

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

Position Code 1. STDDADM1O50N

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 eMichigan
5. Working Title (What the agency calls the position) State Administrative Manager 15	11. Section Content Management Services
6. Name and Position Code Description of Direct Supervisor JUSTICE, DANA M; STATE DIVISION ADMINISTRATOR	12. Unit Michigan.gov Support
7. Name and Position Code Description of Second Level Supervisor PAULEY, SUZANNE C; SENIOR MANAGEMENT EXECUTIVE	13. Work Location (City and Address)/Hours of Work Romney Building, 111 S. Capital Ave / 8:00am - 5:00pm Monday - Friday

14. General Summary of Function/Purpose of Position

This position will function as the administrative manager of the Michigan.gov Web Content Management System (WCMS) support team within the Department of Technology, Management & Budget – Center for Shared Solutions – eMichigan Bureau – Content Management Services Division. The WCMS platform is leveraged by all executive branch agencies to provide information to the public on Michigan.gov. This role serves as the system business owner, overseeing the technical team supporting the complex enterprise application and business team supporting the agency end users.

The manager is responsible for providing direction and control of functions and activities in the work area, including establishing priorities and allocating staff. The supervisory functions that this position manages include employee evaluation, counseling, selection, provision of technical and policy guidance and training of employees. This position requires the ability to work effectively in a cross-department, team atmosphere with an emphasis on customer service.

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: 60

Manage the activities of the DTMB staff and contractors to ensure effective and efficient operations.

Individual tasks related to the duty:

- Establishes and monitors program priorities, objectives, and procedures, determining area objectives, targets of service, and resource allocation needs.
- Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.
- Maintains records, prepares reports, and composes correspondence relative to the work.
- Select and assign staff ensuring equal opportunity employment opportunity in hiring and promotion.
- Provide policy guidance, performance expectations, and coaching to supervised employees.
- Conduct team and individual meetings with staff to discuss progress on assignments, performance management, and share project and organizational information.
- Evaluates and verifies employee performance through the review of completed work assignments and work techniques.
- Provide direction and support for employee development and cross training.

Duty 2

General Summary:

Percentage: 35

Provide overall direction and control of the functions and activities being performed in the work area.

Individual tasks related to the duty:

- Approve staff allocation to ensure adequate resources are available to carry out projects designated for the work area.
- Develop work priorities, establish time schedules, staff requirements, cost estimates, personnel needs and conduct interviews with management team in alignment with organizational strategic direction.
- Act as the liaison between top level management and customers.
- Ensure monthly billing activities are completed promptly.
- Ensure contractual deliverables are met.
- Responsible for continual improvements of business processes.
- Ensure technical guidance and support is available as needed.
- Ensure platform compliance with SOM & IT policies, standards, & procedures.
- Ensure platform compliance with state and federal laws & regulations.
- Maintain awareness of industry best practices and relevant technologies to ensure alignment.
- Establish and maintain strong business relationships with DTMB and agency partners.
- Participate in workgroups and advise on policies, standards, & procedures as needed.
- Present information related to team efforts to various audiences.
- Interact with technology vendors to understand their product functionality and impact to the State of Michigan's needs.

Duty 3

General Summary:

Percentage: 5

Other duties as assigned.

Individual tasks related to the duty:

- Special projects as defined by leadership.
- Other IT related tasks as requested by agencies.
- Other IT related projects as requested by DTMB.
- Representation of the State of Michigan as necessary.

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

Independent decisions include defining and directing corrective action to resolve problem areas; evaluating, analyzing, and troubleshooting problems for the departmental customers; evaluating the performance of employees; and setting and maintaining work area priorities.

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

Decisions requiring supervisory review include setting certain work priorities based upon overall departmental direction and activities of other departmental entities. Also, decisions having strategic technical implications, conflicts between technical directions or staff organizations and any other design or change having significant impact to department priorities and staff.

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.

Office type work-- standing, typing, filing, walking.

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>
ELLSWORTH BYELICH, JULIE A	INFO TECH MANAGER-3 14	STIFFLER, MICHELLE R	INFO TECH SPECIALIST-3 14
SOKOLOFF, LUKE	INFO TECH SPECIALIST-3 14	HUGHEY, SHAUN T	INFO TECH SPECIALIST-3 14
SECKELMAN, JOE D	INFO TECH PRGMR ANALYST-A 12	ERSKINE, DREW	INFO TECH PRGMR ANALYST-E P11
GRIGGS, GABRIEL M	INFO TECH PRGMR ANALYST-E P11		

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?

The essential duties for this position include but are not limited to directing and supervising staff, ensuring the overall direction and control of the functions and activities being performed in the work area, and serving as the system business owner of a complex critical enterprise application.

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 for the general summary to reflect the current Web Content Management System environment and team growth within eMichigan. More specific have also been added to duty to fit the Web Content Management System concept.

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

The eMichigan Web Development team serves as the central point for developing new enterprise websites; providing maintenance and support for existing enterprise websites; providing enterprise guidance on performance testing, and direction on standards for Michigan.gov websites. Additionally, this area is also responsible for the development of web and mobile applications.

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:

- Experience in supporting a complex enterprise application
- Knowledge of principles and techniques of management, supervision, communication, and organization
- Knowledge of system development methods used for the development of new systems and enhancements to existing information systems
- Ability to instruct, direct, evaluate employees and communicate with others, both verbally and in writing
- Ability to maintain control of the environment in high pressure situations
- Ability to work well with various individuals with differing client and team dynamics
- Experience in managing and coordinating activities of IT project teams
- Experience in communicating with non-technical customers and clients concerning technology initiatives and projects
- Knowledge of the operational and technical problems involved in the administration of a specialized program
- Ability to build positive working relationships with clients and IT development staff
- Ability and drive to research and analyze industry best practices and new technologies and concepts
- Ability to gather and analyze facts, draw conclusions, define problems, and suggest solutions.
- Ability to communicate technical terminology at a level appropriate to the audience
- Ability to prepare detailed written documentation
- Preferred knowledge and experience of IT Project Management including Agile Scrum process

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

Duties may involve the use of a 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.

N/A

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

SHANITRA FLUELLEN

9/17/2026

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