

## 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.

<b>2. Employee's Name (Last, First, M.I.)</b>	<b>8. Department/Agency</b> TECH, MGMT AND BUDGET - IT
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Cybersecurity and Infrastructure Protection (CIP)
<b>4. Civil Service Position Code Description</b> State Division Administrator	<b>10. Division</b> Identity Management
<b>5. Working Title (What the agency calls the position)</b> Division Director	<b>11. Section</b>
<b>6. Name and Position Code Description of Direct Supervisor</b> BENNETT, JAMIE; SENIOR MANAGEMENT EXECUTIVE	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> MENOLD, REX; SENIOR DEPUTY DIRECTOR	<b>13. Work Location (City and Address)/Hours of Work</b> 7150 Harris Drive Dimondale / 8:00 - 5:00 Monday - Friday

**14. General Summary of Function/Purpose of Position**

This position reports to the Deputy Chief Security Officer (DCSO) within the Department of Technology, Management and Budget (DTMB) and serves as a member of the Chief Security Officer's senior leadership team within Cybersecurity and Infrastructure Protection (CIP).. The Director provides strategic and operational leadership for CIP/Identity and Architecture, ensuring alignment with DTMB's mission, policies, strategic plans, and directives. The Director collaborates with DTMB leadership to shape organizational strategy, structure, and priorities, and maintains strategic relationships across internal and external stakeholders, including the Governor's Office, state agencies, legislative bodies, suppliers, and professional IT associations (e.g., NASCIO, NASTD). The Director is accountable for the coordination and direction of work performed by state employees and contract staff within the assigned area. Responsibilities include ensuring compliance with applicable policies and standards; managing a portfolio of products and services to align with strategic objectives; overseeing workforce and talent management; driving continual improvement initiatives; and managing financial and budgetary activities. The Director fosters a culture of service excellence and seeks to improve both customer and employee satisfaction through effective leadership, operational oversight, and stakeholder engagement.

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: 50**

Provides strategic and operational leadership for CIP/Identity and Architecture, ensuring alignment with DTMB's vision, mission, goals, and objectives. Directs daily operations, oversees the product and service portfolio, and ensures compliance with SOM policies, standards, and external accreditation requirements. Builds and maintains relationships with internal and external stakeholders to support organizational priorities and service excellence.

**Individual tasks related to the duty:**

**Leadership & Strategic Alignment**

- Directs day-to-day operations within the assigned CIP work area to ensure alignment with DTMB's vision, mission, goals, and objectives.
- Oversees the product and service portfolio, ensuring compliance with strategic plans, architecture roadmaps, budgets/spend plans, SOM policies, and external accreditation requirements.

**Operations**

- Provides guidance to resolve sensitive, complex, or controversial issues; takes decisive action and escalates to leadership as appropriate.
- Coordinates staff activities, establishes priorities, and monitors adherence to organizational objectives.

**Program, Project & Service Delivery**

- Conducts regular reviews of programs and projects to assess status, risks, mitigations, technical issues, personnel matters, and resource needs.
- Ensures service delivery meets customer expectations; manages escalations and drives improvements using customer satisfaction metrics.

**People Leadership & Labor Relations**

- Manages Individual Development Plans (IDPs) for direct reports and oversees IDPs across the work area.
- Evaluates employee performance, provides coaching and counseling, and administers disciplinary action as appropriate.
- Ensures compliance with labor relations and employment conditions.
- Motivates and supports staff to achieve organizational goals.

**Governance, SOPs & Reporting**

- Oversees Standard Operating Procedure (SOP) reporting and continuous improvement; coordinates revisions with peers and stakeholders.
- Maintains records, prepares reports, and manages correspondence related to divisional operations.

**External Relations & Stakeholder Engagement**

- Engages with officials of federal, state, and local agencies, legislators, the Governor's Cabinet, professional organizations, and interest groups on division matters, as appropriate.
- Builds and maintains strong relationships with executive leadership, directors, managers, BRMs, and state agencies.
- Incorporates stakeholder feedback into all aspects of product and service delivery to foster confidence and participation.

**Duty 2**

**General Summary:**

**Percentage: 40**

Directs enterprise identity management services for the State of Michigan, including the MiLogin platform. Oversees identity lifecycle management, authentication, and user experience improvements to ensure secure, seamless access to government services. Leads initiatives to enhance MiLogin functionality, security, and usability for citizens and state employees.

**Individual tasks related to the duty:**

- Oversees and manages the overall operation, performance, and strategic direction of the organization's MiLogin platform and identity and management (IAM) services environment, ensuring secure, streamlined access for internal and external users across multiple applications and services. Leads end-to-end IAM processes by governing how user accounts are created, maintained, authenticated, modified, and retired, ensuring accuracy, security, and role-based access throughout the user lifecycle.
- Deploys and administers advanced authentication safeguards, including multi-factor authentication (MFA), conditional access policies, and adaptive security controls; continuously monitors performance and effectiveness to protect sensitive systems and data.
- Champions enhancements to MiLogin related services that improve ease of use, reliability, and accessibility; collaborates with technical teams, business units, and user groups to identify opportunities for optimization and innovation.
- Partners closely with cybersecurity, risk, and audit teams to align identity management practices with organizational security strategy; proactively identifies threats, mitigates risks, and ensures compliance with internal and external regulations.
- Serves as the primary communication channel for service interruptions, providing timely and clear notifications, updates, and recovery information to minimize user impact and maintain trust.
- Validates that MiLogin solutions adhere and comply with NIST, COBIT, HIPAA, PCI, FISMA, and CJIS security standards, audit controls, federal, industry, and organizational security frameworks; maintains documentation, supports audits, and ensures adherence to strict compliance requirements across systems.
- Acts as the escalation authority for complex or high impact IAM service issues; coordinates cross-functional teams to troubleshoot, resolve incidents, and restore services within established timelines.
- Prepares detailed performance metrics, dashboards, and reports that track service quality and compliance with Service Level Agreements (SLAs) and Operational Level Agreements (OLAs); provides insights and recommendations for improvement for customers and executives.
- Facilitates regular service review meetings, analyzes trends, addresses gaps, and drives continuous improvement initiatives with customers and providers, to ensure identity services meet or exceed expectations for reliability, responsiveness, and security.
- Works closely with agency partners to understand evolving business needs, usage patterns, and upcoming initiatives that may impact service demand. Conducts assessments, gathers feedback, and analyzes trends to identify opportunities for optimizing capacity, performance, and user experience. Provides strategic recommendations for enhancements, resource allocation, and service delivery changes to ensure alignment with customer goals and organizational priorities.

**Duty 3**

General Summary:

Percentage: 10

Other Duties as assigned.

**Individual tasks related to the duty:**

Develops approach to accomplish special assignments, including: Strategy, Work plans, Analysis, Reporting, Communication, and Organizational change management. Executes work according to approved approach.

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

The Division Director evaluates organization efficiency, effectiveness, and maturity and applies accepted means and methods to achieve vision, mission, goals, and objectives.

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

Where accepted means and methods are insufficient for circumstance, the Division Director invokes a new course of action, and if appropriate, recommends the new course of action become adopted by the CIP organization. For sensitive, complex, or controversial matters, the Division Director seeks input from leadership prior to taking action.

**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.**

Standard office setting.

**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.**

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
VACANT	EXECUTIVE SECRETARY-E	VACANT	INFO TECH SPECIALIST-4
EBIG, NATHAN	STATE ADMINISTRATIVE MANAGER-1 15	HARTIGAN, DUSTIN L	STATE ADMINISTRATIVE MANAGER-1 15

**Additional Subordinates**

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

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Complete and sign service ratings. | <input checked="" type="checkbox"/> Assign work.                      |
| <input checked="" type="checkbox"/> Provide formal written counseling. | <input checked="" type="checkbox"/> Approve work.                     |
| <input checked="" type="checkbox"/> Approve leave requests.            | <input checked="" type="checkbox"/> Review work.                      |
| <input checked="" type="checkbox"/> Approve time and attendance.       | <input checked="" type="checkbox"/> Provide guidance on work methods. |
| <input checked="" type="checkbox"/> Orally reprimand.                  | <input checked="" 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?**

Serves as a Division Director who is a member of the Deputy Director's management team. Oversees Business Services activities for the State and the staff who support it, in alignment with the vision, mission, goals, objectives, as well as policies and procedures of the Department of Technology, Management & Budget.

Critical Job Role: Professional Support

Job Competencies; Building Partnerships, Communications, Decision Making, Formal Presentation, Innovation, Leading Through Vision and Values, Managing Conflict, Technical/Professional Knowledge.

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

AA is requesting to reclassify/conversion position description for STOFCADME09N. The updated PD moves the job into the Cybersecurity & Infrastructure Protection (CIP) bureau, removes all Database Center of Excellence duties, and centers the role on statewide identity management, including full responsibility for MiLogin. It elevates the position's scope to include strategic leadership, compliance oversight, and engagement with executive-level stakeholders. The updated PD reflects a more strategic, security-aligned, and identity-focused division director role. The rest of the duties and tasks remain the same.

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

The Chief Information Officer (CIO) and IT Deputy Directors develop strategies, policies, and work rules governing the Department of Technology, Management and Budget's IT organization including the technical infrastructure for the State of Michigan. This position directly assists the DCSO and CSO in the formulation and implementation of all CIP office activities. This position serves a Division Director to direct staff and funds for assigned area of responsibility.

**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:**

**State Office Administrator 17**

Two years of experience as a professional manager or program/staff specialist, or equivalent experience.

**Alternate Education and Experience**

**State Office Administrator 17**

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

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Ability to think strategically and holistically as well as translate strategy into action.
- Extensive knowledge of state and federal laws and legislative processes related to the work.
- Extensive knowledge of federal, state, and local relationships that impact the operations of a department.
- Extensive knowledge of training and supervisory techniques and employee policies and procedures.
- Extensive knowledge of business operations, fiscal management, business processes, and human resource management.
- Ability to allocate resources, implement management control and evaluation system, motivate staff, develop and implement creative and innovative solutions to complex problems, and to provide leadership.
- Ability to analyze and appraise facts and precedents in making administrative decisions.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

None.

*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.***

MARCELINA BREWER

3/24/2026

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