

**State of Michigan
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. STDDADM1Q26N

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 Michigan Public Safety Communications System
5. Working Title (What the agency calls the position) Network Communications & Operations Manager	11. Section System Engineering and Network Operations
6. Name and Position Code Description of Direct Supervisor STODDARD, BRADLEY A; STATE OFFICE ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor SWANSON, ERIC P; SENIOR DEPUTY DIRECTOR	13. Work Location (City and Address)/Hours of Work 7150 Harris Drive, Dimondale, MI 48821 / 8:00 a.m. – 5:00 p.m. – Monday through Friday

14. General Summary of Function/Purpose of Position

This position functions as an Administrative Manager for MPSCS and will provide administrative oversight of the Operations Section of the MPSCS. This involves organizing and guiding the activities and mission of the MPSCS as a whole with specific attention to the two like operational areas. Duties to include formulating and implementing policies and workflows that are efficient and logical. Coordinate work efforts that impact other areas of MPSCS and member agencies. Monitor budget tracking and planning for the section and ensure direction is aligned with the MPSCS mission. Meet with professional and member organizations as needed to tell the MPSCS story and identify any future operation challenges. Conduct weekly staff meetings to discuss operations and the status of ongoing programs and projects.

This position is responsible for the management of the IT Operations Unit and the Network Communications Center of the MPSCS. Both areas support the ongoing operations, maintenance, and enhancements to Michigan Public Safety Communications System (MPSCS) as well as other communication systems. Experience with 24x7 or shift-based operations, real-time decision-making under pressure, leadership of both technical and non-technical personnel, accountability and performance management, strong communication across multiple stakeholders, ability to prioritize and triage competing incidents and focus on mission continuity and system reliability.

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

Provide leadership and management oversight for the Network Communications Center within MPSCS. Formulate and implement policies as well as coordinate procedures and workflows to ensure efficiencies with the unit manager. Works effectively with peers in organization.

Individual tasks related to the duty:

- Oversees the day-to-day operations and health of the MPSCS.
- Provide leadership and operational direction of Network Communications Center.
- Escalation point for inquiries and complaints regarding MPSCS System Operations.
- Ensure unit manager develops workflow management, migration planning, and procedure development.
- Prioritize project initiatives both internal and external, including resource allocation.
- Oversee personnel selection, development, and evaluation for employees in these areas. This includes interviewing, hiring, training, productivity measurement development, performance evaluation, implementation of promotions and raises, establishment of goals and objectives, as well as development of talent.
- Advises MPSCS staff in the resolution of sensitive, complex, or precedent-setting situations; determines appropriate course of action; assigns responsibilities and monitors actions and responses.
- Reviews progress and activity reports, assesses effectiveness of MPSCS operations, and determines needs and areas for improvement.
- Ensures unit manager selects and assigns staff, ensuring equal employment opportunity in hiring and promotions, identifies staff development needs and ensures that training is obtained; ensures that proper labor relations and conditions of employment are maintained.
- Develops and analyzes operational reports to assess system performance, identify trends and areas for improvement, and provide organizational leadership with actionable data to support informed decision-making and strategic planning.
- Conducts meetings with managers and staff as required.
- Collaborates with organizational peers to identify, prioritize, and address staffing, budgetary, operational, and strategic initiatives that support organizational goals, operational effectiveness, and long-term sustainability.

Duty 2

General Summary:

Percentage: 40

Provide leadership and management oversight for the IT Operations Unit within MPSCS. Formulate and implement policies as well as coordinate procedures and workflows to ensure efficiencies with the unit manager.

Individual tasks related to the duty:

- Provide leadership and operational direction for the IT Operations Unit of Network Communications Center.
- Escalation point for inquiries and complaints regarding MPSCS IT Operations.
- Ensure unit manager develops workflow management, migration planning, and procedure development.
- Prioritize project initiatives both internal and external, including resource allocation.
- Oversee personnel selection, development, and evaluation for employees in these areas. This includes interviewing, hiring, training, productivity measurement development, performance evaluation, implementation of promotions and raises, establishment of goals and objectives, as well as development of talent.
- Advises MPSCS staff in the resolution of sensitive, complex, or precedent-setting situations; determines appropriate course of action; assigns responsibilities and monitors actions and responses.
- Reviews progress and activity reports, assesses effectiveness of MPSCS operations, and determines needs and areas for improvement.
- Develops, maintains, and annually reviews the MPSCS Security Plan to address both physical and cybersecurity initiatives, including documented policies, procedures, system patching processes, vulnerability identification and remediation efforts, and overall risk management strategies to ensure the security, resilience, and integrity of the system infrastructure.
- Ensures unit manager selects and assigns staff, ensuring equal employment opportunity in hiring and promotions, identifies staff development needs and ensures that training is obtained; ensures that proper labor relations and conditions of employment are maintained.
- Develops and analyzes operational reports to assess system performance, identify trends and areas for improvement, and provide organizational leadership with actionable data to support informed decision-making and strategic planning.
- Conducts meetings with managers and staff as required.

Duty 3

General Summary:

Percentage: 10

Other duties as assigned.

Individual tasks related to the duty:

- Other duties as assigned.

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

Approve changes and improvements to MPSCS network operations, ensuring communication is made to MPSCS staff, vendors, and customers of the MPSCS.

Takes day-to-day action, as necessary, dealing with personnel issues in the work group.

Coordinates expenditures with division budget personnel to meet the mission of the goals of the work group.

Resolves system problems within budget and personnel limitations.

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

Questions regarding change or clarification of department policies and goals.

Decision that will set department precedent or that creates a new impact on other division within the department.

Requests from local government for special considerations or major changes that will set precedents for future operations.

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 position functions in the office environment and has regular visits to local governments across the state.

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>
DRAZKOWSKI, JOSHUA J	DEPARTMENTAL MANAGER-3 14	IYER, PRITAM V	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):

- | | |
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| ☒ 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 functions as a Administrative Manager to the MPSCS. This position provides leadership and management oversight for the day-to-day network operations of the MPSCS.

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

Reorganization of the work area to include the oversight of the IT Operations Unit.

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

This area has the overall responsibility for the engineering function of MPSCS and the management of the Network Communications Center (NCC). This includes managing the operational and functional activities of MPSCS, and other state-owned radio systems. This area must know MPSCS is responsible for all public safety radio and communication operations for the State of Michigan and participating tribal, federal, and local public safety agencies throughout the state. This position must directly interface with all sections within the Division, other departments within state government (particularly MSP, MDNR, MDOT and MDOC), and participating tribal, federal, and local public safety agencies to ensure that MPSCS network operations meet or exceed expectations

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 federal, state and local relationships that impact the operations of the MPSCS.
- Thorough knowledge of the principles and techniques of administrative management including organization, planning, staffing, training, budgeting and reporting.
- Ability to plan, direct, and coordinate program and administrative activities of a complex, interrelated, and interdependent nature, where unknown and numerous contingency factors are involved.
- Ability to formulate policies and procedures based on information of a conceptual nature from varied and complex resources.
- Ability to establish and maintain effective relationships with governmental officials, private industry officials, professional personnel, and others.
- Knowledge in strategic direction development of staff and operations effectiveness. Skilled in 24x7 operational support with ability to understand unique agency requirements.
- Experience with 24x7 or shift-based operations, real-time decision-making under pressure, leadership of both technical and non-technical personnel, accountability and performance management, strong communication across multiple stakeholders, ability to prioritize and triage competing incidents and focus on mission continuity and system reliability.

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.

None

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

SHANITRA FLUELLEN

Appointing Authority

6/26/2026

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