

Position Summary

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

Position Code: DEPSPL2H80N

Civil Service Class and Level: DEPARTMENTAL SPECIALIST-2

Working Title (What the agency calls the position): Criminal History Specialist

Name and Position Code Description of Direct Supervisor: MORRIS, NARCISA F; DEPARTMENTAL MANAGER-3

Department/Agency: STATE POLICE

Bureau (Institution, Board, or Commission): Information and Technology Bureau

Division: Criminal Justice Information Center

Section: Criminal History Section

Unit: System Design, Support and Quality Control

Work Location (City and Address)/Hours of Work: 7150 HARRIS DR; DIMONDALE, MI 48821 / 7:30 a.m. until 4 p.m.
Monday through Friday

General Summary of Function/Purpose of Position: This position serves as the Criminal History Repository Integration Specialist for the Criminal History Record/Automated Law Enforcement Information Access System (CHR/ALIAS) as it pertains to electronic fingerprint transaction processing, repository integrations, system testing, and the exchange of criminal history information between state and federal systems. The specialist directs the technical lifecycle and synchronization of fingerprint transaction data and related system communications between the Michigan CHR repository, the Automated Biometric Identification System (ABIS), and the Federal Bureau of Investigation's (FBI) Criminal Justice Information Services (CJIS) Division, including the Next Generation Identification (NGI) platform. This position serves as the primary technical subject matter expert for repository integrations, fingerprint transaction processing, and system interfaces supporting criminal and applicant fingerprint submissions. The specialist monitors transaction activity, system responses, message keys, and repository processing functions; identifies processing failures, synchronization issues, and system communication errors; and coordinates resolution efforts between business and technical stakeholders to ensure the accurate and timely exchange of criminal history information. The position functions as the Principal Point of Contact (POC) for repository integration issues, transaction failures, state-to-federal record synchronization concerns, and system communication anomalies. In addition, the specialist coordinates system testing and implementation activities, develops technical procedures and operational standards, and serves as the liaison between business and technical stakeholders to ensure the integrity, accuracy, availability, and compliance of criminal history information systems and services. This position must function in a bias-free manner.

Assigned duties and tasks for each duty.

Duty 1: Serves as the technical lead for electronic fingerprint transaction processing and system communications between the CHR/ALIAS, the ABIS, and the FBI NGI system.

- Serve as the principal technical authority and Subject Matter Expert for all CHR/ALIAS, ABIS, and NGI transaction processing architectures and communication interfaces.
- Oversee system performance and interface communications to guarantee high availability, operational continuity, and secure information exchanges for criminal and applicant fingerprint submissions.
- Architect and maintain comprehensive technical frameworks, operational documentation, and standardized procedures for the FBI NGI transactional processing pipelines: message keys, unsolicited messages, acknowledgements, rejection messages, and repository processing results to determine transaction status, etc.
- Lead root-cause analysis and troubleshooting of complex transaction processing failures, interface anomalies, and system to system communication breakdowns.
- Act as the primary POC and technical liaison to orchestrate critical incident resolution among the Department of Technology, Management and Budget (DTMB), the Biometrics and Identification Division (BID), external vendors, user agencies, and FBI CJIS personnel.
- Bridge the gap between business objectives and technical execution, evaluating the operational impacts of repository issues and engineering scalable solutions for stakeholders.
- Monitor system performance and interface communications affecting CHR/ALIAS, ABIS, and NGI to ensure continuity of operations and reliable information exchanges.
- Develop and maintain procedures, operational documentation, and technical guidance related to CHR/ALIAS, ABIS, NGI communications, and fingerprint transaction processing.
- Monitor and direct section staff serving as the escalation point for complex repository processing issues, technical inquiries, and related criminal history information exchanges.

Duty 2: Serve as the principal authority coordinating and performing testing, validation, and implementation support activities for the CHR/ALIAS, the ABIS, and interfaces with the FBI NGI system.

- Lead end-to-end testing lifecycle strategies for complex CHR/ALIAS integrations with ABIS and FBI NGI communication interfaces.
- Architect comprehensive test plans, automated/manual scenarios, and regression testing of criminal and applicant fingerprint transactions using designated testing environments and livescan test devices.
- Direct multi-phase testing cycles, between CHR/ALIAS, ABIS, and NGI, including functional, integration, regression, and user acceptance testing to verify that system modifications meet strict operational requirements.
- Validate critical interface integrity, ensuring precise system execution of message keys, unsolicited messages, acknowledgements, rejection messages, and repository processing results returned from ABIS and NGI during testing activities.
- Engineer troubleshooting frameworks to isolate, analyze, and resolve complex integration issues during active testing and post-production phases with DTMB, BID, vendors, and technical support staff.
- Manage post-deployment validation and implementation activities to ensure zero downtime for CHR/ALIAS, ABIS interfaces, and NGI production communication networks during software release.
- Verify repository business rules, fingerprint transaction workflows, and system interfaces function as intended following software releases and system modifications.
- Establish and standardize technical documentation, quality assurance procedures, and operational guidance related to CHR/ALIAS, ABIS, fingerprint transaction processing, and NGI communications.
- Drive cross-functional defect resolution, tracking corrective actions within the Michigan State Police-approved project management tools in coordination with DTMB, ABIS, NGI, as necessary.
- Provide strategic technical recommendations regarding testing outcomes, system vulnerabilities, and transaction processing functionality.

Duty 3: Performs system administration, operational support, and user assistance functions for the CHR/ALIAS and related Criminal History Section (CHS) applications.

- Govern the user lifecycle by provisioning, modifying, and de-provisioning user accounts and system permissions within CHR/ALIAS and associated criminal history databases.
- Provides technical support to internal staff and external users, administers authorized system access functions, develop operational procedures and reference materials, and assists with resolving system-related issues to ensure the effective operation of criminal history information systems.
- Enforce role-based access controls and security profiles in strict accordance with agency policies, CJIS compliance standards, and approved access requirements.
- Process and maintain user account requests and system access changes in accordance with established procedures.
- Assist users with system navigation and CHR/ALIAS functionality.
- Author and maintain comprehensive documentation, including administrative user guides, access reference materials, and standard operating procedures related to CHR/ALIAS and associated CHS applications.
- Partners with DTMB and infrastructure teams to systematically diagnose and mitigate application outages or underlying system access failures.
- Monitor user-reported issues and recurring support requests to identify training needs and opportunities for operational improvement.
- Compile and generate compliance reports, data extraction, and user audit trails to satisfy management inquiries and data governance objectives.
- Preserve accurate administrative records and user documentation to verify account authorization validity during state or federal audits.
- Perform other job-related duties as assigned.

Duty 4: Other duties as assigned by Division leadership or identified by operational need.

- May perform related essential functions appropriate to the classification and other non-essential functions as required.
- Performs duties of unusual significance or importance to the Department.
- Research and coordinate projects assigned.
- Participate in Division/Department meetings as requested by manager.
- Serve as backup to the unit's manager or unit specialist(s), as needed.
- Train new personnel that assist in this position.

Types of decisions made independently and whom or what those decisions affect: The position independently analyzes fingerprint transaction processing, system responses, message keys, and repository processing results exchanged between CHR/ALIAS, ABIS, and the FBI's NGI system to determine appropriate corrective actions. The position independently resolves transaction processing issues, synchronization discrepancies, system communication failures, user support concerns, and determines when issues require escalation to management, DTMB, BID, vendors, or FBI personnel. These decisions directly affect the accuracy, timeliness, and reliability of criminal and applicant fingerprint processing and statewide criminal history information systems.

Types of decisions that require the supervisor's review: Decisions involving significant policy changes, legal implications, financial expenditures, procurement activities, or system modifications that may have a statewide operational impact. Supervisor approval is required for changes requiring purchase orders, additional funding, or commitments of departmental resources. Managerial review is also required for work requests, system modifications, or implementation activities that affect DTMB programming resources, departmental resources, or established operational procedures.

Physical effort used to perform this job and environmental conditions of this position: There are no significant physical activities.

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

The essential functions of this position: The person in this position serves as the Criminal History Repository Integration Specialist for the CHR/ALIAS. The position functions as the primary technical resource for fingerprint transaction processing and system communications between CHR/ALIAS, the ABIS, and the FBI NGI system. Essential functions include monitoring and troubleshooting fingerprint transaction processing, system responses, message keys, and repository processing results; coordinating testing and validation activities; administering authorized system access; providing technical support to users; and ensuring the reliable operation of CHR/ALIAS and related interfaces.

The function of the position's work area and how it fits into that function: This section functions as the state repository for receiving, processing, storing and providing access to fingerprint based criminal history record information systems which are also synchronized with the national criminal history record system at the FBI. Numerous automated and manual fingerprint submissions were processed and made available to the requesting agency or individual. This section is responsible for the accuracy, timeliness and security of the information on file. Record building of criminal history records and state statute and national standards for quality of the information regulate associated fingerprint records.

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

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the principles and practices of research and analysis such as the ability to organize complex material. Ability to learn, train and utilize computer processes. Ability to maintain favorable public relations. Ability to coordinate tasks.

CERTIFICATES, LICENSES, REGISTRATIONS:

None.