

Position Summary

This summary describes the organization, duties, and requirements of a State of Michigan vacancy.

Position Code: DEPTALTEP06Y

Civil Service Class and Level: DEPARTMENTAL ANALYST-E

Working Title (What the agency calls the position): Departmental Analyst 9-P11

Name and Position Code Description of Direct Supervisor: SMITH, TARA L; DEPARTMENTAL MANAGER-3

Department/Agency: STATE POLICE

Bureau (Institution, Board, or Commission): Information Technology Bureau

Division: Information Technology Division

Section: Security Compliance Access and Network Section (SCANS)

Unit: Network & Access Control Unit

Work Location (City and Address)/Hours of Work: 7150 Harris Drive, Dimondale, MI 48821 / Monday thru Friday, 8:00 am to 5:00 pm

General Summary of Function/Purpose of Position: This position will perform duties and responsibilities in the Network & Access Control Unit to evaluate, research, and support technology initiatives of the Michigan State Police (MSP). This position is primarily responsible for the development, implementation, administration, support and maintenance of the MSP application testing automation, and will work closely with the SCANS Departmental Specialist 13 assigned as the section testing lead. This position will also assist with the operation and the continuing development of application data integrity and quality. This position is responsible for the development, implementation, administration, support and maintenance of division policies and procedures that ensure compliance with current and future automation standards.

This position will also provide assistance to the Departmental Manager 14, as well as provide support in the areas of the department IT needs, activities and direction and must have extensive knowledge of technology. This position will also review, recommend, and develop procedures and policies; provide research for the evaluation and development of applications and programs, and review contracts, agreements and reports. This position will serve as a liaison to the Department of Technology, Management and Budget (DTMB), headquarters members, field staff, and vendors. This position functions in a bias-free manner.

Assigned duties and tasks for each duty.

Duty 1: Responsible for the development, implementation, administration, support, and maintenance of the MSP application testing automation.

- Coordinate the development of the business requirements for the MSP that pertain to testing automation, including participation in the development of test plans, test cases, and scripts.
- Work with department stakeholders to develop a standardized process that ensures a consistent format of test cases.
- Research, analyze, and recommend vendor solutions that will meet the unique needs of the MSP.
- Provide guidance, monitor assignments, and set priorities to ensure timely completion of tasks and milestones.
- Responsible for the deployment and training for the selected automation policies, procedures and testing resources.
- Set and attend meetings, develop agendas, take meeting notes, and take part in the decision-making process.
- Coordinate the implementation, testing, and roll out plan for automation policies, procedures and testing resources.
- Determine and document program improvements and business processes.
- Develop and implement standards, policies, and procedures.
- Develop and implement a maintenance and support plan.
- Document lessons learned.
- Provide support.

Duty 2: Responsible for the planning, guidance and support to MSP personnel by continuing development, implementation, and continual improvement of automation solutions for department processes and policies using Power Apps, SharePoint, Dynamics365 and other applications. Responsible for application data integrity and quality processes and procedures.

- Provide research and analysis of technology enhancements as they relate to department data quality and integrity needs.
- Evaluate existing programs, operational needs, and costs, recommending alternative solutions when necessary.
- Prioritize, coordinate, assign, monitor and engage in support activities and project/program assistance for the projects assigned to this area.
- Make recommendations for changes to business practices based upon observations of the performance within the unit.
- Responsible for conducting and evaluating training and exercise programs.
- Responsible for testing and training of department-wide projects and programs.
- Develop and implement IT procedures and policies as needed.
- Provide issue escalation to resolution as needed.
- Oversee and/or develop communications.

Duty 3: Responsible for the development, implementation, administration, support, and maintenance of division policies and procedures that ensure compliance with current and future automation standards.

- Develop and maintain a process for all division policies and procedures.
- Determine appropriate actions to reduce the amount of space used.
- Develop, implement and train policies and training members on these policies.
- Provide support to members who need to reduce the amount of server space used.
- Assist with implementation, support and maintenance of this program.
- Provide data analysis to ensure data completeness and accuracy.
- Monitor, evaluate, and recommend hardware, software and storage needs.
- Conduct program evaluation.
- Run reports and associated analysis for use and to assist in evaluating solutions.
- Interpret existing and proposed laws or policies and propose and implement solutions.
- Develop policies and procedures for use and storage.
- Participate in the testing, compliance analysis, and security analysis for Artificial Intelligence solutions.

Duty 4: Other duties as assigned.

- May perform related essential functions appropriate to the classification and other non-essential functions as required.
- Act as a Department Authorized Requestor (AR) for network and system access.
- Work with department and DTMB personnel to maintain and support the Technology Intranet page.
- Assist with monitoring and reporting of metrics.
- Assist with developing a hardware lifecycle plan.
- Cross train with other work area staff.
- Participate in meetings as requested by manager.
- Provide excellent customer service.
- Provide updates to management on projects and tasks that are currently in progress.
- Document and organize meeting agendas, notes and decisions made.
- Assist with developing a yearly test plan for the IT Continuity Plan.
- Develop standards, policies, and procedures to ensure they are actionable and accurate.
- Document plan results and lessons learned.
- Gather and update information from the business owners, DTMB and the vendors as needed.
- Maintain a thorough knowledge of the principles and practices of technology best practices.

Types of decisions made independently and whom or what those decisions affect: Decisions on prioritizing duties and assignments based on deadlines and the mission, goals, and objectives of the department. Decisions involving detection and collection of hardware or software problems, symptoms and resolution. Escalation of problems or complaints. Decisions related to training, data collection and report development. Assists department personnel and makes recommendations regarding access of systems and resolution of issues while keeping management informed.

Types of decisions that require the supervisor's review: The supervisor's guidance and approval are required for making decisions which involve political or budget considerations and approving the overall direction or changes in the direction of new or current program(s) and project(s). Decisions in situations where clear guidance or policy does not exist or has not been stated.

Physical effort used to perform this job and environmental conditions of this position: This position and related duties require an employee to work under potentially stressful situations and stated deadlines. This position entails routine office work including use of general office and audio-visual equipment. Standing, sitting, typing, writing, walking, stooping, kneeling, carrying and bending are all physical tasks that may be performed. This position will participate in meetings, occasionally requiring driving to meeting locations and transporting boxes of material. Travel is required.

Names and classes and levels of employees whom this position immediately supervises:

The essential functions of this position: This position will perform duties and responsibilities in the Network Access & Control Unit to evaluate, research, and support technology initiatives of the MSP. This position is responsible for the development, implementation, administration, support and maintenance of the MSP application testing automation. This position will also assist with the operation and the continuing development of application data integrity and quality. This position is responsible for the development, implementation, administration, support and maintenance of division policies and procedures that ensure compliance with current and future automation standards.

This position will work closely with the SCANS Specialist 13 assigned as the section testing lead, will assist the Departmental Manager 14, and will provide support in the areas of the department IT needs, activities and direction and must have extensive knowledge of technology. This position will also review, recommend, and develop procedures and policies; provide research for the evaluation and development of applications and programs, and review contracts, agreements and reports. This position will serve as a liaison to the DTMB, headquarters and field staff, and vendors

The function of the position's work area and how it fits into that function: The Information Technology Division (ITD) has oversight responsibility of the department's information technology throughout the MSP and acts as the liaison with the DTMB. This position is a member of the Network and Access Control Unit, which is a part of the SCANS. This unit and section have specific responsibility for the security, access, and data quality of newly developed application that will be used by the members of the department. This position provides specialized IT services and expertise.

Minimum education, experience, and credentials typically needed to perform the position's essential functions:

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.

Alternate Education and Experience

Departmental Analyst 9 - 12

Educational level typically acquired through completion of high school and the equivalent of at least two years of full-time active-duty experience at or above the E-6 level in the uniformed services may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Minimum of 3 or more years in technology support activities.
- Ability to provide excellent customer service and conflict management.
- Ability to maintain composure during periods of heavy workloads, multiple priorities, and tight deadlines.
- Ability to handle sensitive issues and information in a confidential manner.
- Ability to operate Microsoft Office applications, including Word, Access, Excel, and PowerPoint.
- Advanced technical skills, and knowledge of computers and software programs.
- Advanced planning and organizational skills.
- Experience in providing business analytics and operational or strategic management.
- Experience with law enforcement applications such as the MiCJIN Portal, LEIN and the Criminal History Records System is preferred.
- Experience with SQL Programming is also preferred.

CERTIFICATES, LICENSES, REGISTRATIONS:

None