

CEPI Customer Support Analyst Vacancy



From: CEPI <CEPI@govsubscriptions.michigan.gov>

Subject: CEPI Customer Support Analyst Vacancy



Center for Educational Performance and Information

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The Center for Educational Performance and Information, in the Department of Technology, Management and Budget has posted for a **Customer Support Analyst/Civil Service Departmental Analyst 9-P11** position as detailed below. For more information, click on the Position Description link at the bottom of this posting.

This position is located in Lansing, and the recruitment is open to both internal and external candidates. Applicants from the Public School Employee's Retirement System should explore how retirement benefits would be impacted if going into the State Employee Retirement System by visiting www.michigan.gov/ors.

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Job #:	0701-2014-6108
Job Title:	Departmental Analyst 9-P11 - Customer Support Analyst
Closing Date/Time:	Sun. 07/20/14 11:59 PM Eastern Time
Salary:	\$17.98 - \$29.26 hourly \$1,438.40 - \$2,340.80 biweekly
Job Type:	Permanent Full Time
Bargaining Unit:	NON-EXCLUSIVE REPRESENTED EMPLOYEE (NERE)
Location:	Lansing, Michigan
Department:	Technology, Management and Budget

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The Center for Educational Performance and Information (CEPI) is recruiting to fill a Customer Support/Civil Service Departmental Analyst 9-P11 position. As a member of the CEPI Customer Support Team, the individual will provide front-line customer support services to schools, post-secondary institutions, state agencies, educational associations and others seeking assistance or information regarding CEPI's educational data collection applications, reports and systems, and related portal and website. The individual will also perform a full range of professional research and analysis assignments in support of CEPI's student, school, educational personnel and financial database applications. The work requires a thorough knowledge of agency applications, processes, and policies, independent problem-solving skills, excellent oral and written communication abilities, and strong attention to detail in order to effectively provide a professional level of service to internal and external customers.

Required Education and Experience:

Education

Possession of a bachelor's degree in any major.