

Position Summary

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

Position Code: DEPTALTE

Civil Service Class and Level: Departmental Analyst-E

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

Name and Position Code Description of Direct Supervisor: KUGLER, RENEE M; PHYSICIST MANAGER-4

Department/Agency: LEO-LABOR AND ECON OPPORTUNITY

Bureau (Institution, Board, or Commission): Michigan Occupational Safety and Health Administration (MIOSHA)

Division: Technical Services Division (TSD)

Section: Radiation Safety Section (RSS)

Work Location (City and Address)/Hours of Work: 530 West Allegan, Lansing MI 48933 / Monday – Friday 8:00 am to 5:00 pm

General Summary of Function/Purpose of Position: This position will be responsible for maintaining the Radiation Safety Section's (RSS) Accela database system (Accela). This position will work with the Department of Technology, Management and Budget (DTMB) to ensure Accela version updates function properly and to ensure necessary parameters are submitted to DTMB for enhancements, issue resolution (bugs) and following the process – from testing through release to production. This position will also be responsible for maintaining security of Accela.

This position will be responsible for creating and generating reports for various aspects of Accela and conducting statistical analysis of those reports. A statistical analysis of reports is needed to facilitate the work being performed by technical staff – physicists conducting inspections, registration staff processing applications, renewals and amendments and staff reviewing radiation shielding plans; as well as reviewing and analyzing reports related to inspection and registration data.

Assigned duties and tasks for each duty.

Duty 1: The primary responsibility for this position is to maintain Accela for RSS. This position will act as a liaison between RSS and DTMB to communicate and validate requirements for changes to Accela, and to ensure appropriate business processes and policies are followed. In addition, this position is responsible for troubleshooting and testing Accela after version updates or changes from ticket submissions.

- Program queries within Accela to facilitate technical professionals in the performance of their duties. This will ensure that job duties are streamlined and ensure that all staff are following the same procedures.
- Create new reports through Accela report writing as requested.
- Review current reports in Accela and update as necessary.
- Train and provide support on Accela.
- Coordinate with the Department of Licensing and Regulatory Affairs (LARA) cashiering and DTMB to support updates, replacements, and troubleshooting of the C3 Accela adaptor, ensuring proper transfer and processing of payments for RSS. Identify and resolve issues related to payment workflows, collaborate with cashiering staff to address operational concerns, and escalate complex technical problems to DTMB when needed to maintain accurate and functional payment integration across agencies.
- Collaborate with Treasury and DTMB to test and verify proper functionality of the CEPAS payment adaptor during system updates and migrations. Work with Treasury, DTMB, and development teams to address required changes resulting from browser or credit card updates, ensuring uninterrupted payment processing for RSS. Complete the annual PCI compliance review and submission to maintain security and safety standards for Accela.
- Serve as liaison between DTMB and LARA to ensure system functionality following new server migrations.
- Maintain and support the agency's GIS functions by ensuring accurate geographic data entry in Accela, coordinating with DTMB and the system architect to resolve GIS system issues, and collaborating with developers and staff to implement enhancements and effectively utilize ArcGIS tools.
- Evaluate new Accela products for potential business value, provide analysis and recommendations, and coordinate with DTMB to define technical requirements for integration. When enhancements are approved, submit necessary tickets, follow established testing procedures through production, develop staff guidance materials, and deliver training to ensure successful implementation.
- Manage and support the full registration workflow by understanding machine registration requirements, shielding plan relationships, and mammography authorization processes. Ensure electronic applications and renewals function properly and comply with procedures and regulatory standards. Maintain accurate facility priority lists for

timely inspections, troubleshoot system and workflow errors by analyzing database functionality and code interactions, collaborate with the Department technologist to identify root causes, and work with the system architect and DTMB to develop effective technical solutions. Additionally, oversee record maintenance, including PIN linking and parent-child record relationships.

- Lead comprehensive system testing during version updates to identify issues before they impact customers, ensuring changes in one area do not create unintended effects elsewhere. Develop and execute detailed testing protocols based on deep knowledge of system workflows and application interactions, diagnose bugs, implement fixes when possible, and escalate issues to DTMB with clear, technically accurate documentation. Collaborate as the business owner to ensure problems are fully understood and corrected.
- Monitor and correct parent-child record relationships within Accela—such as links between facilities, machines, shielding plans, and authorizations—to ensure data accuracy. Identify and resolve breaks caused by errors or ownership or location changes, applying advanced technical and system knowledge to properly restore and maintain record integrity for customers.
- Answer questions regarding any software updates.
- Create guidance documents to help staff with any updates if they are not provided by the Division or Bureau.
- Develop and update guidance documents to facilitate customer online registration independence.
- Develop and update guidance documents for staff on Accela.
- Develop guidance documents on rules and regulations.
- Attend LARA cross-agency Accela governance meetings as a representative of the RSS. Report on the objectives of the meeting to the Section Manager.
- Monitor Accela University and other Accela websites for updates in versions and other updates to Accela. Recommend training opportunities to the Section Manager to assign to staff.
- During version updates, establish testing protocols, test and monitor progress of all processes. Establish parameters and timelines for completion and distribute to staff. Maintain record of all corrections and updates.
- Review release notes on bugs and version updates and provide updates to Section staff.
- Submit tickets for maintenance and/or correction to DTMB and/or the vendor customer service system. When tickets are returned to RSS for testing, test Accela to ensure that the item has been corrected. Work with DTMB and/or the vendor to find solutions. Monitor tickets for progress and report status to Section Manager.
- Review the overall structure of Accela and recommend areas for improvement to enhance efficiency. Create tickets for the enhancement of Accela.
- Perform general tasks within Accela such as modifying standard table choices, monitoring licenses, creating, enabling, disabling staff accounts and updating passwords for staff.

Duty 2: Generate static reports and provide to management.

- Analyze and reconcile data and provide reports to the Section Manager to distribute for follow up.
- Create, generate and analyze reports related to the registration process to ensure operational metrics are being met.
- Create, generate and analyze reports related to the inspection process to ensure operational metrics are being met.
- Create, generate and analyze reports related to the radiation shielding plan review process to ensure operational metrics are being met.
- Generate statistical data on inspection performance not routinely captured by supervisors such as compliance data and frequency of citations, compliance/non compliance history, Food and Drug Administration (FDA) timeliness.
- Generate statistical data on registration performance such as delinquent facilities, delinquent payments.
- Process freedom of information act (FOIA) requests.

Duty 3: Provide various support to the Radiation Safety Section.

- Research and analyze emerging x-ray technology and provide summary to management.
- Research and provide state analysis on rules when needed.
- Perform routine queries on Accela, analyze and provide to management when inconsistencies are found.
- Ensure that record retention standards are maintained in Accela.
- Routinely conduct quality assurance testing of Accela to ensure data integrity.
- Review and research documents on the websites for inconsistencies and ADA compliance.

Duty 4: Perform other duties as assigned.

- Perform other duties as assigned by the Section Manager, and Division Director.

Types of decisions made independently and whom or what those decisions affect: Decisions will be made when testing Accela and reporting potential problems, which requires computer knowledge and analytical thinking. Daily prioritizing of the workload for the day is essential.

Types of decisions that require the supervisor's review: Direction from the supervisor is required when a problem arises from a technical standpoint as in relation to Accela or x-ray machines that may be outside the employees knowledge. Certain types of machine uses, other than standard uses may need to be escalated to supervisor. Potential Accela issues noted during testing will need to be reported to the supervisor for review.

Physical effort used to perform this job and environmental conditions of this position: Walking, sitting, bending and lifting.

The essential functions of this position: This position will be responsible for Accela. Updates to the system are done several times a year and the new versions need extensive testing. Accela is capable of searches and queries and this position will be responsible for standardizing the processes for field staff. If a potential bug is found, testing is needed to submit a ticket to DTMB for correction. This position will be responsible for reviewing, monitoring, and suggesting enhancements to Accela used by staff and by registrants.

This position will also generate and analyze various reports for the Section. These reports will then be used to streamline and improve efficiency as well as ensure Section operational metrics are maintained.

The function of the position's work area and how it fits into that function: The Radiation Safety Section is responsible for all nonfederal and nontribal radiation machine and facility regulation in Michigan. This work requires the use and maintenance of a large database system. The Section needs a dedicated position to maintain, enhance and ensure the continued functionality of the database. This position will work with all Section staff. The Section needs someone to generate, review, and analyze necessary statistical reports and send them to management to ensure processes are functioning properly. Reports can also be used to facilitate the streamlining and workflow of processes.

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:

- Effective written and verbal communication skills.
- Ability to prepare detailed written instructions and documentation.
- Ability to analyze instructions and data.
- Ability to organize, evaluate and present complex data and information effectively.
- Ability to maintain records, prepare reports, and conduct correspondence related to the work.
- Ability to research and analyze information.
- Ability to maintain a positive attitude in deadline with customers.
- Proficiency in Microsoft Access, Microsoft Excel and Microsoft Word required.

CERTIFICATES, LICENSES, REGISTRATIONS:

None.