

Position Summary

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

Position Code: DEPTTRES39N

Civil Service Class and Level: DEPARTMENTAL ANALYST

Working Title (What the agency calls the position): IT Analyst

Name and Position Code Description of Direct Supervisor: DOWLING, ARIC W; STATE ADMINISTRATIVE MANAGER-1

Department/Agency: LEO-LABOR AND ECON OPPORTUNITY

Bureau (Institution, Board, or Commission): Employment and Training - Operations

Division: Communications, Experience and Support Services

Section: Information & Technology Support

Work Location (City and Address)/Hours of Work: 320 S. Walnut St., Lansing, MI 48933 / Monday – Friday 8:00 am to 5:00 pm

General Summary of Function/Purpose of Position: This position provides IT support for LEO's Office of Employment and Training, Michigan Rehabilitation Services (MRS), Operations and Workforce Development (WD). The IT analyst supports and implements onboarding and departure processes and procedures related to equipment and technology for staff and contractors. This position researches and analyzes emerging technology and recommends innovative software and hardware upgrades and performs other technical and non-technical duties to support the overall IT function. This position serves as the LEO-E&T Agency IT Liaison and Agency Software Asset Management (ASAM) Coordinator.

Assigned duties and tasks for each duty.

Duty 1: This position provides IT technical support for LEO's Office of Employment and Training (LEO-E&T).

- Researches and analyzes emerging technology and recommends hardware and software solutions to improve IT operations.
- As an identified early adopter, learns new technologies and provides technical assistance, training and guidance to staff.
- Monitors and assesses LEO-E&T's infrastructure needs.
- Coordinates delivery and installation of hardware and software requests to end users.
- Determines availability of technology resources in the Information Technology Asset Management (ITAM) and/or asset inventory.
- Provides technical support for the agency to remediate, repair and/or replace IT equipment.
- Tracks IT-related requests, purchases and renewals.
- Supports IT onboarding processes for LEO-E&T staff; to include, but not limited to create or transfer SOM account, set up computer equipment, order or transfer telecommunication devices, and work with hiring manager to set up permissions/access.
- Determine and execute appropriate training needs for new staff.
- Performs cost analysis to purchase new computer hardware and software applications and telecommunications devices.
- Provides technical support on A/V equipment and systems for oversight and maintenance of agency IT training room and conference room computers and other related equipment.
- Assists agency in collaborative video/web technologies.
- Develops and executes training for staff on new technologies.

Duty 2: Facilitates Agency IT hardware and software coordination through regular interaction with Department of Technology, Management and Budget (DTMB).

- Serves as the LEO-E&T Agency IT Liaison.
- Serves as an Agency Software Asset Management Coordinator: orders, discontinues, transfers, and tracks licensed software and ensures compliance with licensing agreements.
- Coordinates with LEO Smart Device Coordinator and DTMB Telecom to order or transfer desk phones, cell phones, smart devices, changing passwords, access and all staff IT needs to successfully operate in their jobs.
- Serves as a Secure ID Authorized Requestor auditing, managing, and requesting changes related to Agency VPN accounts.

- Serves as the LEO-E&T MiPrint Coordinator; analyze the printing requirements/needs, order printing/multi-function machines, track printer performance, maintenance, and report issues to the appropriate State vendors.

Duty 3: Performs related essential functions appropriate to the classification and other nonessential functions as required.

- Other duties and special projects as assigned.

Types of decisions made independently and whom or what those decisions affect: Determining appropriate IT hardware and software technology solutions.
Ongoing processing of user accounts and profile set-up and changes.
Contacting other staff within DTMB and LEO-E&T to seek and/or disseminate information.

Types of decisions that require the supervisor's review: Media requests.
Determining priority of major projects.
Addressing political issues, sensitive issues, and/or Governor's initiatives.

Physical effort used to perform this job and environmental conditions of this position: Position will require standing, squatting, stooping, bending, squatting for prolonged periods of time (daily).
Viewing computer monitor daily.

The essential functions of this position: This position provides IT support for LEO's Office of Employment and Training (LEO-E&T). The IT analyst supports and implements onboarding and departure processes and procedures related to equipment and technology for staff and contractors. This position researches and analyzes breaking technology and recommends software and hardware upgrades and performs other technical and non-technical duties to support the overall IT function. This position serves as the LEO-E&T Agency IT Liaison and Agency Software Asset Management (ASAM) Coordinator.

The function of the position's work area and how it fits into that function: The function of the work area is to provide IT services to staff of LEO-E&T. This position serves as the analyst focused on infrastructure, hardware and software needs, and overall operational support.

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 - 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.

Departmental Analyst (Departmental Trainee) 9

Education

Educational level typically acquired through completion of high school.

Experience

Four years of experience as an advanced 9-level worker in an ECP Group One classification.

OR

Three years of experience as an E9, E10, or E11-level worker in an ECP Group One classification.

OR

Two years of experience as an experienced level worker in an ECP Group One technician or paraprofessional classification.

OR

Two years of experience as a first-line supervisor in an ECP Group Three classification.

OR

One year of experience as a second-line supervisor in an ECP Group Three classification.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Technical aptitude
- Knowledge of hardware and software technology and concepts and their applicable uses
- Ability to work under pressure and handle multiple problems simultaneously
- Effective written and verbal communication skills
- Ability to research and analyze information
- Ability to maintain a positive attitude in dealing with customers
- Ability to organize, evaluate and present complex data and information effectively
- Ability to build and maintain strategic working relationships

CERTIFICATES, LICENSES, REGISTRATIONS:

None.