

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 LICENSING AND REGULATORY AFF
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Public Service Commisision
4. Civil Service Position Code Description Departmental Technician-E	10. Division Administrative Services
5. Working Title (What the agency calls the position) Audio/Video Technician	11. Section
6. Name and Position Code Description of Direct Supervisor HANNUM, ANDREW J; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor THOMAS, LESLIE A; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 7109 W. Saginaw Hwy, Lansing, MI 48917 Remote work available / 8 am – 5 pm, M-F

14. General Summary of Function/Purpose of Position

The position is responsible for the Michigan Public Service Commission (MPSC)'s audio and video recordings, which includes Commission Meeting recordings, live streams, other specialized workgroup recordings and supports the MPSC podcast. This position provides support for the MPSC with hardware and software inventory, procurement, audio-visual system administration as well as phone, website and SharePoint technical assistance. Varied tasks include helping 200+ staff with software and hardware needs (in-person and remotely); troubleshooting and answering questions submitted via email/Microsoft Teams; monitoring hardware and software inventory; helping on websites including content, operations, graphics, applications development; and audio/visual setup and directing livestreaming meetings via Teams/YouTube. In addition, this position tracks and reports information technology purchases, administers MPSC related websites and SharePoint sites and assists with overall information technology support with the MPSC IT team including new desktop and mobile device setup by acting as the MPSC wireless device coordinator.

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: 50

Responsible for Commission live stream video and audio recordings.

Individual tasks related to the duty:

- Maintain MPSC hearing room audio visual system to ensure operation. This includes Tricaster, wireless and wired microphones, speakers, phones, amplifiers, TVs and integration components and providing accessible headsets upon request. Work with external vendors as needed.
- Address day-to-day technical issues in coordination with staff in the maintenance and development of content.
- Work with MPSC leadership to ensure MPSC is adhering to public meeting act requirements.
- Direct and coordinate MPSC livestreams, including MPSC Commission Meetings and other workgroups and meetings. This includes overseeing the recording Commission Meetings, recording audio and controlling cameras.
- Configure and monitor Commission Meetings, hearings and other live events using Microsoft Teams. This includes testing streaming of audio-visual system and cameras to ensure video feed is at optimum quality for live stream, as well as checking audio speaker levels and monitoring sound levels during live events and meetings.
- Research modifications and improvements to MPSC hearing and conference room systems. Work with external vendors as needed.
- Propose, develop and prepare training materials, operations manuals, and supporting instructions.
- Troubleshoot MPSC hearing room audio-visual system and conference rooms systems as needed
- Upload video content and maintain MPSC YouTube channel. Generate MPSC channel viewership and subscriber metrics and report to Commission.

Duty 2

General Summary:

Percentage: 20

Provide IT support for MPSC staff.

Individual tasks related to the duty:

- Provide support for over 200+ MPSC staff with computer and IT related issues.
- Work with the MPSC IT team using Microsoft Teams and Outlook to monitor MPSC-IT email inbox and assist staff with questions and recommend solutions. Create DTMB tickets as required to ensure IT issues are addressed.
- IT liaison with DTMB and LARA on email distribution group changes, new accounts, remote access requests and new laptop and mobile device deployments.
- Work with deployment of new machines by coordinating with DTMB Field Services.
- Update email distribution, security groups and Virtual Private Network (VPN) tokens to ensure employees can access SOM resources.
- Keep employees informed and answer questions related to IT Software updates and system downtimes
- Provide technical support to staff regarding various computer, resources, and telephone issues.
- Provide technical support through DTMB regarding password resets and software pushes.
- Conduct trouble-shooting phone conversations with Department of Technology, Management and Budget client service center when working on staff computers.

Duty 3

General Summary:

Percentage: 15

Orders, tracks and maintains MPSC information technology (IT) and inventory purchases.

Individual tasks related to the duty:

- Evaluate MPSC's hardware and software operational needs. This includes laptops, docking stations, computer monitors, and desktop software such as Microsoft 365 and Adobe products. Recommend MPSC standards for new equipment and software.
- Design and review inventory and equipment reports to track inventory from purchase to retirement using tools such as DepotBuy, ITAM, RADAR, and AARP. Create budget recommendations of costs of existing equipment, replacement schedules, and pricing changes. Collects and maintains this data.
- Interpret existing and proposed DTMB and LARA procurement policies and procedures.
- Review information technology program operations. Recommend modification or exemption requests of policies and procedures to achieve greater efficiency and effectiveness.
- Serve as organizational liaison for information technology, including usage of SIGMA to order and process purchase requests.
- Use DTMB databases to track inventory from purchase to retirement such as DepotBuy, ITAM, RADAR, and AARP.

Duty 4

General Summary:

Percentage: 10

Assist MPSC Webmaster with administration of related websites, web-based applications, including the MPSC hearing and discovery SharePoint site.

Individual tasks related to the duty:

- Assist MPSC webmaster with maintenance of HTML pages to ensure their proper operations by using SiteCore, the State of Michigan's content management system.
- Attend Web editor meetings; document issues and undertake follow-up tasks and projects.
- Support content accessibility/Americans with Disabilities Act (ADA) compliance on website and intranet. Provide ADA support for MPSC intranet users.
- Assist with development of documents and training tools to assist MPSC staff in technology related activities or procedures.

Duty 5

General Summary:

Percentage: 5

Other duties as assigned.

Individual tasks related to the duty:

- Examples include but not limited to preparing special information technology analysis at the request of MPSC management or staff; preparation of presentations summarizing the findings of the studies; assist with technical support of MPSC staff related to IT matters, with a focus on customer service and issue resolution.

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

This position develops, produces and edits video and audio files as it relates to the MPSC. Identifies and implements improvements in the work processes to improve service and workflow.

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

Major decisions such as training or documentation for all staff, decisions having major impact on the Agency's direction or budget, or when unusual problems regarding technology occur that could result in loss of funds should be made in consultation with the supervisor or other division professional staff.

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.

The position is in an office setting which requires physical exertion, lifting, and crawling on floors on a daily/weekly basis. There are periods of time when extensive computer usage is required. Work can be stressful due to multiple priorities and importance of timely completion.

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):

- | | |
|---|--|
| ☐ Complete and sign service ratings. | ☐ Assign work. |
| ☐ Provide formal written counseling. | ☐ Approve work. |
| ☐ Approve leave requests. | ☐ Review work. |
| ☐ Approve time and attendance. | ☐ Provide guidance on work methods. |
| ☐ Orally reprimand. | ☐ 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?

Provides support for the MPSC with hardware and software inventory, procurement, audio-visual system administration as well as phone, website and SharePoint technical assistance.

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

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

The Administrative Services Division has oversight responsibilities for all matters of security, personnel, labor relations, training, budget, purchasing, building maintenance and technical support. This position serves as technical support for the MPSC agency offices and the MPSC staff. In addition, the section provides management and operational support for the MPSC website and web-based applications. This position also assists with technology applications and coordination and serves as the agencies' point of contact with DTMB.

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

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

Departmental Technician 7

One year of experience performing administrative support activities equivalent to the 7-level in state service.

Departmental Technician 8

One year of experience performing administrative support activities equivalent to the 8-level in state service.

OR

One year of experience as a technician or paraprofessional equivalent to the entry level in state service.

Departmental Technician E9

One year of experience as a supervisor of administrative support activities equivalent to the 9-level in state service.

OR

One year of experience performing administrative support activities equivalent to the 9-level in state service.

OR

Two years of experience as a technician or paraprofessional, including one year of experience equivalent to the intermediate level in state service.

Alternate Education and Experience

Departmental Technician 7

Completion of two years of college (60 semester or 90 term credits) may be substituted for the experience requirement.

Departmental Technician 8

Possession of a Bachelor's degree may be substituted for the experience requirement.

Departmental Technician E9

Possession of a Bachelor's degree and one year of job-related experience may be substituted for the experience requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

A high degree of organizational skills is necessary. Strong communication skills both verbally and in writing in a persuasive and tactful manner. Ability to plan, coordinate and negotiate new administrative project initiatives. Ability to deal diplomatically with customers and staff of all levels. Experience and understanding of all service procedures. Ability to handle sensitive personnel information and maintain strict confidentiality. Ability to develop and maintain strong working relationships with a wide range of staff of the MPSC and LARA.

CERTIFICATES, LICENSES, REGISTRATIONS:

None.

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.

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