

**MESSA is deeply committed to diversity and inclusion in its hiring practices. We are an affirmative action, equal opportunity employer. People of color, women, and members of other historically marginalized social identity groups are encouraged to apply.**

**MS 28-22-23**

**DATE OF POSTING:** March 10, 2023

**TERMINATION DATE FOR APPLICATION:** March 17, 2023

**POSITION:** **MANAGER, DOCUMENT MANAGEMENT**

**COMPENSATION/BENEFITS:** Grade M7

**STAFF RELATIONSHIP:** Responsible to Steve Gibson  
Portfolio and Operations Manager

**EMPLOYMENT DATE:** As soon as possible

**SEND APPLICATION AND RESUME TO:** **Human Resources Department**  
Michigan Education Association  
1350 Kendale Blvd., P.O. Box 2573  
East Lansing, MI 48826-2573  
(517) 337-5454 (fax)  
[jobpostings@mea.org](mailto:jobpostings@mea.org)

**POSITION SUMMARY:**

Overall responsibility for essential design, implementation and integration of mission critical document management and workflow technology into all areas of MESSA. Serve as system owner/administrator and execute application software support, development, acquisitions, enhancements and version upgrades. Conduct needs assessments, requirement gathering, system configuration, documentation, testing, implementation, training and post implementation support. Ensure the establishment, implementation and continual improvement of processes. Analyze and resolve unusual or difficult system issues to provide maximum performance efficiencies. Prioritize and assign work, monitor performance and conduct evaluations, ensure staff are trained and follow procedures, make hiring, termination and disciplinary recommendations.

While performing the duties of this job, the employee is regularly required to work in a stationary position, move about the office spaces, operate computers and other office equipment, and communicate effectively with internal and external parties. The employee will occasionally move materials up to 20 pounds.

## **PRINCIPLE DUTIES AND RESPONSIBILITIES:**

Execute effective development, configuration, implementation and integration of mission critical content management technology for all areas of MESSA. Monitor and ensure that system architecture, performance and delivery of technology and solutions satisfactorily meet the objectives of the organizational business units.

Manage application software acquisition, development, enhancements, and support; including the effective acquisition, deployment, maintenance and product support of content management technology throughout the organization. Analyze and resolve unusual or difficult system issues to provide maximum performance efficiencies.

Design and implement critical workflow processes and procedures. Advise business managers of necessary modification, replacement or elimination of forms, procedures and practices to improve efficiency within and among work groups.

Receive, review, analyze, and resolve complaints or issues from external agencies, internal staff, and/or the general public; conduct related investigations and perform issue and risk management as needed. Analyze risks, develop and implement appropriate mitigation strategies to deliver effective and efficient resolution.

Develop and implement audit processes and quality assurance plans to ensure the security of sensitive information. Formulate, execute and enforce security policies to support organizational and HIPAA compliance criteria. Work with Business Partners to effectively and securely share sensitive data and workflows.

Manage technical setup and changes necessary for new, changed and terminated employees, including requests for proper security authorizations, documentation of operating procedures and monitoring. Design and implement technology modifications based on evolving organizational requirements and specifications.

Manages staff to include: prioritizing and assigning work; monitoring performance; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and making hiring, termination, and disciplinary decisions.

Develop processes for document imaging, document transfers, electronic submissions and mail service activities, which includes developing workflows, scheduling staff engaged in data entry and monitoring document imaging equipment.

Ensure the design and support of end user processing environment, which enables end users to provide for themselves.

Work with departments in the development and implementation of procedures, and the use of technology, which insure efficient and accurate services to our members. Effectively communicate the effects of technology or process change to management and staff.

Prepare internal and external reports on progress and activities to all levels of management within the corporation.

Develop training material and job aids and conduct staff education and training that supports service excellence and enhances technical knowledge.

Provide direction and effectively lead by example to ensure that all services are meeting the stated business objectives on a timely basis with quality results

Exercise initiative and work independently to manage document management projects for MESSA. Handle unexpected situations and make informed judgements in instances where there is no clear policy or procedure in place. Develop new procedures, policies and standards as required.

Maintain contemporary knowledge of prominent trends and developments in content management, business process management, customer service and quality assurance. Ensure the establishment, implementation, and continual improvement of processes that provide quality assurance, quality control, documentation, and system support services to the departments.

Manage, evaluate and execute system software package for research, selection, integration and upgrades. Ensure technology implementations are release ready and can migrate seamlessly into production environment.

Develop procedures and methods to implement revisions in technology in alignment with departmental goals and objectives including organizational changes. Direct requirement gathering, system configuration, documentation, testing, implementation, training and post implementation support of systems.

Review, evaluate and manage applicable contracts associated with program operations and external support.

Prepare cost estimates for budget planning; monitor and control expenditures.

Establish and maintain effective relationships with outside providers of service, vendors, carriers, management and staff.

Analyze, manage and execute document retention policies based on regulatory laws and organizational requirements.

Promote and support organizational efforts to maintain a diverse, equitable, and inclusive environment where employees of all backgrounds can grow and thrive.

### **MINIMUM QUALIFICATIONS:**

Bachelor's Degree from a four-year college or university; or one to two years of related experience and/or training; or equivalent combination of education and experience.

Minimum of three to five years of related experience.

Prior management experience preferred.

Knowledge, Skills and Abilities:

- Experience with system development, integration and implementation
- Demonstrated analytical and problem-solving skills
- Exceptional leadership and decision-making skills
- Demonstrated proficiency with Microsoft Office tools
- Previous system administration and/or support experience
- Ability to evaluate, develop and implement complex processes and procedures
- Strong comprehension of organizational system integrations, technical solutions and strategic objectives
- Ability to manage multiple obligations and procedures simultaneously and adapt to constant changes in priorities
- Directing and coordinating project teams and tasks to ensure project success
- Collecting, identifying, defining and organizing business requirements
- Reviewing whether system modifications and enhancement requests should be submitted as projects or handled as a departmental endeavor
- Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors
- Ability to apply principles of logical thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism (formulas, equations, graphs, charts, etc.,) in its most difficult phases. Ability to deal with a variety of abstract and concrete variables

June 29, 2021