

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

Position Code

1. STDDADM1M82N

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 TECH, MGMT AND BUDGET - IT
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Center for Shared Solutions
4. Civil Service Position Code Description STATE ADMINISTRATIVE MANAGER-1	10. Division Client Service Center
5. Working Title (What the agency calls the position) Client Service Center Manager - SAM 15	11. Section
6. Name and Position Code Description of Direct Supervisor LAVERY, MICHAEL E; STATE DIVISION ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor CASEY, TONEY; SENIOR MANAGEMENT EXECUTIVE	13. Work Location (City and Address)/Hours of Work Operations Center, 7283 Parsons Dr. 1st Floor, Dimondale Mi. 48821 / 8:00am to 5:00pm Monday - Friday

14. General Summary of Function/Purpose of Position

Under the direction of the Director of the Client Service Center, this position is responsible for planning, organizing, and directing the work activities of the Incident Management and MiCJIN Helpdesk sections. This position will coordinate work by scheduling assignments and directing the work of subordinate staff. This includes the setting of priorities, development of tactical plans, and ensuring that quality help desk services are provided to the customers of the Department of Technology, Management and Budget to meet their business needs. This position will ensure that critical processes and procedures are effectively operationalized and deployed throughout the Client Service Center operations.

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

Plans, organizes, and directs the work activities of the Incident Management and MiCJIN Helpdesk sections.

Individual tasks related to the duty:

- Allocates staff resources so that units and functions are properly staffed and to assure that adequate staff resources are available to carry out assigned duties and address problems.
- Monitors staff resources and develops recommendations for increases or reductions in staffing.
- Establishes priorities for staff and ensures priorities are adhered to. Selects, trains and develops subordinate staff to provide effective customer services.
- Determines training requirements of staff and develops justifications and plans for providing the necessary training.
- Evaluates employee performance, counsel employees and take disciplinary action as required.
- Coordinates work by scheduling assignments and directing the work of the subordinate managers/supervisors.

Duty 2

General Summary:

Percentage: 30

Establishes and maintains tactical and operational objectives for the Client Service Center in alignment with the goals of the Center for Shared Solutions.

Individual tasks related to the duty:

- Establish and monitor program, objectives and process/procedures, determine objectives, target of service and resources allocations.
- Develops plans for achieving these goals and objectives.
- Communicates to staff these goals and objectives as well as the overall goals of the Center for Shared Solutions.
- Develop tracking and controlling mechanisms to ensure timely and appropriate completion of targeted activities.
- Monitors progress toward achieving these goals and objectives.
- Represents the Director in meetings with other state and public staff.

Duty 3

General Summary:

Percentage: 10

Establish and maintain methodologies to implement and support the Client Service Center services.

Individual tasks related to the duty:

- Maintain a thorough and ongoing knowledge and awareness of developments and industry trends relative to all areas of Help Desk Services.
- Develop budget recommendations for capital outlay, personnel services, equipment and materials.
- Establish, maintain and monitor consulting service contracts.
- Assist in the development of a service level agreement with the state departments and ensure the Client Service Center practices are aligned to meet the service level agreements.
- Develop and report on service level metrics.

Duty 4

General Summary:

Percentage: 5

Develop and maintain management reporting methodologies.

Individual tasks related to the duty:

- Provide management with status of current projects.
- Develops and directs the development of policies, procedures and standards for the Client Service Center.
- Insures that standards and policies are implemented and enforced.
- Insures that policies and standards are effectively communicated to state departments and DTMB.
- Evaluates problems and recommends long-term solutions within the overall goals for the Client Service Center.

Duties as outlined by the Director of the Client Service Center.

Duty 5

General Summary:**Percentage: 5**

Performs related work as assigned

Individual tasks related to the duty:

Duties as outlined by the Director of the Client Service Center.

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

This position will have decision making responsibility with regards to performance and operations of the Client Service Center. The decisions are relative to the means and methods by which the Client Service Center provides help desk services to meet the goals and objectives of the DTMB.

These decisions affect all program areas of state departments, Center for Shared Solutions, and DTMB.

If problems are not dealt with successfully, business needs are affected with varying impact.

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

Supervisor approval is required if decisions have widespread impact, particularly issues deviating from policies, procedures and the mission of the DTMB. Decisions regarding major project changes or those that have a significant 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.

This individual will need to sit and utilize a computer keyboard and have eye contact with the computer display for long periods of time each day. This job is performed in an office environment with the need to meet inflexible deadlines.

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>
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BOHR, BRIAN	DEPARTMENTAL ANALYST-E P11	SINGLETON, TERRANCE	INFO TECH MANAGER-3 14
BECKER, MICHAEL J	INFO TECH MANAGER-3 14	ISAACS, JANET G	INFO TECH MANAGER-3 14
COOK, MATTHEW A	INFO TECH MANAGER-3 14		
Additional Subordinates			

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

- | | |
|--|---|
| ☒ Complete and sign service ratings. | ☒ Assign work. |
| ☒ Provide formal written counseling. | ☒ Approve work. |
| ☒ Approve leave requests. | ☒ Review work. |
| ☒ Approve time and attendance. | ☒ Provide guidance on work methods. |
| ☒ Orally reprimand. | ☒ 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 is responsible for planning, organizing, and directing the work activities of the Incident Management and MiCJIN Helpdesk sections. This position will coordinate work by scheduling assignments and directing the work of subordinate staff. This includes the setting of priorities, development of tactical plans, and ensuring that quality help desk services are provided to the customers of the Department of Technology, Management and Budget to meet their business needs. This position will ensure that critical processes and procedures are effectively operationalized and deployed throughout the Client Service Center operations. Focus on major projects, initiatives or processes the ultimately determine the achievement of organizational goals.

Competencies:

Adaptability
Decision Making
Building Trust
Communication
Developing a Successful Team

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

The essential duties and tasks of this position have not changed, the update is to modify the terms of Service Desk to MiCJIN Helpdesk sections and to clean up the wording of the general summary of each duty.

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

The Center for Shared Solutions is responsible for the delivery and support of all file/print services, enterprise services (dhcp, DNS, WINS, proxy) desktop hardware, software and infrastructure to provide desktop computing services to the customers of the Department of Technology, Management and Budget. As the State Administrative Manager of the Client Service Center this position directs the staff of the Client Service Center in providing technical help desk services to the customers of the State and the Department of Technology Management and Budget.

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 the principles and techniques of management, supervision, communication, and organization. Skills and knowledge in the application of data processing systems analysis and techniques, problem/need identification and assessment, objective/goals definition, organization, planning, staffing, training, budgeting and reporting. Ability to analyze and appraise facts and precedents in making administrative decisions. Thorough knowledge of staffing requirements as to type, number and training necessary for the accomplishment of program goals. Knowledge of state government legal requirements, and privacy laws. Ability to maintain control of the environment in high-pressure situations. Communication skills needed to interact with agency's top management, both verbally and in writing. Knowledge of agency programs and policy objectives.

CERTIFICATES, LICENSES, REGISTRATIONS:

Employee in this position must meet all security requirements established by the various departmental data centers and the Department of Technology, Management and Budget. Employee may be subject to background investigations. Duties may involve use of personal vehicle.

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.

SHANITRA FLUELLEN

6/29/2026

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