

## 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 LICENSING AND REGULATORY AFF
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Public Service Commission
4. Civil Service Position Code Description Student Assistant-E	10. Division Administrative Services
5. Working Title (What the agency calls the position) Student Assistant	11. Section
6. Name and Position Code Description of Direct Supervisor TIDWELL, CHARLES; DEPARTMENTAL SPECIALIST-2	12. Unit
7. Name and Position Code Description of Second Level Supervisor HANNUM, ANDREW J; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 7109 W. Saginaw Hwy, Lansing, MI 48917      Remote work available / 8 am – 5 pm, M-F

14. General Summary of Function/Purpose of Position

This position reviews and ensures that documents posted to MPSC's public websites and documents on its internal SharePoint site meet accessibility requirements such as the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA and other Department policies. This position conducts accessibility reviews and remediation on MPSC's existing public documents. This position reviews training materials, such as guidance documents and other digital resources, to assist staff with meeting the WCAG 2.1 guidelines. Supports division staff with updating documents to be compliant as needed, either by providing guidance or making the necessary changes, and uploading compliant documents to Sitecore. This position works closely with the department's web administrator, web team, and Administrative Services division.

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:** 70

Assist the digital operations specialist.

**Individual tasks related to the duty:**

- Assist the digital operations specialist overseeing the development, implementation, maintenance, daily operations, long-term planning, and evaluation of MPSC's intranet and internet sites.
- Assist the digital operations specialist with technical activities as it relates to the development and implementation of meeting Web Content Accessibility Guidelines (WCAG) 2.1 AA the required standard for government entities.
- Assist in ensuring content, layout, design and presentation information on MPSC internet sites meets the agencies and state's policies and guidelines.
- Use Adobe Acrobat Pro and Microsoft Office to remediate document accessibility issues.
- Use a variety of software and web tools to identify and evaluate accessibility issues as well as the efficacy of remediation attempts. These tools may include PDF Accessibility Checker (PAC), Adobe Acrobat's Accessibility Checker, features built into Microsoft Office, online resources, as well as screen reading tools.
- Assist in supporting content accessibility/ADA compliance on departmental websites. Provide document remediation support for MPSC staff.
- Learn and provide support in division specific software.
- Assist in the creation of materials to document and track MPSC's accessibility remediation efforts.
- Research and assist in implementation of process improvements for MPSC's accessibility remediation efforts.

**Duty 2**

**General Summary:**

**Percentage:** 30

General program area support.

**Individual tasks related to the duty:**

- Assist IT team with processes and procedures for Administrative Services Commission Meeting requirements.
- Work projects given out periodically by Division Director.
- Prepare materials for meetings.
- Take, draft, distribute, and file meeting minutes/notes.
- Assist in scheduling, inviting and arranging meetings.

Traveling onsite to troubleshoot technology items.

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

Prioritizing daily work assignments and determining ADA standards are met.

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

Resolving priority related issues. Complex decisions or interpretations affecting overall approach to accessibility.

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.

The position is office/desk oriented. There are periods of time when extensive computer usage is required. Work can be stressful due to multiple priorities and importance of timely completion.

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**

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?**

Assist the digital operations specialist with technical activities as it relates to the development and implementation of meeting ADA requirements for MPSC's online content.

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

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

The Administrative Services Division has oversight responsibilities for all matters of security, purchasing, building maintenance, logistics and technical support for all PSC. In addition, the Administrative Services Division is responsible for human resources, grants and contracts for all PSC.

This position is responsible for providing support to the digital operations specialist and all of Administrative Services while ensuring goals of the strategic plan are maintained and implemented.

**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:**

No specific type or amount is required.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Good written and verbal communication.
- Ability to research, design and implement web site enhancement strategies.
- Ability to follow oral and written instructions.
- Ability to work closely with various levels of staff and customers.
- Knowledge of typical office software programs.
- Working knowledge in assistive technology (e.g. JAWS, NVDA, etc.), how individuals with disabilities access digital content, and testing content with assistive technology for accessibility issues.
- Ability to work independently while utilizing existing resources and self-motivated to conduct research if needed.
- Strong understanding of relevant laws, regulations, and compliance requirements for state government, including the Americans with Disabilities Act (ADA) and Web Content Accessibility Guidelines 2.1 (WCAG).

**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.***

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Supervisor

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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.*

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Appointing Authority

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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

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Date