

Position Summary

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

Position Code: DEPTALTAF65Y

Civil Service Class and Level: DEPARTMENTAL ANALYST-A

Working Title (What the agency calls the position): Departmental Analyst

Name and Position Code Description of Direct Supervisor: SHRIBER, NICHOLAS; STATE ADMINISTRATIVE MANAGER-1

Department/Agency: DEPARTMENT OF STATE

Bureau (Institution, Board, or Commission): Customer Services Administration

Division: CORE TECHNOLOGY DIVISION

Section: Contact Center Technology Section

Unit:

Work Location (City and Address)/Hours of Work: 7064 CROWNER DR; LANSING, MI 48917 / Monday - Friday, 8:00 a.m. - 5:00 p.m.

General Summary of Function/Purpose of Position: This position serves as the department's recognized resource for the Department of State contact center platforms and related support systems. As the Subject Matter Expert (SME) for the NiCE CXone platform and the Interactive Voice Response (IVR) system, the incumbent provides expert guidance, oversight, and analytical support to ensure effective customer service operations.

Working collaboratively with the Core Technology Division (CTD), MDOS Contact Centers, and DTMB/MiECC, the incumbent is responsible for planning, developing, implementing, optimizing, and monitoring the contact center technology ecosystem. This includes managing platform configurations, enhancing IVR functionality, supporting communication channels, and driving improvements that elevate both internal and external customer service experiences. The position ensures these systems align with departmental objectives, industry best practices, and evolving operational needs

Assigned duties and tasks for each duty.

Duty 1: Serves as the department's recognized resource and primary technical authority for diagnosing, troubleshooting, and resolving contact center communication and IVR issues associated with the Department of State contact centers.

- Leads the identification, diagnosis, and analysis of defects and performance issues within the NICE CXone platform by working directly with MDOS, CTD, and DTMB/MiECC personnel, providing expert guidance and recommendations.
- Functions as the department's recognized SME and serves as the primary escalation point for all inquiries related to contact center system errors, outages, and platform behavior.
- Represents MDOS as the authoritative contact in troubleshooting efforts with DTMB/MiECC to resolve issues involving the department's contact center systems, coordinating defect routing and resolution with DTMB/MiECC's platform specialist.
- Serves as the lead liaison to DTMB and NICE, providing expert-level insight on MDOS contact center platform performance, system irregularities, configuration concerns, and IVR-related issues.

Duty 2: Functions as the department's recognized resource for monitoring contact center operations, collaborating with business areas to assess service quality, refine communication workflows, and support customer service improvement initiatives.

- Serves as the primary liaison with MDOS business areas to enhance inter-unit communication workflows and resolve issues related to IVR channels, call handling, and call routing.
- Conducts regular meetings with MDOS business areas to evaluate communication flows, identify service quality concerns, and develop recommendations for routing or workflow improvements.
- Uses telephony and contact center analytics tools to monitor customer interactions, call flows, and overall system performance, providing interpretation of findings.
- Identifies and recommends initiatives that improve customer service delivery, enhance communication processes, or increase operational efficiency.
- Identifies procedural gaps based on observed performance trends and workflow analysis.
- Meets with supervisors, managers, and directors to present operational findings, trends, and recommended solutions.
- Develops instructional materials and contribute content to the department's knowledge base to support consistent practice and improved staff proficiency.

Duty 3: Serves as the department's recognized Subject Matter Expert and final recommending authority for contact center technologies, providing expert analysis, guidance, and recommendations to support system optimization, program development, and continuous improvement.

- Analyzes the effectiveness of contact center programs and technologies.
- Documents operational workflows and identifies external dependencies such as customers, vendors, and partner agencies.
- Establishes systems, metrics, and processes to measure and evaluate contact center performance, technology utilization, and customer experience outcomes.
- Gathers information through research, surveys, stakeholder consultations, and system reports to support data-driven decision making.
- Prepares reports, summaries, and presentations that communicate analytical findings and recommended strategies.
- Develops and presents IVR communication strategy and maintains up-to-date contact center resource materials.
- Shares information and provides guidance to department staff through written materials, presentations, and direct consultation.
- Develops, maintains, and improves contact center programs, including IVR solutions, NICE CXone platform functions, telecom solutions, and related program components.
- Reviews, evaluates, and revises contact center processes and procedures to ensure efficiency, accuracy, and alignment with departmental needs.
- Identifies needs for change, evaluates potential benefits, and recommends modifications or enhancements to contact center programs and technology solutions.
- Drafts and updates business user requirements for new or existing contact center programs and system enhancements.
- Develops test scripts, coordinates testing activities, and verifies the effectiveness of program updates and system changes.
- Identifies program defects and collaborates with technology partners to ensure timely and effective resolution.

Duty 4: Performs other duties as assigned to support contact center operations, technology initiatives, and departmental customer service objectives.

- Assists with special projects as assigned.
- Provides supplemental administrative, technical, or analytical support during peak workloads or emergencies.
- Supports cross-functional initiatives affecting contact center operations, technology, or customer service delivery.
- Performs miscellaneous tasks that align with the role's purpose and departmental needs.

Types of decisions made independently and whom or what those decisions affect: The incumbent independently evaluates contact center technologies, communication workflows, and IVR performance to determine needed adjustments, escalate issues, and recommend system changes. Decisions include identifying defects, defining operational impacts, prioritizing issues, selecting appropriate troubleshooting approaches, and recommending modifications to workflows, routing logic, or system configurations. The incumbent also independently determines training needs, develops resource materials, and establishes measurement methods and performance indicators for evaluating contact center operations. These decisions directly affect departmental staff who rely on accurate communication workflows, contact center personnel who utilize NiCE CXone and IVR systems, and members of the public who contact the Secretary of State contact centers. Independent decisions influence service quality, operational efficiency, customer experience, and the integrity of contact center technology solutions.

Types of decisions that require the supervisor's review: Situations that have broad impact are politically sensitive, and situations that are outside current policy guidelines and require higher level intervention. Decision affecting goals of quality assurance plan. Recommendations to permanently modify procedures and processes. Actions that have major public relations implications for the Department. Reorganization or re-engineering recommendation for the area's operational units.

Physical effort used to perform this job and environmental conditions of this position: Normal office environment.

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

The essential functions of this position: This position serves as the department's recognized resource for the automated contact center platform and supporting technologies used for the Secretary of State's public customer service operations. The incumbent functions as the department's Subject Matter Expert (SME) for the NICE CXone platform and the Interactive Voice Response (IVR) system. Working collaboratively with the Core Technology Division (CTD), the MDOS Office of Communications, and DTMB/MiECC, the incumbent is responsible for planning, developing, implementing, maintaining, and optimizing the contact center technology ecosystem. Essential responsibilities include evaluating system performance, identifying and recommending improvements, resolving technical issues, supporting communication workflows, and ensuring these systems enhance internal and external customer service communication channels.

The function of the position's work area and how it fits into that function: This position contributes to that function by serving as the department's recognized resource and Subject Matter Expert for contact center platforms, including the NICE CXone system and the Interactive Voice Response (IVR) system. Reporting to the State Administrative Manager, the incumbent provides expert analysis, troubleshooting, workflow development, and system optimization to ensure the contact center technology ecosystem operates efficiently and meets departmental needs. The position develops and maintains communication strategies, supports process improvement initiatives, and provides specialized guidance to staff and business areas. By offering advanced technical and analytical support, this position helps ensure the department's contact center operations function as a reliable, effective, and customer-focused point of information and assistance for the public, branch offices, law enforcement, and other external partners

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:

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

KNOWLEDGE, SKILLS, AND ABILITIES:

Thorough knowledge of Department of State branch operations and internal workflow.

Thorough knowledge of laws, statutes, regulations, procedures, and forms related to driver and vehicle records and processes.

Ability to communicate effectively.

Ability to organize, evaluate, and present information effectively.

Ability to manage multiple projects and priorities.

Ability to use a variety of computer software products. Computer literate.

Ability to adapt to and recognize the need for a changing work environment.
Ability to pay high level attention to details.

Considerable knowledge of problem solving techniques.
Ability to ask probing questions.

Ability to manage group dynamics.

Ability to stay focused on task and to advance discussion.

Knowledge of the operational and technical problems involved in the administration of contact center technologies.

Knowledge of Customer Relationship Management and telephone technologies.

Knowledge of methods of planning, developing, and administering programs.
Knowledge of the need, preparation, and use of reports.

Ability to plan, direct, and coordinate programs and administrative activities of a complex, interrelated and interdependent nature, where unknowns and numerous contingency factors are involved.

Ability to formulate policies and procedures relevant to program areas based on information of a conceptual nature from varied and complex sources.

Ability to plan, coordinate, and expedite work projects.
Ability to interpret complex rules and regulations.

Ability to communicate with others verbally and in writing.

CERTIFICATES, LICENSES, REGISTRATIONS:

LEIN TAC: Due to Criminal Justice requirements for LEIN operators, position requires incumbent submit fingerprints for state and federal criminal background checks; qualify for access under the criminal conviction policy per the Federal CJIS Security Policy and Michigan addendum; pass the LEIN certification test and be certified within 6 months of employment or assignment; and retest/recertify every 2 years. As a LEIN Terminal Agency Coordinator (TAC), position also requires incumbent complete a Basic LEIN TAC class and attend TAC updates every 2 years.