

State of Michigan
Civil Service Commission

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

Position Code 1. ITPRANEO61N
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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 LEO-MSF-MEDC
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Information Services
4. Civil Service Position Code Description INFO TECH PRGMR ANALYST-E	10. Division Infrastructure Services
5. Working Title (What the agency calls the position) Information Technology Programmer/Analyst P11	11. Section Client Technology Services
6. Name and Position Code Description of Direct Supervisor LOTHSCHUTZ, MICHAEL J; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor SCHAFFER, SCOTT G; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 300 N. Washington Sq. Lansing, MI 48913 / Mon-Fri 8a-5p, or approved alternative schedule
14. General Summary of Function/Purpose of Position <p>This position serves as an analyst performing a range of professional assignments in an Information technology environment. These assignments fall under three primary categories: System Administration, System Management, and System Documentation. Specifically, the position develops processes, procedures, and technical specifications for enterprise systems, and develops, reviews and compares existing system documentation with documentation requirements as defined in MEDC Standards. This position also will serve as a technical resource providing advanced problem diagnosis, implementation, administration, support and maintenance of end-user hardware and software.</p>	

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: 30

(System Management) The MEDC Infrastructure Services team is the owner of multiple enterprise applications used by MEDC staff. These applications include Microsoft Windows, anti-virus software, productivity and collaboration tools, IT management software, among others. As the primary administrator and owner of various enterprise applications used by MEDC staff, this position is responsible for the management of client software.

Individual tasks related to the duty:

- Research company websites to look for new releases of the enterprise applications.
- Develop and executing procedures to perform **server** and client upgrades as needed.
- Evaluate new technologies to ensure that MEDC is using appropriate software to achieve the desired goals of the organization.
- Develop and document the baseline configurations of applications and the client software.
- Develop and execute repeatable processes to ensure a consistent client software version running on end-user PCs.
- Develop processes to document system upgrades or changes to system settings using MEDC's defined change management system.
- Develop detailed project plans when performing system upgrades that include communications to MEDC staff regarding defined outages during the upgrade process.
- Review system settings after an upgrade and reestablishing the settings per MEDC business needs.
- Test new system settings that are in the new releases to determine if the new settings could be of benefit to the MEDC environment.
- Research best practices for system baseline configurations and implementing those practices which fit into the MEDC business environment and documenting the business reasons where we differentiate.
- Develop repeatable processes that ensure that the licensing of the enterprise systems is adequate, is covered by a maintenance/support contract, and that only authorized users have access to the licensed copy of software.
- Provide customer support for applications.

Duty 2

General Summary:

Percentage: 25

(System Documentation) This position is responsible for all of the system documentation required by MEDC Standards in regard to the systems that this position administers.

Individual tasks related to the duty:

- Develop the documentation for the system baseline configurations and updating as changes are made to the versioning via patches and new system releases.
- Develop and manage the system Security Plan as defined by MEDC Standards.
- Document the system component inventory in the MEDC (assets) management database and updating the inventory as the system components are updated.
- Develop and maintain a configuration management plan that defines what types of changes to the configuration require a formalized change management process; when changes to configurations should be scheduled; and how the configuration settings may impact other aspects of the system.

Duty 3

General Summary:

Percentage: 30

(System Administration) This position will be the administrator for a number of applications.

Individual tasks related to the duty:

- Develop account management procedures, performing a yearly audit and recertification of accounts, and disabling unused accounts.
- Test application settings to determine baseline configurations.
- Develop documentation that defines the roles that users of the system can be assigned to.
- Develop methodologies for ensuring that accounts and system permissions are based on the principle of least privilege

Duty 4

General Summary:

Percentage: 10

Infrastructure Services is directly responsible for the authorization of account creation, modification and termination for Active Directory. As such, this position is an integral part of allowing users to access MEDC assets via account management for computers and users.

Individual tasks related to the duty:

- Document all account management activity to ensure that MEDC procedures were being followed.
- Ensure that only approved equipment is added to the MEDC Domain Controller Active Directory database.
- Develop processes to ensure that only approved MEDC computers are running approved enterprise applications. This activity includes researching / discovering aged computers; developing a replacement plan/schedule for those aged computers; and when necessary, imaging and installation of the replacement computers.
- Develop processes to ensuring that access to MEDC systems is based on the principle of least privilege.

Duty 5

General Summary:

Percentage: 5

Other duties as assigned.

Individual tasks related to the duty:

- Provide back-up support for other systems owned and administered by the Infrastructure services team.
- Other duties and projects as assigned.

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

All assignments and work are performed independently, per established Unit procedures, under the control of an Information Technology Manager. Internal employees may be affected by these decisions. Below are typical decisions made by this employee:

- Prioritizing activities
- Evaluating new technologies / application. Provide recommendations to management.
- Incorporating resolutions/changes into existing documentation, using established change-control methodology
- Making variations to established procedures to fit the situation at hand; documenting the variations

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

Major changes in the direction of a project. Decisions that require authorization of funding. Decisions that involve staff time outside of the unit. Decisions that may have legislative, legal, security, or budgetary impact.

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.

Physical activities, including extensive standing, sitting, reaching, lifting, bending, carrying, walking, kneeling, crawling, crouching. Extensive use of a computer and keyboard. Extensive use of a telephone. Must be able to move and set-up computers. Duties may involve the use of a personal vehicle.

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?

- Developing and executing repeatable processes to ensure a consistent client software experience on end-user PCs
- Developing and executing procedures to perform client and server upgrades as needed.
- Researching best practices for system baseline configurations and implementing those practices.
- Maintaining, administering and supporting enterprise applications.
- Documenting the system component inventory in the MEDC configuration management database and updating the inventory as the system components are updated.
- Developing processes to ensure that only approved MEDC computers are running approved enterprise applications.
- Developing account management procedures and performing a yearly recertification of accounts.

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

Minor updates.

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

The Client Technology Services Section provides support to agency end users to maximize the productivity and efficiency of their computer-related equipment and processes. This position serves as an analyst in the development of and implementation of documentation and procedures for enterprise applications and account security.

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

EDUCATION:

Information Technology Programmer/Analyst P11

Possession of a Bachelor's degree with 21 semester (32 term) credits in one or a combination of the following: computer science, data processing, computer information systems, data communications, networking, systems analysis, computer programming, information assurance, IT project management or mathematics.

EXPERIENCE:

Information Technology Programmer/Analyst P11

No specific type or amount is required.

Alternate Education and Experience

Possession of an associate's degree with 16 semester (24 term) hours in computer science, data processing, computer information systems, data communications, networking, systems analysis, computer programming, mathematics or equivalent; or educational level typically acquired through completion of high school and four years of experience as an application programmer, computer operator, information technology technician, or four years (8,320 hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Considerable knowledge of microcomputer hardware/software, data communications networks, record keeping. Ability to diagnose hardware/software problems, install/repair microcomputers and related equipment, prepare and install software packages, and works under pressure. Ability to prepare detailed instructions and documentation, analyze instructions and data, conduct training & information sessions, manage projects, telecommunications support, communicate at a level appropriate to the audience, make oral and written reports and presentations.

CERTIFICATES, LICENSES, REGISTRATIONS:

None required.

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.

MARKIE JUSTICE

11/3/2021

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