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| **State of MichiganCivil Service Commission** |

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| **Position Code** |

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

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| **POSITION DESCRIPTION** |

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| 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. |

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| **2. Employee's Name (Last, First, M.I.)** | **8. Department/Agency** |
| VACANT | TECH, MGMT AND BUDGET - MB |
| **3. Employee Identification Number** | **9. Bureau (Institution, Board, or Commission)** |
|  | State Budget Office |
| **4. Civil Service Position Code Description** | **10. Division** |
| Student Assistant-E | SIGMA |
| **5. Working Title (What the agency calls the position)** | **11. Section** |
| Student Assistant | End User Support |
| **6. Name and Position Code Description of Direct Supervisor** | **12. Unit** |
| Mikulec, Allison ; SENIOR POLICY EXECUTIVE 18 |  |
| **7. Name and Position Code Description of Second Level Supervisor** | **13. Work Location (City and Address)/Hours of Work** |
| SCHWARTZ, RUTH; SENIOR DEPUTY DIRECTOR | Victor Bldg., Lansing MI – Hybrid (partial remote) work scheduleMonday thru Friday 8 a.m. - 5 p.m. (Hours may vary)  |

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| **14. General Summary of Function/Purpose of Position** |

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| The student assistant will assist the SIGMA End User Support (EUS) office supporting the Training Section, Help Desk, Security Configuration and Security Monitoring sections.  The student assistant will assist with scheduling training classes and other duties within the State of Michigan Learning Center, assisting and processing information from customers, and performing tasks supporting Security Configuration and Security Monitoring sections.   |

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| **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.** |

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| **Duty 1** |
| **General Summary:** | **Percentage:** | 25 |
| Assist the SIGMA Training Manager with support activities |
| **Individual tasks related to the duty:** |  |  |
| * Assist in maintaining SIGMA training sessions in the State of Michigan Learning Center
* Monitor the SIGMA Training mailbox
* Compile training reports, generate tables and charts using Microsoft Office
* Conducts research and analysis of various topics, as required
* Assist with documenting decisions, issues, and procedures
* Update Training Manuals
 |
| **Duty 2** |
| **General Summary:** | **Percentage:** | **25** |
| Assist the SIGMA Help Desk Manager with support activities.  |
| **Individual tasks related to the duty:** |  |  |
| * Process information from end users
* Review vendor provided documentation
* Maintain helpdesk documentation
* Distribute information to helpdesk staff
* Sort and distribute mail
* Assist with documenting decisions, issues, and procedures
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| **Duty 3** |
| **General Summary:** | **Percentage:** | **25** |
| Assist the SIGMA Security Configuration Manager with support activities.  |
| **Individual tasks related to the duty:** |  |  |
| * Assist with processing end user security
* Assist with research and analysis related to security configurations
* Assist in Tier 1 security configuration questions
* Assist with documenting decisions, issues, and procedures
* Special projects as assigned.

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* Assist with research and analysis related to security monitoring
* Assist in Tier 1 security monitoring questions
* Assist with documenting decisions, issues, and procedures
* Special projects as assigned.
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| **16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.**  |

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| None. |

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

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| This position will function as an assistant, so unless otherwise noted, the supervisor/professionals in the work area will make decisions relating to work output. |

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| **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.** |

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| This position will be a hybrid work environment with time spent at a home office and victor center, meetings may occur in different locations.  May require walking to these offices. |

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| **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.** |

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| **Additional Subordinates** |

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| **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. |

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| Assign work. |

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| Provide formal written counseling. |

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| Approve work. |

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| Approve leave requests. |

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| Review work. |

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| Approve time and attendance. |

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| Provide guidance on work methods. |

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| Orally reprimand. |

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| Train employees in the work. |

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| **22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?** |

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| **23. What are the essential functions of this position?** |

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| Assist SIGMA Operations and Support End User Support Training section.  The student assistant will assist with maintaining SIGMA training sessions in the State of Michigan Learning Center, research and analysis activities, assist with development and distribution of information to internal and external audiences as needed to maintain and operate SIGMA.  The student assistant will also assist with other administrative tasks to support the EUS Help Desk, Security Configuration and Security Monitoring sections. |

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

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| No changes since last reviewed. |

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

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| SIGMA Operations & Support is charged with the maintenance, operation, enhancement, and future direction of SIGMA.  This position will be in a supportive role assisting team members in performing the necessary tasks to accomplish the organizations goals and objectives.  |

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

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| **EDUCATION:** |

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

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| **EXPERIENCE:** |

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| **Student Assistant A**No specific type or amount is required. |

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| **KNOWLEDGE, SKILLS, AND ABILITIES:** |

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| * Ability to conduct research and analysis as well as communicate with others orally and in writing.
* Ability to use a computer with knowledge of MS Office software.
* Ability to maintain favorable relations with team members.
* Some knowledge of general business software.
* Ability to work independently.
* Ability to communicate effectively.
* Ability to follow, apply, interpret, and explain instructions and/or guidelines.
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| **CERTIFICATES, LICENSES, REGISTRATIONS:** |

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| Duties may involve the use of a personal vehicle. |

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| ***NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.*** |

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| ***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** |

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| **TO BE FILLED OUT BY APPOINTING AUTHORITY** |

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| **Indicate any exceptions or additions to the statements of employee or supervisors.** |

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

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| **Appointing Authority** |

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| ***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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