

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

Position Code

1. STUDASTEO43R

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 ATY GNRL CENTRAL OFFICE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Environment & Government Operations Bureau
4. Civil Service Position Code Description Student Assistant-E	10. Division State Operations Division
5. Working Title (What the agency calls the position) Student Assistant	11. Section
6. Name and Position Code Description of Direct Supervisor Denys De Castilhos, State Administrative Manager 15	12. Unit
7. Name and Position Code Description of Second Level Supervisor Jennifer Jackson, Attorney Administrator-2	13. Work Location (City and Address)/Hours of Work Cadillac Place, 3030 W. Grand Blvd., Detroit, MI 48202 Various days and hours based on school schedule

14. General Summary of Function/Purpose of Position

Provide technical support for office activities within the Department of Attorney General. Tasks include troubleshooting hardware and software issues, assisting with internal communication systems, managing digital file organization, database entry and maintenance, and supporting the implementation of office technology solutions.

Candidates with knowledge in the following areas are preferred:

Students pursuing a degree in Information Technology or a related field.

System Administration: Basic knowledge of Office 365, file systems, and user permissions.

Database Management: Familiarity with relational databases (e.g., SQL, MySQL, MS SQL Server) and the ability to perform basic data queries.

Technical Support & Deployment: Experience with Microsoft Windows operating systems, installing software, and assisting with computer deployments and VPN setup.

Inventory Management: Experience in tracking and managing computer hardware inventory and stock.

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: 90

Provide technical support for office activities within the Department of Attorney General.

Individual tasks related to the duty:

Troubleshooting Hardware and Software Issues:

- Helping to diagnose and resolve common issues with office computers, printers, and other devices.
- Installing and configuring software applications, including updates and basic troubleshooting.
- Assisting with network connectivity issues and helping resolve email or communication software problems.
- Responding to help desk tickets and resolving straightforward issues or escalating more complex problems.

Conducting Inventory of Office Equipment, Data Drops, Phone Ports, VPN:

- Assisting with tracking IT equipment like computers, printers, and phones in inventory systems.
- Helping update inventory records for office data drops, phone ports, and checking that everything is properly connected.
- Ensuring that all office communication and network ports are functional and up to date.
- Assisting in ensuring VPN connections are correctly set up and used by employees when needed.

Database Maintenance:

- Assisting with setting up and managing user accounts for IT systems, ensuring proper permissions based on roles.
- Helping modify and disable accounts as needed while following security protocols.
- Monitoring for any unusual user activity and reporting any access or security concerns.
- Assisting with periodic audits to ensure proper user access and making necessary updates to maintain security.
- Entering and updating data in internal databases, ensuring accuracy and timeliness.
- Running simple queries to extract specific data for reports or other needs.

Supporting the Implementation of Office Technology Solutions:

- Helping with the setup of new office equipment such as computers, printers, and phones.
- Assisting with rolling out new software or systems, including basic data migration and helping train users.
- Providing feedback on how office technology is working and suggesting any improvements.
- Collaborating with the IT team to ensure the smooth implementation of new technology.

Duty 2

General Summary:

Percentage: 10

Other duties as assigned.

Individual tasks related to the duty:

Miscellaneous tasks as assigned by management.

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

N/A.

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

Decisions with customer impact. Changes in policy and procedures.

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.

In this role, the physical effort involves lifting, carrying, and setting up computers, printers, and other office equipment, which can require moderate physical exertion. This may include bending, lifting up to 30 pounds, and moving equipment between various office locations. The environmental conditions can include exposure to a variety of office settings, including temperature-controlled environments and areas with ongoing office construction or renovation, potentially involving some dust or noise.

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

N/A.

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

- | | | | |
|---|------------------------------------|---|-----------------------------------|
| N | Complete and sign service ratings. | N | Assign work. |
| N | Provide formal written counseling. | N | Approve work. |
| N | Approve leave requests. | N | 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?

Support activities of the Division

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 student in this position will be multi-tasked. The duties assigned and performed vary depending on the seasonal workload fluctuation. The student may also be asked to assist other duties as needed.

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

EDUCATION:

Current enrollment in high school, vocational or technical school, or post-secondary educational institution.

EXPERIENCE:

Student Assistant A

No specific type or amount is required.

KNOWLEDGE, SKILLS, AND ABILITIES:

Familiar with Microsoft Office applications. Ability to adapt to a fast-paced, constantly changing environment. Ability to work in a team setting and to meet strict deadlines based on business needs.

**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.

<hr/>	7/11/2022
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.

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Employee	Date