

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-MSHDA
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description State Administrative Manager-1	10. Division Technology Services and Information Security
5. Working Title (What the agency calls the position) IT Project and Support Director	11. Section IT Project and Support
6. Name and Position Code Description of Direct Supervisor WHITAKER, MARK; STATE OFFICE ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor HOVEY, AMY; SENIOR DEPUTY DIRECTOR	13. Work Location (City and Address)/Hours of Work 735 E Michigan Ave - Lansing, MI 48912 / Monday - Friday 8 a.m. - 5 p.m.
14. General Summary of Function/Purpose of Position	
<p>This position serves as the Director of the IT Project and Support section for the Michigan State Housing Development Authority (MSHDA). The incumbent is responsible for the overall management, direction, and technical oversight of the IT Project and Support section. This position provides leadership in the development, integration, and support of agency information technology systems, ensuring that all IT initiatives support MSHDA's mission and strategic objectives and comply with State of Michigan policies, standards, and procedures.</p> <p>The IT Project and Support Director is responsible for overseeing the support and operations of agency IT applications at both the bureau and department levels. The section works to improve the delivery of IT services by implementing consistent processes, methodologies, and standards across the organization. The incumbent is responsible for staff management, technical planning, budget oversight, and ensuring the effective delivery of IT services and solutions. Additionally, this position functions as the primary liaison to the Department of Technology, Management and Budget (DTMB) Agency Services for all IT-related matters. Responsibilities include oversight of the agency's IT project portfolio, contract and vendor management, budget, and execution of long-term technology direction. The director is also responsible for maintaining the Service Level Agreement (SLA) with DTMB and ensuring appropriate allocation of IT resources in support of agency priorities.</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

Manage the IT Project and Support Section which is responsible for providing efficient and timely IT and website support to agencywide bureaus and business areas.

Individual tasks related to the duty:

- Oversee section staff responsible for troubleshooting IT issues, including hardware, software, smart devices, conference equipment, user accounts, shared mailboxes, and virtual private networks (VPNs).
- Provide expert support and oversight for internal and external websites, including SharePoint platforms.
- Monitor and manage staff responsible for the maintenance and inventory of IT equipment such as computers, monitors, docking stations, and peripherals.
- Evaluate, recommend, and oversee the acquisition of IT hardware and software to meet bureau and departmental business requirements.
- Collaborate with the IT Security and Privacy section, Department of Technology, Management and Budget (DTMB), and Michigan Cyber Security to achieve and maintain Authority to Operate (ATO) status for agency IT applications.
- Establish work priorities, objectives, performance standards, and deadlines for section staff.
- Oversee the planning, tracking, and management of section projects and deliverables to ensure timely and effective completion.
- Assign staff and delegate responsibilities to balance workload and maintain operational efficiency.
- Provide guidance and support in resolving complex or sensitive technical issues.
- Implement and manage performance evaluation processes for Technical Support unit staff.
- Approve staff allocations to ensure adequate resources are available to meet project demands and operational needs.
- Serve as liaison between executive leadership and agency customers to facilitate communication and issue resolution.

Duty 2

General Summary:

Percentage: 20

Manage the modernization initiatives led by the IT Project and Support section, which is responsible for delivering web administration and supporting key technology platforms including Power Automate, Power BI, and Microsoft Forms. This position oversees the implementation and enhancement of these tools to improve agency efficiency and service delivery.

Individual tasks related to the duty:

- Oversee the Web Administrator and web administration functions to ensure that the content, design, and presentation of MSHDA internet websites adhere to applicable departmental and State of Michigan policies, standards, and guidelines, maintaining consistency, accessibility, and security.
- Lead staff in optimizing operational efficiency through effective use of complementary IT tools, including Power Automate, Power BI, and Microsoft Forms, to streamline workflows and data management.
- Develop and recommend best practices and innovative technological solutions aimed at enhancing the web experience and overall user engagement for both internal stakeholders and external customers.
- Plan and deliver training sessions on new and emerging IT technologies, tools, and solutions to build staff capacity and promote technology adoption across the agency.
- Oversee the monitoring and analytics of website and platform performance, generating reports to inform continuous improvements and decision-making.
- Oversee and support the development and maintenance of documentation related to web administration processes, IT tool usage guidelines, and training materials.

Duty 3

General Summary:

Percentage: 20

Provides direction and supervision and operational management, including direct oversight and administration of assigned staff, programs, and functions. Ensures compliance with applicable laws, policies, and procedures while promoting efficient and effective delivery of services within the assigned area.

Individual tasks related to the duty:

- Supervise, direct, and monitor assigned staff to ensure clear understanding of assignments and timely completion in accordance with Department and Division policies and procedures.
- Coordinate and schedule work assignments for direct reports and team members, ensuring balanced workloads and efficient task completion.
- Plan, organize, and assist in establishing priorities for section programs, projects, and operational strategies to support division goals.
- Set clear performance expectations for assigned staff; conduct regular evaluations and provide constructive feedback biweekly to promote high standards of quality, productivity, and timeliness.
- Lead recruitment, hiring, onboarding, and training of personnel while fostering ongoing professional development opportunities.
- Assess workloads and staffing levels; identify and communicate resource needs and gaps to Division management for consideration and action.
- Coordinate staff assignments and succession planning to maintain operational continuity and prepare for future organizational needs.
- Approve employee work schedules, including time off requests such as annual leave, ensuring adequate coverage and compliance with departmental policies.
- Conduct monthly one-on-one meetings with staff to discuss objectives, expectations, work progress, and performance development.
- Facilitate regular team meetings to communicate updates, discuss challenges, and encourage collaboration.

Duty 4

General Summary:

Percentage: 15

Direct the planning, development, and execution of IT systems and initiatives within the Agency to ensure alignment with departmental objectives and compliance with State of Michigan technology policies and standards

Individual tasks related to the duty:

- Review, evaluate, and approve the development, enhancement, and maintenance of division IT systems to ensure compliance with established contract terms, budget constraints, and technical specifications.
- Establish and implement long-term strategic plans for the development, modernization, and maintenance of IT applications, ensuring alignment with agency goals and State of Michigan technology standards.
- Participate in regular project status meetings and system development demonstrations to monitor progress, assess risks, ensure adherence to timelines, and provide technical and managerial oversight.
- Collaborate with agency leadership, business unit managers, and technical teams to identify system needs, define project scope, and set priorities for IT initiatives.
- Monitor vendor performance and contract compliance related to IT development projects and initiate corrective actions as necessary.
- Track project and software spending and reconcile against the IT Budget.

Duty 5

General Summary:

Percentage: 10

Oversee the analysis, development, implementation, and evaluation of business process improvement initiatives across the division for IT initiatives. Leads efforts to identify inefficiencies, streamline operations, and implement Lean process improvement methodologies to enhance program effectiveness, service delivery, and operational performance. This role ensures that all process improvement initiatives align with the division's strategic goals and comply with applicable state policies, standards, and continuous improvement frameworks.

Individual tasks related to the duty:

- Serve as the division lead for all continuous improvement initiatives, ensuring alignment with strategic goals and continuous improvement objectives.
- Act as a subject matter expert and resource for conducting business process analysis, identifying inefficiencies, and developing data-driven solutions to improve program performance and operational effectiveness.
- Oversee the planning, coordination, and execution of continuous improvement activities, including stakeholder engagement, process mapping, root cause analysis, and solution design.
- Ensure the successful implementation of recommended process improvements, including post-implementation evaluation to assess effectiveness, measure outcomes, and identify opportunities for further enhancement.
- Coordinate with executive leadership and program managers to prioritize continuous improvement initiatives based on strategic objectives, resource availability, and operational needs.
- Promote a culture of continuous improvement throughout the division by encouraging staff participation and recognizing successful process innovations.

Duty 6

General Summary:

Percentage: 5

Other duties as assigned

Individual tasks related to the duty:

- Other duties assigned by Chief Technology Officer

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

Decisions regarding set system budget allocations, project prioritization and management, equipment deployment, and staff assignments. All MSHDA staff are affected by these decisions because automated systems and equipment are utilized across the entire agency.

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

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

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 primarily sedentary in a standard office environment with minimal physical effort, involving computer use, meetings, occasional walking, and infrequent light lifting of office or IT equipment. No regular exposure to hazardous conditions or strenuous activity.

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.

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
SCHOENHERR, MATT	DEPARTMENTAL SPECIALIST-2-FZN 13	GRIFFIN, MARNETA L	DEPARTMENTAL TECHNICIAN-A 10
HALL, CHRISTOPHER D	DEPARTMENTAL ANALYST-E P11	VACANT	DEPARTMENTAL SPECIALIST-2

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 Provide formal written counseling.
Y Approve leave requests.
Y Approve time and attendance.
Y Orally reprimand.

Y Assign work.
Y Approve work.
Y Review work.
Y Provide guidance on work methods.
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?

Serve as the Director of the IT Project and Support section. This position coordinates identification, prioritization, planning, delegating, managing, and tracking of all projects intended to implement automated systems related strategies at MSHDA. This position also oversees the modernization efforts of the IT Project and Support section using various software as well as Web Administration.

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

New position

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 administrative office services to staff of the Michigan State Housing Development Authority. This position serves as the Director of the IT Project and 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:

Extensive knowledge of project management principles and practices.

- Extensive knowledge of supervisory and training techniques.
- Ability to delegate tasks and projects to appropriate staff
- Effective oral and written communication skills.
- Problem identification and solving skills.
- Interpersonal skills required to deal with all levels of management.
- Thorough knowledge of staffing requirements as to type, number, and training necessary for the accomplishment of program goals.

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.

AMBER MARTIN

3/10/2026

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