CS-214
Rev 11/2013

Position Code
DEPTALT

State of Michigan
Civil Service Commission
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete this form 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
	Agriculture and Rural Development
3.Employee Identification Number	**9.Bureau (Institution, Board, or Commission)**
	Food Safety and Animal Health
4.Civil Service Position Code Description	**10.Division**
Departmental Analyst 9-P11	
5.Working Title (What the agency calls the position)	**11.Section**
Departmental Analyst	Bureau Services
6.Name and Position Code Description of Direct Supervisor	**12.Unit**
Ken Settimo, Departmental Manager 14	Technology and Systems Unit
7.Name and Position Code Description of Second Level Supervisor	**13.Work Location (City and Address)/Hours of Work**
Nazneen Miah, State Administrative Manager 15 Bureau Support Services	525 West Allegan, 6th Floor, Lansing, MI Monday thru Friday, 8:00 AM - 5:00 PM. This position may offer some agreed upon remote work arrangement.

14. General Summary of Function/Purpose of Position

This position serves as a Departmental Analyst to provide IT (information technology) support for the Technology and Systems Unit by evaluating program quality and effectiveness through uniformity in technology and data management. The position provides analytical and technical services for **legacy data systems**, databases, and program databases, provides complex **reporting** of bureau data, and supports bureau / division processes and procedures related to **equipment and technology** for existing staff, as well as incoming new and departing staff. This position is responsible for professional research and analysis assignments and requires initiative and independent decision-making as well as technical aptitude in the areas of applications, data systems, auditing and reporting.

This position is required to meet established quality, quantity and timeliness standards.

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 of Duty 1 **60% of Time**

IT (Information Technology) technical support, application analysis, planning, auditing and research liaison services for **legacy data systems** including the foodborne illness database, mushroom database, Business Unit System (BUSS), the State Rating Office Suite and other legacy data systems.

Individual tasks related to the duty.

- Provides ongoing technical support, systems maintenance and staff training for legacy data systems including identifying technical functionality issues and problem-solving solutions and workarounds.
- Monitors service and legacy data systems issues, providing technical expertise, programming support in Access coding languages and ensuring compliance with SOM processes and security requirements.
- Recommends solutions and improvements for technology as pertains to legacy data systems and issue resolution along with any related process or policy / procedure changes to ensure IT efficiencies within scope of assigned work of unit.
- Troubleshoots technical service issues and provides solutions in a timely manner.
- Capable in use of project management / bug tracking software.
- Leverages existing resources and emerging technology and automation to ensure optimal functionality of legacy data systems.
- Evaluate and prioritize service and business requests such as bug priority, enhancements, change notices, etc.
- Provides training guidance to staff for legacy data systems.
- Assists with data migration, security tasks, data cleansing and data accuracy projects, as assigned.
- Assists with Application Programming Interface (API) development, application troubleshooting and updates as required.
- Collaborates to build capacity for unit technical services and continuous operational efforts.
- Conducts comprehensive audits of electronic systems overseen to ensure compliance with departmental standards, identifies operational risks, and recommends improvements to enhance accuracy, security, and efficiency.

Duty 2

General Summary of Duty 2 **25% of Time**

Equipment Planning, Support and Implementation for the Human Food Division and other bureau staff.

Individual tasks related to the duty.

- Facilitate IT hardware, software and SOM user account(s) coordination for assigned areas through assessment, planning, analysis and oversight of division technology equipment ordering and supply of non-standard equipment. Liaises with DTMB in areas of oversight.
- Serves as backup support for standard IT purchasing and acts as the primary point of contact for all non-standard IT procurement needs, ensuring accurate guidance, timely processing, and compliance with departmental policies.
- Coordinates with Smart Device Team and DTMB Telcom.
- Assist in coordinating IT equipment inventory, maintenance and decommissioning.
- Assist in maintaining an orderly and categorized repository of current and back up equipment available.
- Communicate DTMB equipment compliance, security messaging and other updates.

- Act as a point of contact and/or coordinator for staff equipment related issues, including IT support for onboarding and offboarding staff.
- Collaborate and provide support with other staff that are involved in a variety of divisional procurement activities.
- Coordinates delivery and installation of hardware and software requests to end users.
- Provides technical support to remediate, report and/or replace IT equipment.
- Tracks IT-related requests, purchases and renewals.

Duty 3

General Summary of Duty 3 **10% of Time**

Data Reporting and Analysis.

Individual tasks related to the duty.

- Use of automated tools to develop reports and extract data from primary and secondary sources.
- Familiarization using reporting tools, programming language for statistical computing or general-purpose programing language applications.
- Performs data cleansing and analysis including identification and removal of errors, identifying outliers and transforming data into a format that can be further analyzed and presented.
- Prepares detailed reports that highlight program-related patterns and trends.
- Analyzes and reports on division-related metrics and dashboards.
- Assists with pulling data from systems for Freedom of Information requests.
- Works with management to assess the quality and meaning of data.

Duty 4

General Summary of Duty 4 **5% of Time**

Special projects and other duties as assigned.

Individual tasks related to the duty.

- Represent on workgroups related to areas of expertise.
- Train staff in new technology tools and processes.
- Evaluate new technologies that could improve productivity or reduce cost.
- Complete other duties and special projects as assigned.
- Backup for other unit staff and functions.

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

This position has a fair amount of latitude in application services and data analysis. Makes decisions routinely in technical analysis services and trend analysis. Because the workload can fluctuate day-to-day, independent decisions are made as to which priority assignment must be completed first to assure goals are met. Staff and customers are affected by independent decisions as well as stakeholder groups.

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

New or major updates to program systems needs and / or design. Additionally, decisions impacting core program services and/or disruption of core services.

18. What kind of physical effort is used to perform this job? What environmental conditions is this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

General office duties. May sit at a computer for long periods of time.

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. (If more than 10, list only classification titles and the number of employees in each classification.)

NAME	CLASS TITLE	NAME	CLASS TITLE

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

___Complete and sign service ratings.
___Provide formal written counseling.
___Approve leave requests.
___Approve time and attendance.
___Orally reprimand.
___Assign work.
___Approve work.
___Review work.
___Provide guidance on work methods.
___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?

- Provide IT analysis and services for the business functions, systems and program development overseen by the Technology and Systems Unit.
- Responsible for data reporting and analytics.
- Planning, support and implementation of assigned division IT equipment and inventory.

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

New position (following employee promotion outside of Bureau).

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

This position provides analyst technology services to the Technology and Systems Unit who administer information technology applications and systems for the Bureau's Human Food and Dairy, Feed and Produce Divisions. The position provides technical legacy data system analysis, planning, training, auditing and reporting as identified in this Position Description. The function of the Bureau is to enforce laws and regulations governing food and feed safety and animal health in Michigan, serving as a key link in the federal-state-local food safety system.

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:

Departmental Analyst 9 - No specific type or amount is required.

Departmental Analyst 10 - One year of professional experience.

Departmental Analyst P11 - Two years of professional experience, including one year of experience equivalent to the intermediate (10) level in state service.

Alternate Education and Experience - Departmental Analyst 9 – 12:

Educational level typically acquired through completion of high school and the equivalent of at least two years of full-time active-duty experience at or above the E-6 level in the uniformed services may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of systems and computer software, use of a computer, general understanding of data processing is highly recommended.
- Knowledge of rules, regulations, policies, procedures, precedents, and terminology used in the work.
- Knowledge of the techniques of using reference materials and organizing data for reports.
- Knowledge of the techniques of interviewing and of obtaining information.
- Ability to analyze and use of data systems for the gathering of information and implementing business rules and processes.
- Ability to use a microcomputer and MS Office (Word, Excel, Access, PowerPoint, and Outlook).
- Ability to conduct training and information sessions.
- Ability to communicate effectively.
- Ability to maintain favorable public relations.
- Ability to work effectively in a team environment.
- Ability to make quick, sound decisions are essential while performing these assignments.
- Ability to analyze, synthesize, and evaluate a variety of data for use in program development and analysis.
- Ability to analyze and assess operations from the standpoint of management controls, systems, and procedures.
- Ability to establish program or service procedures, policies, or guidelines and to relate these to objectives.

CERTIFICATES, LICENSES, REGISTRATIONS:

None

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for 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's Signature **Date**

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to statements of the employee(s) or supervisors.

I certify that the entries on these pages are accurate and complete.

Appointing Authority Signature	**Date**

TO BE FILLED OUT BY EMPLOYEE

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's Signature	**Date**

NOTE: Make a copy of this form for your records.