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

MDHHS

3. Employee Identification Number

9. Bureau (Institution, Board, or Commission)

Economic Stability Administration

4. Civil Service Position Code Description

10. Division

Departmental Specialist-13

Systems Support Services Division

5. Working Title (What the agency calls the position)

11. Section

Universal Caseload Helpdesk Intake Coordinator

Support Services

6. Name and Position Code Description of Direct Supervisor

12. Unit

TODD GORE, Support Services Manager SAM -15

Universal Caseload Unit

7. Name and Position Code Description of Second Level Supervisor

13. Work Location (City and Address)/Hours of Work

LAURIE JOHNSON, SDA-17 Director of Systems Support Services

235 S. Grand Ave, Lansing

Monday - Friday 8 - 5

14. General Summary of Function/Purpose of Position

This position is responsible for the technical and process oversight of the daily Bridges helpdesk intakes of the Universal Caseload within the Bridges Resource Center that supports all MDHHS administrations in system work requests, and or service requests. This position will be responsible for all Tier III decisions making and monitoring the UCL program in Bridges. The position is responsible for managing all UCL program tickets and the technical triage intake processes related to MDHHS requests for the scope, schedule, cost, integration and strategic alignment of new IT related projects. As the UCL Tier III Coordinator they prioritize all work requests to ensure timely and accurate delivery to each administration. This position is responsible for establishing, maintaining and improving policies, procedures and tools governing the daily operations of the Bridges Resource Center area. As the coordinator, this individual is responsible for providing cross coordination with multiple administrations, ESA, Policy, business owners, DTMB and vendors to identify the appropriate program support.
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.

<table>
<thead>
<tr>
<th>DUTY 1</th>
<th>General Summary of Duty 1</th>
<th>% of Time: 70</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Responsible for the coordination of a UCL help desk tickets received into the Bridges Resource Network Call Center Help Desk to technical triage, and ticket management to meet the Field Operations program support need.</td>
<td></td>
</tr>
</tbody>
</table>

**Individual tasks related to the duty.**

- Establish, maintain and improve policies, procedures and tools governing the daily operations of the Work Intake area supporting MDHHS requests for new IT projects and activities.
- Create and maintain scoping and pre-vetting process for intake process with MDDHS customers.
- Monitor and administer the work intake web portal tool, DWIP, to ensure work requests are properly categorized for MDHHS.
- Evaluate all work intake requests and work directly with multiple business owners, DTMB, Vendors and BIC staff to ensure all requests are properly researched and scoped to completion.
- Ensure each work intake has a high level scope, schedule and cost and has been reviewed for points of system and application integration and is strategically in alignment with MDHSS strategic priorities and objectives.
- Facilitate group meetings with a variety of staff to fully vet each work intake
- Create a feedback mechanism to capture customer input on the Work Intake process and look for areas of improvement/enhancement within both the process and the tool(s).
- Develop and manage key performance metrics for both new and in-process work intake requests and make recommendations on streamlining processes and procedures to enhance efficiency.
- Develop training and implement training sessions to ensure all staff are trained accordingly.

<table>
<thead>
<tr>
<th>Duty 2</th>
<th>General Summary of Duty 2</th>
<th>% Time: 25</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Responsible for the ongoing monitoring components of enhancements of the UCL Bridges Resource Center Triage team.</td>
<td></td>
</tr>
</tbody>
</table>

**Individual tasks related to the duty.**

- Create an internal monitoring process to be able to evaluate the work requests generated from field calls in BRC on a quarterly basis to ensure optimal performance.
- Coordinate requirements gathering sessions, design meetings, testing groups and implementation validation reviews for any enhancements and updates to the monitoring ticket process.
- Survey business owners to gather feedback about enhancements and improvements to the UCL program.
- Ensure the tool meets all MDHSS and State of Michigan security standards.
Other Duties as assigned.

Individual tasks related to the duty.
- Support Business Ownership team in implementation strategies within ESA.
- Participate in Department initiatives and special projects.
- Participate on committees and workgroups.
- Attend meetings and conferences as appropriate.
- Conduct special studies and make recommendations concerning organizational design and development.
- Meet with other representatives of various agencies, and other Department agencies as necessary.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.
   Recommend new initiatives and approaches affecting UCL triage processes and tools.

17. Describe the types of decisions that require the supervisor’s review.
   When conflicting priorities arise, when the issue is politically sensitive and know to possess capacity to adversely affect the program, agency, staff, providers, or beneficiaries, or when legislative intent is unclear or conflicts with executive direction.

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.
   General office environment, with some in-state and out-of-state travel required.

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.)

<table>
<thead>
<tr>
<th>NAME</th>
<th>CLASS TITLE</th>
<th>NAME</th>
<th>CLASS TITLE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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?
   Management prepared.
23. What are the essential functions of this position?

This position is responsible for the technical and process oversight of the UCL technical triage area within the Systems Support Services that supports all MDHHS administrations. The position is responsible for managing all program UCL help desk tickets and processes related to MDHHS requests for the scope, schedule, cost, integration and strategic alignment of new IT related projects. As the work request intake coordinator, they prioritize all work requests to ensure timely and accurate delivery to each administration. This position is responsible for establishing, maintaining and improving policies, procedures and tools governing the daily operations of the Work Intake area. As the coordinator, this individual is responsible for providing cross coordination with multiple administrations, business owners, DTMB and vendors to identify the appropriate program support.

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

None

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

The Systems Support Services is responsible for aligning helpdesk systems support in coordination with the Information Technology and Project Management Administration strategic plan with the Michigan Department of Health and Human Services (MDHHS) business strategy.

Responsible for delivering completed work requests to MDHHS administrations in a timely and efficient manner.

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

SPR Current field experience in UCL in the role and responsibilities active in a field position preferred.

EDUCATION:
Possession of a bachelor’s degree in any major or applicable work experience.

EXPERIENCE:
Four years of professional experience, including two years equivalent to the experienced (P11) level of one year equivalent to the advanced (12) level.

KNOWLEDGE, SKILLS, AND ABILITIES:
- Knowledge of the tools of management, such as methods of development, cost analysis, procedural manuals, training manuals, operating controls, records and reports, and studies applicable in evaluating programs or services.
- Knowledge of applicable legislative, administrative, and regulatory requirements pertaining to strategic planning and change management planning.
- Knowledge of resource management and performance measurement methods.
- Knowledge of project management techniques and tools.
- Ability to effectively communicate.
- Ability to manage variety of details and to work with all levels of the department organization and other entities
- Ability to proactively prioritize conflicting needs and exercise independent judgment with sensitive information.
- Ability to formulate plans, procedures, and controls in a program or service area.

CERTIFICATES, LICENSES, REGISTRATIONS:
N/A

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
<table>
<thead>
<tr>
<th>TO BE FILLED OUT BY APPOINTING AUTHORITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indicate any exceptions or additions to statements of the employee(s) or supervisors.</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Appointing Authority Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>TO BE FILLED OUT BY EMPLOYEE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>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.</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employee’s Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

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