CS-214
Rev 11/2013

Position Code
1.

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

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete this form 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
	Environment, Great Lakes, and Energy
3.Employee Identification Number	**9.Bureau (Institution, Board, or Commission)**
4.Civil Service Position Code Description	**10.Division**
Departmental Analyst A-12	Air Quality
5.Working Title (What the agency calls the position)	**11.Section**
Department Analyst 12 - IT Liaison	Administration
6.Name and Position Code Description of Direct Supervisor	**12.Unit**
Jennifer Kang, State Administrative Manager 15	
7.Name and Position Code Description of Second Level Supervisor	**13.Work Location (City and Address)/Hours of Work**
Annette Switzer, Senior Management Executive 19	Deborah A. Stabenow Bldg , 525 W. Allegan St, Lansing, MI 40 hours per week; Monday-Friday: 8 am to 5 pm

14. General Summary of Function/Purpose of Position

This position functions as the recognized resource analyzing and providing security, hardware and software needs, and purchasing of all Information Technology (IT) solutions for the programs of the Air Quality Division (AQD). This position is a leadership position that requires making decisions related to complex issues. It researches, tracks, and analyzes business processes to maximize the effective use of resources that are necessary to maintain day-to-day operations. The position is also responsible for system migrations that include identifying applications and testers for upgrades that include quality assurance and break fixes. This position works closely with the Michigan Department of Technology, Management and Budget (DTMB) Project Managers, Environment, Great Lakes, and Energy (EGLE) Technology Section IT Specialists, serves as the DTMB IT liaison, and is the AQD IT Security Administrator. This position is the primary point of contact for all AQD staff for IT needs and is responsible for researching and analyzing issues related to individual hardware or software problems, installs, set up, etc., and directing staff to the DTMB help desk or remedy system as needed. Additionally, this position is the AQD liaison for Vehicle and Travel Services.

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 of Duty 1 % of Time70

Serve as the recognized resource within the AQD for all IT needs.

Individual tasks related to the duty.

- Serve as the organizational liaison and recognized resource for IT operational needs and processes, compliance issues, and reporting requirements for approximately 200 staff with the AQD.
- As the sole IT Liaison for the AQD, responsible for ensuring all IT needs are met including making recommendations on new development, infrastructure, maintenance, procurement, vendor contracting and payment, hardware/software refresh, and emerging technology adoption.
- Evaluate and coordinate all AQD IT needs and recommend solutions by researching current, best available IT products, and guiding staff toward resource purchases that will meet individual program needs. Ensure management is aware of evolving IT issues that may require changes to existing protocols, as well as offering informed opinions on implementation or resolution.
- Assist all AQD staff in resolving complex problems related to IT issues.
- Serve as the primary point of contact for the AQD with DTMB related to IT in the areas of mass software pushes/upgrades, maintenance of proper IT security for AQD staff, and IT purchasing.
- Verify projected purchases are within available budget by consulting with Budget Liaison.
- Communicate IT needs, issues, and policies/procedures to AQD executive, administrative management, and staff. Recommend new IT related procedures to meet changing IT demands to achieve greater efficiency and effectiveness.
- Evaluate, and/or modify development requests for IT work requests and track the requests as needed.
- Research specifications for non-standard equipment needs and requests. Initiate non-standard requests with DTMB and track for proper authorizations prior to initiating non-standard orders.
- Complete hardware and software purchase requests in the SIGMA system, align requests with RADAR submittals for computer hardware and software deployment.
- Evaluate and recommend approval/rejection of IT system maintenance requests.
- Manage the refresh of all IT equipment including the tracking of inventory and modification of equipment for lab use.
- Coordinate, perform analysis, and evaluate AQD annual and long-term IT needs as well as lifecycles of software and hardware.
- Process salvage requests to dispose of obsolete or unused IT equipment.
- Work with the DTMB liaison as the responsible person for computer salvage.
- Responsible for audit compliance and audit follow up related to IT this includes maintaining the Integrated Asset Management Solution which also includes the physical (non DTMB supported) and other non-assigned equipment.
- Provide guidance to AQD employees regarding IT operational needs and processes, compliance issues, and reporting requirements.
- Troubleshoot and address individual employee IT operating issues. Instruct employee on how to contact DTMB helpdesk if solution is not apparent or needs specialized authority or expertise.
- As service end dates for computers approach, ensure the analysis of new equipment offered meets the needs of AQD staff. Gather computer related equipment and prepare the necessary paperwork to be sent to DTMB for salvage.
- Represent AQD at the EGLE Information Technology Operations Committee meetings.
- Represent AQD at new IT application roll-out meetings with DTMB and EGLE Technology Section.
- Ensure that conference rooms and T.V. monitors are working properly and maintaining WIFI connectivity.

Duty 2

General Summary of Duty 2 % of Time15

Serve as the IT resource within AQD for Security Administration functions.

Individual tasks related to the duty.

- Serve as the division's IT Security Administrator.
- Oversee on-boarding and off-boarding process for division staff assuring appropriate IT security levels are established. Make changes to staff network accounts as necessary.
- Assure departed employees have IT security deleted, including proper notification to DTMB and in accordance with current litigation hold policies.
- Working with DTMB O/A to ensure that the proper security levels are understood and implemented for new software.
- Acts as AQD's contact with the Quality-of-Life Security Officer when there are security violations or when a new process is implemented.
- Maintain knowledge of current IT security including Vignette, SharePoint, and Records Manager and other systems that protect the integrity of electronic devices.

Duty 3

General Summary of Duty 3 % of Time10

Serve as the AQD's recognized resource and liaison for Vehicle & Travel Services (VTS).

Individual tasks related to the duty.

- Function as the recognized resource for AQD regarding VTS policy and procedures. Provide management and staff with policy interpretation.
- Maintain and reconcile the mileage for AQD-assigned vehicles on a monthly basis. Prepare monthly reports to be used by management for budget purposes.
- Determine the most cost-efficient means of vehicle travel to be used in determining whether to lease or use a DTMB pool vehicle.
- Responsible for doing operation cost analyses to determine the best choice of vehicle which meets staff's needs and stays within operating cost range.
- Complete annual orders for replacement vehicle leases or purchases.
- Keep complete, well-determined records for internal and external audit purposes.

Duty 4

General Summary of Duty 4 % of Time5

Complete assignments and special projects assigned by the Section Manager, Assistant Division Director, or Division Director.

Individual tasks related to the duty.

- Analyze and research technologies for AQD staff using tools available from DTMB and outside sources.
- Other duties as assigned by the Section Manager, Assistant Division Director, or Division Director.

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

Analyze and determine IT equipment and materials needs, initiate IT requests, and security levels. This position makes decisions on behalf of the AQD for issues and concerns that arise as a result of DTMB liaison activities that include migrations and software updates. This position also represents the AQD on department committees and work groups that determine standards and policy for the department and decisions affect the programs and staff of the AQD.

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

Supervisory input, guidance, and approval are required for issues that require development of new procedures or are strategically sensitive. Seek guidance when new situations exceed delegated authority. Issues that are highly sensitive in nature or controversial are to be referred to the supervisor as are interpretation of legislative acts and when a decision has the potential to set a precedent.

18. What kind of physical effort is used to perform this job? What environmental conditions is this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

This is a standard office position. Long periods of sitting and working at a computer are required. The position requires the ability to handle light filing, communicate with individuals through a variety of mediums including phone, e-mail, and face to face meetings. Some lifting of IT equipment is required. Standing, sitting, stooping, kneeling, reaching, walking, bending, phone usage, stress, deadlines, and pressure – on a daily basis.

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. (If more than 10, list only classification titles and the number of employees in each classification.)

NAME	CLASS TITLE	NAME	CLASS TITLE
N/A			

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

___Complete and sign service ratings.
___Provide formal written counseling.
___Approve leave requests.
___Approve time and attendance.
___Orally reprimand.
___Assign work.
___Approve work.
___Review work.
___Provide guidance on work methods.
___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 the recognized resource for the division's IT needs, providing hardware and software for the complex and diverse business and program needs of the AQD staff. The position represents the AQD in various IT related committees within the EGLE. This position researches, tracks, and analyzes IT business needs related to AQD programs, budgeting, purchasing, and IT inventory.

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

No changes

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

This position is part of the Administration Section of the AQD that provides administrative support to the various AQD programs, field offices, and management. This position provides hardware and software for the business processing needs of the AQD and represents the AQD regarding IT-related business needs. This position is the liaison for Vehicle Travel Service (VTS).

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:

Ability to quickly assimilate a variety of oral and written data to analyze facts and draw logical conclusions. Ability to collect and interpret information, apply criteria and make recommendations. Ability to be self-motivated, identify needs not yet addressed and draft new processes. Ability to maintain confidentiality of the work area is required. A strong customer service orientation is necessary. Computer skills are necessary, including a strong familiarity with Microsoft products and a thorough understanding of hardware, interfaces and other software needs as necessary.

CERTIFICATES, LICENSES, REGISTRATIONS:

None.

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for 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's Signature **Date**

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to statements of the employee(s) or supervisors.

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

Appointing Authority Signature **Date**

TO BE FILLED OUT BY EMPLOYEE

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's Signature **Date**

NOTE: Make a copy of this form for your records.