Position Code
1. STDDADM1O54N

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-LABOR AND ECON OPPORTUNITY
3. Employee Identification Number	**9. Bureau (Institution, Board, or Commission)** Employment and Training
4. Civil Service Position Code Description STATE ADMINISTRATIVE MANAGER-1	**10. Division** Operations - Communications, Experience and Support Services
5. Working Title (What the agency calls the position) Information & Technology Support Manager	**11. Section** Information & Technology Support
6. Name and Position Code Description of Direct Supervisor WALTER, ELYSE J; STATE DIVISION ADMINISTRATOR	**12. Unit**
7. Name and Position Code Description of Second Level Supervisor MCBRIEN, HEATHER R; STATE BUREAU ADMINISTRATOR	**13. Work Location (City and Address)/Hours of Work** 320 S WALNUT ST; LANSING, MI 48933 / Monday – Friday 8:00 am to 5:00 pm

14. General Summary of Function/Purpose of Position

This position provides management and technical oversight of LEO-Employment and Training's (LEO-E&T) Information & Technology Support section. This position manages the centralized IT support (hardware, software, network, projects, telecommunication) for LEO-E&T Executive Office, Operations, Michigan Rehabilitation Services and Workforce Development. This position provides guidance on privacy and information security, data sharing agreements, as well as Freedom of Information Act (FOIA), records management and regulatory rules for LEO-E&T staff across all bureaus (LEO-E&T Executive Office, Operations, Bureau of Services for Blind Persons, Michigan Rehabilitation Services and Workforce Development). This position also supports LEO-E&T Operations internal/external customers with the development and coordination of technology-related training needs and enterprise-wide initiatives and/or projects. This position will work closely with the Michigan Department of Technology's Agency Services (DTMB AS) to facilitate various scaled projects that address the technical needs of LEO-E&T.

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: 35**

State Administrative Manager for the Information & Technology Support section.

Individual tasks related to the duty:

- Responsible for daily oversight and guidance of section staff, as well as ensuring Standard Operating Procedures are in place to support all functions, maintaining the section's continuity plan, and ensuring staff are identified and trained to support back-up functions.
- Facilitate regular staff meetings and touch point meetings with section staff to build trust, share information, remove barriers and monitor performance.
- Identify staff development and training needs and ensure training is obtained.
- Establish priorities, objectives, performance standards and deadlines for staff.
- Create and manage performance plans and conduct performance reviews.
- Prioritize, track and manage section projects and deliverables to ensure timely and appropriate completion.
- Select and assign staff to maintain workload distribution, including delegating authority consistent with responsibility.
- Advise staff in the resolution of sensitive, complex or precedent-setting situations.
- Develop and implement operating standards, procedures and policies for staff.
- Develop and maintain system of tracking projects and outcomes for team.
- Responsible for approving staff time & attendance, coaching and corrective action/disciplinary action, when necessary.

Duty 2

General Summary: **Percentage: 30**

Lead LEO-E&T's centralized IT needs across all bureaus, including standard and non-standard hardware and software, network access, IT projects and telecommunication, as well as technology-related training for internal and external customers and enterprise-wide IT initiatives work with DTMB Agency Services.

Individual tasks related to the duty:

- Provide leadership and strategic direction regarding centralized IT needs.
- Evaluate and align the needs of LEO-E&T, such as network infrastructure, server/storage, software licensing, end user computing and applications.
- Provide direction on complex IT projects and their outcomes, including timelines, budgets and deliverables.
- Establish and maintain policies, procedures, guidelines, standards and a tracking mechanism related to traditional IT needs and system and IT-related training.
- Manage staff assignments to DTMB Agency IT Liaison and MiModern Workplace workgroups, as well as the Local Change Advisory Board.
- Manage the IT onboarding and departure process that includes the set up / transfer of SOM accounts, computer equipment, telecommunication needs and applicable permissions/access.
- Oversee the hardware and software coordination between DTMB and IT support staff.
- Keep abreast of current technologies, practices and techniques.
- Provide guidance on technology-related training for internal and external customers – including goals, outcomes and deliverables.
- Engage DTMB AS to facilitate enterprise-wide IT initiatives to meet the technical needs of LEO-E&T (including IT projects, non-standard hardware and non-standard software).
- Keep the LEO-E&T leadership team and staff informed through regular communications on status of evolving technologies and available resources.

Duty 3

General Summary: **Percentage: 30**

Lead LEO-E&T's centralized privacy and information security, data sharing agreements, FOIA, records management and regulatory rules needs.

Individual tasks related to the duty:

- Provide leadership and strategic direction regarding centralized privacy and information security, data sharing agreements, FOIA requests, records management and regulatory rules.
- Establish and maintain policies, procedures, guidelines, standards and a tracking mechanism related to privacy and information security, data sharing agreements, FOIA, records management and regulatory rules.
- Provide guidance and support throughout the System Security Plan, Data Sharing Agreement, Memorandum of Understanding and Incident Response Plan processes to ensure privacy and information security – that includes the development and maintenance of formal guides, Standard Operating Procedures and forms that support all processes.
- Provide guidance, analysis and support for the processing of all LEO-E&T-related FOIA and regulatory rules needs and requests.
- Support coordination of all LEO-E&T records management activities and standards.

Duty 4

General Summary: **Percentage:**   5

Other duties as assigned

Individual tasks related to the duty:

- Special projects as defined by leadership.

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

Decisions regarding staff assignments and equipment deployment.

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

Decisions involving budget allocation, major policy changes, major expenditures, and highly sensitive initiatives.

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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.

Typical office environment. Minimal physical exertion.

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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.

NAME	CLASS TITLE	NAME	CLASS TITLE
KILLEN, DONNA	DEPARTMENTAL SPECIALIST-2 13	GLASSTETTER, JEREMY	DEPARTMENTAL SPECIALIST-2 13
BRODZIK, JACQUELINE	DEPARTMENTAL SPECIALIST-2 13	LEWIS, JOSEPH	DEPARTMENTAL ANALYST-A 12
REA, CHRISTINA	DEPARTMENTAL ANALYST-A 12	CARPENTER, APRIL	DEPARTMENTAL ANALYST-E 9

Additional Subordinates

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

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

This position provides management and technical oversight of LEO-Employment and Training's (LEO-E&T) Information & Technology Support section. This position manages the centralized IT support (hardware, software, network, projects, telecommunication) for LEO-E&T Executive Office, Operations, Michigan Rehabilitation Services and Workforce Development. This position supports LEO-E&T Operations with the development and coordination of IT system and performance reporting training for internal/external customers. This position also provides guidance on privacy and information security, data sharing agreements, as well as Freedom of Information Act (FOIA), records management and regulatory rules for all LEO-E&T staff across all bureaus (LEO-E&T Executive Office, Operations, Bureau of Services for Blind Persons, Michigan Rehabilitation Services and Workforce Development). This position also supports LEO-E&T Operations internal/external customers with the development and coordination of technology-related training needs and enterprise-wide initiatives and/or projects. This position will work closely with the Michigan Department of Technology's Agency Services (DTMB AS) to facilitate various scaled projects that address the technical needs of LEO-E&T.

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

Updates to the position description to include new section name and alignment with new organizational structure of bureau to consolidate IT related functions into one section.

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

The function of the work area is to provide data and information technology support services to LEO-E&T staff. This position serves as the Manager supporting the Information & Technology Support section.

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:

State Administrative Manager 15
Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

Alternate Education and Experience

State Administrative Manager 15
Education level typically acquired through completion of high school and two years of safety and regulatory or law enforcement experience at the 14 level; or, one year of safety and regulatory or law enforcement experience at the 15 level, may be substituted for the education and experience requirements.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of existing state and agency IT policies, standards and procedures.
- High proficiency and strong aptitude in Information Technology

- Ability to communicate effectively, build consensus, facilitate working sessions, and negotiate solutions and alternatives.
- Ability to work in a team environment involving matrix organizations.
- Ability to resolve conflicting high-priority requirements.
- Ability to gather and analyze facts, draw conclusions, define problems, and suggest solutions.
- High level of trust and integrity.
- Ability to prepare and present effective, clear and concise reports and presentations.
- Strong analytical, interpersonal, verbal and written communication skills to accurately document, interpret and explain complex information, and communicate / interface effectively across all staff levels, customers and vendors.
- Knowledge of the principles and techniques of administrative management including organization, planning, staffing, training, budgeting and reporting.
- Ability to instruct, direct and evaluate employees.
- Ability to plan, direct and coordinate program and administrative activities of a complex, interrelated and interdependent nature, where unknowns and numerous contingency factors are involved.

CERTIFICATES, LICENSES, REGISTRATIONS:

None

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.

None

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

CLAY BOAK	3/6/2026
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**