

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

Position Code 1. DPTLTCHAK93R

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 MDHHS-DPT OF HUMAN SVC CNTL OF
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description Departmental Technician-A	10. Division
5. Working Title (What the agency calls the position) RPS Departmental Technician	11. Section
6. Name and Position Code Description of Direct Supervisor MALDONADO, ZENA; DEPARTMENTAL MANAGER-3	12. Unit
7. Name and Position Code Description of Second Level Supervisor JOHNSON, ALISIA D; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 3040 W GRAND BLVD; DETROIT, MI 48202 / Mon-Fri, 9 am - 6 PM
14. General Summary of Function/Purpose of Position This advanced level Departmental Technician provides assistance to BSC (Business Service Center) 5 Regional Placement and Support (RPS) staff, as the Recognized Resource for the Power BI program, which is software that is utilized extensively by this unit for analyzing data. This position serves as a troubleshooter pertaining to technical support functions and performs advanced level research and analysis for RPS staff and management. This position provides training to other staff within the office; exercises programmatic responsibility to assure efficient and effective program operation as a whole and assists staff to deliver competent, quality services to accomplish permanency goals and objectives. Position is responsible to compile, review, track and evaluate services related to child welfare policy and federal child welfare goals.	

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: 50

Serve as the senior level to BSC5 Regional Placement and Support unit management and staff for data analysis including and not limited to compiling, reviewing, and tracking daily statistical and other programmatic data.

Individual tasks related to the duty:

- Conduct one-on-one training for staff on specific functions of software applications, such as POWER BI, Microsoft Word, Excel, Access, PowerPoint, etc
- Provide office support/troubleshooting of MDHHS application usage and procedures
- Produce existing and custom reports for office managers and director using standard user query tools
- Develop ad hoc and special reports as directed by BSC5 managers and director by utilizing knowledge of established databases software
- Develop and produce presentations for management using PowerPoint and other programs as needed
- Assist in setting up presentation and training hardware, including projection devices and connections to equipment used in those presentations
- Customize basic office templates (i.e. address updates); perform parameter changes to templates provided by Central Office
- Develop desk aides to assist with use of specific software applications
- Understand and use technically appropriate diagnostic sequencing techniques to identify problems

- Gather Michigan Statewide Automated Child Welfare Information System/Comprehensive Child Welfare Information System (MiSACWIS/CCWIS) case data of all placements secured by RPS

- Review case lists for accuracy by comparing with MiSACWIS/CCWIS data
- Document acceptance or denial responses for relative referrals
- Prepare and provide demographic statistics for daily updates, monthly and official reports
- Maintain and update foster home and residential available bed spreadsheet (for internal and external customers)
- Reconcile analysts' individual tracking efforts to assist with compiling monthly – yearly data
- Reconcile assignment logs to assist with compiling monthly - yearly data
- Assist with documenting and reporting referrals received for foster homes, relative placements, Transitional Placement Program (TPP) and Community Reintegration Home (CRH)
- Maintain daily updates for Private Agency Foster Care (PAFC) and MDHHS bed vacancies

Duty 2

General Summary:

Percentage: 20

Compose, monitor and follow up on Regional Placement and Support communications/correspondences.

Individual tasks related to the duty:

- Serve as liaison between RPS, PAFC and MDHHS local offices for issues related to communication systems
- Maintain various staff support systems, including phone coverage, and monitor RPS mailboxes throughout the day
- Add/delete users from telephone system and change user profiles as required
- Add/delete users from voice mail system, change user profiles, change hours and holidays, run biweekly phone reports
- Administer and oversee all foster home vacancies for both internal and external customers
- Maintain/revise and assist with composing basic correspondence as needed

Duty 3

General Summary:

Percentage: 20

Serve as the RPS liaison and assist with proposing procedures, plans, new forms, programs and supports.

Individual tasks related to the duty:

- Analyze and diagnose specific problems using advance troubleshooting techniques for POWER BI software
- Coordinate and schedule required visits by RPS staff to internal and external offices
- Responsible for performing review changes in policy and its impact to RPS operations
- Act independently to modify printer configuration including assigning users to specific printers
- Maintain knowledge and expertise of all policies and programs impacting the units
- Serve as the main contact person for hardware and software upgrades affecting the offices' systems for RPS staff and management
- Assist staff in deleting temporary files as needed
- Provide general advice to office management team on system-related questions

- Provide support for all peripheral devices such as: scanners, printers, fax, copiers, DSL connections, etc.
- Provide, gather and analyze information to identify trends where current practices may be negatively impacted by policies, procedure and programs
- Participate in RPS staff meetings and Business Service Center meetings if needed
- Serve as the main office contact for data circuits
- Interpret data to propose changes in procedures and needed support
- Create plans on how to utilize Permanency Resource Managers to facilitate growth around identified areas of need regarding permanency for youth

Duty 4

General Summary:

Percentage: 10

Other duties as assigned.

Individual tasks related to the duty:

- Complete special projects as requested by the RPS managers and BSC5 director
- Provide backup to administrative support staff as necessary
- General duties that support efficient and effective functioning of the unit
- Provide support to the Regional Placement and Support management and staff in required duties

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

This senior-level position is required to make complex decisions when researching causes of software problems and what actions are required to resolve the issues. Independent decisions are required when collecting data and developing reports related to software acquisition, coordination of communication systems, and workstation upgrades to both internal and external customers. This position utilizes the core duties to plan in collaboration with the unit and local management to provide guidance around the Regional Placement and Support team. This position articulates the reasoning and intentions behind the creation of proposed procedures, programs and placement supports, and collaborates with internal and external partners to assist with placement and case management availability to our private agency partners. It compiles feedback from the field to assist with tracking, trends, barriers and training needs.

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

Compiled and provided data should be reviewed and approved by supervision. The management team should agree with the plan created to address the unit's needs.

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.

Work is performed in an office setting. Responsibilities may require standing, sitting, climbing, stooping, balancing, kneeling, crawling, reaching, lifting, carrying, walking and bending. Lifting and carrying files, monitors are less than 20 pounds.

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. |

N	Approve leave requests.		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?

At the advanced level, provides a variety of technical support activities for Regional Placement and Support management and staff.

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

Duties that have been added include performing advanced level research and analysis, providing training to staff, troubleshooting of MDHHS application, producing existing and customized reports and presentations, customizing templates & developing desk aides, serving as liaison for communication system issues and additional duties with telephone and voicemail systems, coordinating visits by staff, and completing special projects as assigned.

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

The office provides a variety of social and financial assistance services to the DEPARTMENT OF HEALTH AND HUMAN SERVICES' customers. This position provides advanced level program support to RPS management and staff and serves as a liaison and primary contact to internal and external customers for Regional Placement and Support (RPS).

The work is in conjunction with the Regional Placement and Support team. The position will provide support and assist the analysts and managers as they work to secure placements and permanency for youth experiencing foster care.

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 10

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

OR

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

OR

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

Alternate Education and Experience

Departmental Technician 10

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

KNOWLEDGE, SKILLS, AND ABILITIES:

As listed on the Civil Service job specification. In addition:

- Knowledge/experience using an electronic system for filing/tracking service requests
- Ability to effectively communicate business and technical needs/requirements at all organizational levels within

multiple agencies

- Ability to identify and document equipment or system malfunctions
- Ability to organize work priorities for office

The MDHHS mission is to provide opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient. We are committed to ensuring a diverse workforce and a work environment whereby all employees are treated with dignity, respect and fairness.

**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.

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