

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

<b>Position Code</b> 1. DEPTALTAY82N
---

## 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.	
<b>2. Employee's Name (Last, First, M.I.)</b>	<b>8. Department/Agency</b> STATE POLICE
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Information and Technology
<b>4. Civil Service Position Code Description</b> DEPARTMENTAL ANALYST-A	<b>10. Division</b> Criminal Justice Information Center
<b>5. Working Title (What the agency calls the position)</b> Departmental Analyst 12	<b>11. Section</b> Incident Section
<b>6. Name and Position Code Description of Direct Supervisor</b> STOKES, DAVID E; STATE POLICE LIEUTENANT	<b>12. Unit</b> e-Applications Unit
<b>7. Name and Position Code Description of Second Level Supervisor</b> HUNT, ROGER; STATE POLICE FIRST LIEUTENANT	<b>13. Work Location (City and Address)/Hours of Work</b> 7150 Harris Dr.; Dimondale, MI 48821 / Monday - Friday, 8:00AM – 4:00PM
<b>14. General Summary of Function/Purpose of Position</b>  This position is the recognized resource, and subject matter expert, responsible for the continued development and testing of the eDaily system. This position also ensures the integrity of the data through the analysis of source data, development of specifications, testing stories, and error resolution. This staff member works with identified Project Development Leads on project activities as it relates to priorities, timelines, and objectives, facilitates meetings and discussions both internally and with contractors, for issues directly related to the eDaily system. Coordinates work activities for other section staff as it relates to eDaily integration with other eApplications systems. Provide backup assistance for all eApplication systems. This position must function in a bias free manner.	

**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: 55**

Serve as the subject matter expert and technical liaison for the State of Michigan's eDaily system. Maintain responsibility for initiating the development criteria and technical specifications for changes to the eDaily system. Assure program accuracy and completeness by development and detailed analysis of software design and specification plans. Review program documentation on a continual basis and make recommendations for program improvements.

**Individual tasks related to the duty:**

- Develop program specifications for software development, enhancements, and/or modifications.
- Serve as the technical liaison to the Michigan State Police, Department of Management and Technology, and vendors regarding the on-going development of eDaily system.
- Analyze and determine appropriate courses of action for technology development plans and assess impact of technology initiatives and make recommendations for transition requirements and changing business needs.
- Be the established point of contact for coordinating with MSP posts for piloting of software enhancement and/or modifications.
- Design criteria-based reporting structure and automated reports for use by MSP executive and field staff.
- Identify and communicate changes and/or enhancements to improve the eDaily system.
- Develop user tools such as help files, manuals, updates, code structures, etc.
- Analyze on-going program operations and develop modifications of policies and procedures to achieve greater efficiency and effectiveness (quality control) as it relates to the eDaily system.
- Act as the technical liaison with MSP field staff and contractor/programmers to ensure programs are correctly interfaced to other eApplications by analyzing errors received by users.
- Act as the primary technical support to users by troubleshooting issues by phone and email. Utilize contractor's helpdesk portal to communicate and track issues as they progress through various stages of resolution.
- Monitor and update procedures and instructions for management of eDaily data.

**Duty 2**

**General Summary:**

**Percentage: 25**

Oversee the implementation and testing of each version release. Assure program quality, accuracy and completeness by developing testing criteria, detailed testing plans, and a means to record the results. Act as liaison to contractors, pilot posts, and statewide posts to coordinate testing and deployment which affect all users of the system. Conduct initial testing and evaluation of prototypes and production models of eDaily enhancements. Maintain responsibility for edits, technical specifications, and executively mandated changes.

**Individual tasks related to the duty:**

- Using subject matter expertise, develop internal testing standards, plans, and records according to MSP specifications for any and all changes made to the eDaily system.
- Serve as the lead worker in conducting initial/final testing, record results and report identified problems prior to field testing or production release.
- Be primary point of contact to coordinate and devise a means for field testing to occur. Provide test records and record testing results.
- Oversee testing of each version release.
- Assess impact of changes to business practices and assist command personnel with transition needs.
- Troubleshoot problems and recommend solutions when testing data.
- Assist project managers with schedule development for initial deployment and subsequent version releases.
- Assure all stakeholders are satisfied and oversee signing of performance acceptance for any upgrade or release.
- Identify and initiate ways to improve data captured through monitoring of data, addition of edits, and training.
- Proactively evaluate potential impacts of version releases and assist project managers with deployment planning accordingly.
- Represent the division at meetings making presentations on program modifications as requested.

**Duty 3**

**General Summary:**

**Percentage: 10**

Serve as recognized resource for providing analysis and recommendations for updating programs interfaced with eDaily system (i.e. internal dashboards, eCitation, eCrash, and eAICS). Oversee system maintenance activities. Work with management to resolve related work problems.

**Individual tasks related to the duty:**

- Perform assessments of interfaced program data and how it affects or relates to the eDaily system.
- Meet periodically with stakeholders to assure system acceptability.
- Work with stakeholders to find effective and efficient solutions to interface problems

- Analyze specifications received from stakeholders for enhancements/modifications, determine impact to system and develop specifications.
- Identify project development priorities and communicate these priorities and timelines to other staff and assign work tasks to accomplish such.
- Identify project objectives through analyzing business requirements and develop plans to accomplish those objectives.
- Coordinate and guide project staff resources to accomplish project objectives.
- Review work from unit staff prior to submitting to contractor for programming and implementation.
- Provide training to new staff, both permanent and temporary, through hands-on training, manuals, web resources, etc.
- Assist project managers regarding field testing processes.
- Facilitate/lead meetings and discussions, both internally and externally, to address issues, brainstorm, and communicate business needs.
- Work with contractors and vendors to ensure system maintenance is in compliance with all policies and regulations.
- Produce statistical reports for better analysis in determining agency program issues.

**Duty 4**

**General Summary:**

**Percentage: 5**

Assist with the coordination of training and conduct on-site or web developed training sessions to law enforcement personnel and provide technical support for all other eApplications (eAICS, eCrash, and eCitation)

**Individual tasks related to the duty:**

- Work with section staff to develop specific training based on newly implemented upgrades or enhancements.
- Provide training sessions, workshops, conferences, and seminars to field members on the proper use of the eDaily.
- Assist with the creation of training tools such as instruction manuals, videos, and PowerPoint presentations, based on expertise of the system.
- Establish, and monitor, tracking reports to assist in the resolving missing data and follow up with the field when necessary.
- Conduct on-site visits to law enforcement agencies for demonstrations and hands-on training.
- Provide technical support for all other eApplications (eAICS, eCitation, and eCrash)
- Independently provide analysis and testing of other applications within the section's charge.
- Provide help desk support.

**Duty 5**

**General Summary:**

**Percentage: 5**

Other duties assigned.

**Individual tasks related to the duty:**

- Perform special analysis and create reports.
- Serve on committees and attend meetings as needed.
- Provide assistance and support to other section personnel.
- Provide helpdesk support.
- 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.**

Decisions regarding the development, planning, and implementing of software, setting system standards, reporting information to the Federal government, and maintaining program data for system analysis. Decisions and professional analysis made by this position will affect all users, which include this department and many other criminal justice agencies in Michigan. This position is also responsible for decisions required for end user performance requirements.

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

Decisions that have a political or fiscal impact. Implementation of new initiatives. Policy issues, when existing policies or procedures are vague or nonexistent.

**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.**

At times requires the lifting, loading, packing/unpacking of personal computer and audio-visual equipment. Also involves long periods of confined sitting in front of a computer terminal. Meetings and training will require the ability to travel.

**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?**

This position is the recognized resource, and subject matter expert, responsible for the continued development and testing of the eDaily system. This position also ensures the integrity of the data through the analysis of source data, development of specifications, testing stories, and error resolution. This staff member works with identified Project Development Leads on project activities as it relates to priorities, timelines, and objectives, facilitates meetings and discussions both internally and with contractors, for issues directly related to the eDaily system. Coordinates work activities for other section staff as it relates to eDaily integration with other eApplications systems. Provide backup assistance for all eApplication systems.

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

None.

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

The Enforcement Records Unit is responsible for the maintenance of the current Michigan State Police records management system – eDaily and the development of enhancements of that RMS system as well as the development and maintenance of eApps. This position is the subject matter expert and recognized resource for development and testing of the eApps systems. This position is also the primary technical liaison with the contractors for development of all eApp systems.

**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:**

Three years of professional experience, including one year of experience equivalent to the experienced (P11) level in state service.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of project management concepts and the ability to guide project activities and resources is critical for this position.

**CERTIFICATES, LICENSES,  
REGISTRATIONS:**

**Selective Position Requirement:**

The employee occupying this position must have a demonstrated absence of a criminal history record in Michigan or in any other state.

*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.*

JENNIFER GRAY

1/11/2023

\_\_\_\_\_  
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