State of Michigan
Civil Service Commission

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

Position Code
1. DEPTALTE

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** MDHHS-DPT OF HUMAN SVC CNTL OF
3. Employee Identification Number	**9. Bureau (Institution, Board, or Commission)** FOA
4. Civil Service Position Code Description Departmental Analyst-E	**10. Division** OWDT
5. Working Title (What the agency calls the position) Data and Technical Training Analyst (Child Welfare and Adult Services)	**11. Section** Administration Unit
6. Name and Position Code Description of Direct Supervisor BAKER-MAY, SABRENAH L; DEPARTMENTAL MANAGER-2	**12. Unit** Administration Unit
7. Name and Position Code Description of Second Level Supervisor SCHNEIDER, LAURA A; STATE ADMINISTRATIVE MANAGER-1	**13. Work Location (City and Address)/Hours of Work** 3040 W GRAND BLVD; DETROIT, MI 48202 / T – F 7 am – 5:30 pm

14. General Summary of Function/Purpose of Position

This position will function as a Data and technical training analyst for the Office of Workforce Development and Training (OWDT) to create reports on training data for the Child Welfare and Adult Services trainings using the learning management system (LMS). This position will be responsible for creating classes, monitoring enrollment and verifying eligibility for classes. Position assists in the development of data delivery for OWDT as well as handles internal and external requests for Child Welfare and Adult Services staff.

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**

This position will create reports on training data from the Child Welfare and Adult Services trainings in the learning management system (LMS).

Individual tasks related to the duty:

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    - Identifies and resolves issues associated with the learning management system.
    - Responds to requests for training data.
    - Identifies potential problem areas in data collected.
    - Maintains expertise on all pertinent electronic data resources.
    - Creates courses and classes, verifies eligibility, handles wait lists and maintains completion status for students.
    - Loads online training modules onto the LMS and works through any technical issues that may arise.
    - Creates evaluations and provides knowledge to OWDT management in system functionality on streamlined processes for use.

Duty 2

General Summary: **Percentage:** **25**

Assist with vendor programmers and DTMB and provides direction and remedy for statewide customer support to Child Welfare and Adult Services LMS users.

Individual tasks related to the duty:

- Assist vendor programmers regarding the design and maintenance of LMS.
- Assists DTMB in ensuring accurate data is input into the LMS.
- Responds to questions, problems and requests for changes from staff and other users and makes decisions on how to prioritize task list.
- Researches issues, problems and questions from statewide LMS, answers the help desk, documents and resolves problems, and identifies training needs.
- Prepares and develops internal job aids and submits service requests to the vendor as needed.
- Responsible for recommendations and decisions related to approval of LMS enhancements and design issues.
- Provides testing for system enhancements, bugs and fixes.

Duty 3

General Summary: **Percentage:** **15**

Provides technical online and classroom training.

Individual tasks related to the duty:

- Based on trends, identifies training needs and users who would benefit from training.
- Schedules webinars as requested and notifies users of training dates and registration options.
- Conducts webinar and classroom training.
- Conducts individual and one-on one training when needed.
- Develops train the trainer package for offices to do basic training of new staff.
- Provide alternatives to classroom training to maximize training utilization in remote parts of the state.

Duty 4

General Summary: **Percentage:** 5

Other duties as assigned.

Individual tasks related to the duty:

- Serves on committees or work groups, develops, conducts and/or participates on various projects and initiatives

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

Position is authorized to make decisions related to data collection and analysis requests form statewide users. The analyst makes decisions based on resource availability and applicable guidelines.

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

Decisions that may require policy, programmatic or administrative direction. Or when the issue is delicate and may have political ramifications.

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 a normal office environment which may include sitting, standing, bending and extended periods of computer work. Some travel required.

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 will function as a Data and technical training analyst for the Office of Workforce Development and Training (OWDT) to create reports on training data for the Child Welfare and Adult Services trainings using the learning management system (LMS). This position will be responsible for creating classes, monitoring enrollment and verifying eligibility for classes. Position assists in the development of data delivery for OWDT as well as handles internal and external requests for Child Welfare and Adult Services staff.

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

Position will be downgraded for recruitment purposes

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

This position functions as the technical assistant and data analyst for OWDT. This position is responsible for communicating with the LMS vendor programmers to assure our system is working correctly and efficiently. This position must educate OWDT staff about the proper use of the LMS as well as educate external users on its functions and usability. The position is crucial for OWDT to assist in registration, confirmation, implementation, monitoring and tracking of training. The data reports generated by this position are essential to the overall goal for DHHS to meet federal, state and other requirements as they arise.

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:

Departmental Analyst 9
No specific type or amount is required.

Departmental Analyst 10
One year of professional experience.

Departmental Analyst P11
Two years of professional experience, including one year of experience equivalent to the intermediate (10) level in state service.

KNOWLEDGE, SKILLS, AND ABILITIES:

As required by Civil Service Job Specification

CERTIFICATES, LICENSES, REGISTRATIONS:

n/a

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.

NA

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

SHANIKA DENNIS	5/14/2019
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**