst 9

Possession of an Associate's degree with 16 semester (24 term) credits in one or a combination of the following: computer science, data processing, computer information systems, data communications, networking, systems analysis, computer programming, information assurance, IT project management or mathematics.

Information Technology Programmer/Analyst P11/12

Possession of a Bachelor's degree with 21 semester (32 term) credits in one or a combination of the following: computer science, data processing, computer information systems, data communications, networking, systems analysis, computer programming, information assurance, IT project management or mathematics.

EXPERIENCE:

Information Technology Programmer/Analyst 12

Two years of professional experience equivalent to an Information Technology Infrastructure or Programmer/Analyst P11.

Alternate Education and Experience

Information Technology Programmer/Analyst P11 - 12

Possession of an associate's degree with 16 semester (24 term) credits in computer science, information assurance, data processing, computer information, data communications, networking, systems analysis, computer programming, IT project management, or mathematics and two years of experience as an application programmer, computer operator, or information technology technician; or two years (4,160 hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

OR

Completion of high school and four years of experience as an application programmer, computer operator, information technology technician, or four years (8,320 hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to:
 - perform job duties on a consistent basis and engage in knowledge transfer of standard, troubleshooting techniques, division work practices/standards and technical skills to apprentice level technicians.
 - access control permissions.
 - security controls in accordance with project and/or networking standards.
 - communicate well, both verbally and in writing.
 - work as a team member, ability to be a self-starter.
- Knowledge of:
 - concepts of computer system detailed network hardware and software structure and support.
- Maintain familiarity with and understand the application of FedRAMP, FISMA, HIPAA, IRS, NIST, OAG, OIAG and PCI regulatory guidelines and security competencies.
- This PD will comply with and meet the security competencies in alignment with approved senior standards.

CERTIFICATES, LICENSES, REGISTRATIONS:

Duties may involve use of a vehicle.

Candidate must acquire ITIL Foundations certification within one (1) year of hire.

Background Checks:

The candidate selected for this position will be required to submit to fingerprinting for state and federal criminal background record checks. The candidate must be felony free and must remain so in the future. Any position offer will be conditional until results of the criminal background checks indicate eligibility for employment. Candidates may also be required to pass agency specific background checks based on the agency that they support.

The selected candidate must complete the Michigan State Police background check. This extensive background check requires fingerprinting for state and federal criminal background records. The background check search will include, but is not limited to, arrests, criminal charges, criminal convictions, and any information regarding contact with a criminal justice agency. The selected candidate must complete the Criminal History Background Check Agreement (DTMB-0223) prior to the Michigan State Police background check.

Candidates offered this position must be United States citizens and pass a thorough Secretary of State background investigation in accordance with the Public Act 7 of 2008, Public Act 23 of 2008, and the Memorandum of Agreement between the State of Michigan and the Department of Homeland Security.

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.

STACI ERICKSON

Appointing Authority

1/14/2026

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.

Date _____