

**State of Michigan
Civil Service Commission**

Position Code

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) State Services Bureau
4. Civil Service Position Code Description DEPARTMENTAL TECHNICIAN-E	10. Division Intelligence Operations Division
5. Working Title (What the agency calls the position) Departmental Technician-E 7-E9	11. Section Michigan Intelligence Operations Center (MIOC)
6. Name and Position Code Description of Direct Supervisor PRESCOTT, BRITTANY L; DEPARTMENTAL MANAGER-3	12. Unit Ok2Say
7. Name and Position Code Description of Second Level Supervisor HORAN, CARISSA J; STATE POLICE FIRST LIEUTENANT	13. Work Location (City and Address)/Hours of Work 7150 HARRIS DR; DIMONDALE, MI 48821 / Various

14. General Summary of Function/Purpose of Position

Ok2Say technicians serve as points of contact for persons with concerns, issues, questions related to school safety or potential hazardous or dangerous situations in Michigan schools or related to Michigan schools and students. The technicians operate communications systems such as conventional phone, telephone texting system, email and web interface to receive information or questions from the public, students, teachers, and school administrators. The technicians take in information and provide resources, references, or emergency response personnel depending on the context and nature of the information provided. The technicians assess situations, seek additional information and ensure there is an appropriate response by the appropriate agency. When not actively engaged in school safety related activities, the technicians answer other Tip Lines, provide information retrieval and data checks in support of the Michigan Intelligence Operations Center (MIOC), and Michigan State Police Operations Desk. A working knowledge of general law enforcement procedures and crisis line functions is needed in this position. This position must function 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: 80

Respond to OK2Say requests for service from internet webpage, phone calls, phone text messages, written requests, and other forms of communication. Engage active listening and other techniques in order to form as complete of a picture of the situation as possible. Conduct limited research and information retrieval in order to facilitate a proper response by the proper agency. Provide information and resources for individual to facilitate resolution of the situation. Notify emergency response personnel as needed.

Individual tasks related to the duty:

- Answer phone, engage people in problem solving dialogue.
- Respond to text messages through a phone/web interface.
- Use a computer as a communication tool.
- Respond to internet webpage messages.
- Respond to emails.
- Respond to mailed letters.
- Provide information and resources for persons in various situations.
- Notify emergency response personnel as needed.
- Look up information and verify information using a variety of internet and research tools.

Duty 2

General Summary:

Percentage: 10

Look up data and find information on persons, property, events, and vehicles to complete information necessary to process an OK2Say tip, or in support of Intelligence Operations Division and Michigan State Police Operations. Provide information and referrals for a variety of needs.

Individual tasks related to the duty:

- Use a computer as a communication tool.
- Use available intelligence or information tools to find information and data.
- Monitor a variety of media to gather relevant information in support of OK2Say referral, Emergency Services or investigations.
- Answer requests for service to find information and provide the information to analysts and investigators as required.

Duty 3

General Summary:

Percentage: 5

Other duties as assigned such as new assignments as they are added to the section workload, provide information support to dispatchers, research projects, training, etc.

Individual tasks related to the duty:

- Learn how to use new tools or software.
- Assist in training others in procedures.
- Conduct information gathering in support of research projects or information requests.

Duty 4

General Summary:

Percentage: 5

Answer Tip Line phones as a backup to other programs in the office. Gather necessary information- answer questions from callers, forward calls if necessary.

Individual tasks related to the duty:

- Answer calls.
- Gather information.
- Answer questions.
- Forward calls to appropriate persons or offices.

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

Determine the nature of a complaint and decide who should be notified about it, or what resources should be applied to the situation. Recognize an emergency situation and notify the appropriate personnel for quickest response. Decide what information sources to access first when gathering information. These decisions affect persons potentially at risk, school officials dealing with school interests, and community members who may be engaged in providing supportive services.

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

Deciding to dismiss or not respond to a complaint.

Determining the best resources for referrals.

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.

The physical effort normally associated with office work: use a computer, talk on phone, etc.

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

Communicate with people through phone, text messages, email like interface. Determine nature of a problem or situation. Take appropriate action to include notifying emergency personnel, sharing information with school designated points of contact. Use the internet and other information sources to look up information, gather data, and find answers to questions. Share information as required.

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

Updating bureau name and adding bias free language.

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

This work area takes in information about potentially dangerous or criminal situations and notifies the appropriate personnel to provide responses that will resolve situations with minimal risk of harm to people or further criminal activity. This position will take in information or find information to facilitate the notification of the appropriate personnel or resources to safely resolve the situation.

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:

Operate a phone and a computer. Excellent communication skills, able to gather, interpret and use information. Ability to recognize emergency situations and notify supervision.

CERTIFICATES, LICENSES, REGISTRATIONS:

N/A

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

2/13/2026

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