

**State of Michigan
Civil Service Commission**

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

Position Code

1. DPTLTCHEB84R

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 STATE POLICE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Information and Technology Bureau
4. Civil Service Position Code Description DEPARTMENTAL TECHNICIAN-E	10. Division Criminal Justice Information Center
5. Working Title (What the agency calls the position) Departmental Technician	11. Section Incident Section
6. Name and Position Code Description of Direct Supervisor ZONTS, CODY J; STATE POLICE LIEUTENANT	12. Unit eApplications Unit
7. Name and Position Code Description of Second Level Supervisor HUNT, ROGER A; STATE POLICE FIRST LIEUTENANT	13. Work Location (City and Address)/Hours of Work 7150 Harris Drive, Dimondale, MI 48821; Various Hours, 7 days a week and may require workdays / afternoons / nights

14. General Summary of Function/Purpose of Position

This position is the point of contact for the eApplication suite of products used by the members of the Michigan State Police (MSP). The eApplications Suite consist of the Electronic Automated Incident Capture System (eAICS), Electronic Crash Reporting (eCrash), Electronic Citation (eCitation), and Electronic Daily Activity Report (eDaily). This position performs a full range of technical duties and is responsible for providing technical support to application users through answering system and application questions, addressing problems, and capturing changes requested pertaining to the various applications. This position must use independent judgment in performing many of the job functions. This position assists the project team members in planning, development, and training of these applications as needed. The position tests both specifications and new versions of the program software and provides recommendations for updating and/or maintaining programs based on contact and input from the end users in the field. This position must perform in a bias free manner.

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: 60**

Communicates, interprets, verifies, and resolves issues related to eApplication products with the field. This person will provide input for changes and updates to the various applications based on interaction with the field and end users.

Individual tasks related to the duty:

- Serves as technical support to enforcement members that use these applications daily, answering questions concerning these programs. This position must be able to determine if the problem is with the application, data communication lines, or hardware and refer callers to the correct place for resolution.
- Position resolves issues regarding various applications whenever possible or forwards to appropriate Department of Technology Management and Budget (DTMB) personnel for resolution. This position creates and maintains documentation of issues and/or resolutions and notifies field users of solutions or updates.
- Assists in maintaining and modifying database of trouble calls, questions, and answers.
- Access the DTMB Remedy application to create and issue new tickets for issues as needed; monitor tickets assigned to DTMB.
- Recognize changes that need to be incorporated into various applications and provides updates and maintains all tables to reflect the required changes necessary for the MSP systems.
- Act as backup to other unit technicians to assist in coordinating with Criminal History Records (CHR) and Uniform Crime Reporting (UCR) when new arrest charges need to be created.
- Create and generate custom reports as requested by users and administrators.

Duty 2**General Summary:****Percentage: 20**

Works with field personnel to make changes to eApplications to ensure Michigan Incident Crime Reporting (MICR) reporting is accurate and correct. This position assists other units within the Criminal Justice Information Center to provide necessary information needed for quality control.

Individual tasks related to the duty:

- Conduct quality control of eApplications in relation to federal and state reporting standards.
- Assist the MICR staff to respond to audit findings for eApplications.
- Assist in performing quality control for eApplication users and assist with correcting MICR errors for resubmission.
- Assist in reviewing and verifying all eAICS criminal activity requests by MICR staff.

Duty 3**General Summary:****Percentage: 15**

Participate in the development of enhancing and rewriting the AICS Application and the development of the Electronic Daily Application. Assist in preparing testing criteria, testing plans, and conduct testing and evaluation of prototypes and production models of the LexisNexis application suite. Ensure models tested are in compliance with documented standards

Individual tasks related to the duty:

- Propose, develop, and prepare training materials, training manuals, and supporting instructions for the various eApplications.
- Partner with the unit technicians and analysts to compile and research possible enhancement for LexisNexis eApplications.
- Partner with other unit members (technicians/analysts/enlisted members) to assist in planning, developing, and conducting training programs for staff development and for user training.
- Assist in identifying problems prior to production release and providing detailed documentations of issues.
- Partner with other unit members to design and implement methods for training program review, evaluation, and cost analysis.
- Provide ongoing analysis of training programs and recommendations for modifications to achieve greater efficiency in all field applications.
- Assist with planning and evaluation of technology needs for integration into the MSP technology plan.

Duty 4**General Summary:****Percentage: 5**

Other duties as assigned

Individual tasks related to the duty:

- Proofread and correct prepared materials including training manuals. Compose routine letters and reports.
- Determine needs for office equipment.
- Assist in maintaining the eApplication Unit's GovDelivery list by providing access to field personnel and preparing communications to be disseminated through GovDelivery messaging.
- Provide training to other employees that assist law enforcement in the various eApplication programs.
- Special projects assigned by the unit and/or section manager.
- Perform other functions and duties as needed or assigned.

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

The work involves reviewing issues which can involve conflicting information. Deciding the course of action requires determining the most effective approach when only broadly defined guidelines are available. Deciding what needs to be done requires assessing unusual circumstances and sometimes incomplete or conflicting information. Decision must support MSP official orders, MICR, state, and federal regulations and guidelines.

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

Changes or enhancements to software programs must be approved prior to implementation. Prior approval is required for decisions that have a fiscal impact. Prior approval is required for changes that affect Department policy or procedures.

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.

Job duties can consist of lifting, loading, packing and/or unpacking of personal computer and audio-visual equipment. Also involves long periods of confined sitting in front of a computer terminal. Occasional meetings and training will require the ability to 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.

Additional Subordinates

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

- | | | | |
|----------------------------|------------------------------------|----------------------------|-----------------------------------|
| ☐ N | Complete and sign service ratings. | ☐ N | Assign work. |
| ☐ N | Provide formal written counseling. | ☐ N | Approve work. |
| ☐ N | Approve leave requests. | ☐ N | Review work. |
| ☐ N | Approve time and attendance. | ☐ N | Provide guidance on work methods. |
| ☐ N | Orally reprimand. | ☐ N | 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?

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

Updating PD to follow MSP Style Guide, no changes have been made to the duties or tasks.

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

The eApplications Unit is responsible for the maintenance, support, development, and improvement of the current MSP field eApplications Suite. This position is responsible for first-line support to the end user base and to assist in the development of software meeting the current and future needs of the department. A significant role of this position is providing customer support to ensure that all users have a successful experience while using the applications and at the same time meeting the needs demanded by the department.

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

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

Departmental Technician 7

One year of experience performing administrative support activities equivalent to the 7-level in state service.

Departmental Technician 8

One year of experience performing administrative support activities equivalent to the 8-level in state service.

OR

One year of experience as a technician or paraprofessional equivalent to the entry level in state service.

Departmental Technician E9

One year of experience as a supervisor of administrative support activities equivalent to the 9-level in state service.

OR

One year of experience performing administrative support activities equivalent to the 9-level in state service.

OR

Two years of experience as a technician or paraprofessional, including one year of experience equivalent to the intermediate level in state service.

Alternate Education and Experience

Departmental Technician 7

Completion of two years of college (60 semester or 90 term credits) may be substituted for the experience requirement.

Departmental Technician 8

Possession of a Bachelor's degree may be substituted for the experience requirement.

Departmental Technician E9

Possession of a Bachelor's degree and one year of job-related experience may be substituted for the experience requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to work with computers; excellent writing and verbal communication skills; ability to handle multiple tasks simultaneously; excellent planning and organizational skills, excellent customer service skills, the ability to work efficiently in stressful situations.

CERTIFICATES, LICENSES, REGISTRATIONS:

SELECTIVE POSITION REQUIREMENT: The employee occupying this position must have a demonstrated absence of a criminal history record in Michigan or in any other state

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.

EMILY UPTON

7/28/2026

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