CS-214
REV 8/2007

1. Position Code
ITPRANAC58N

State of Michigan
Civil Service Commission
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

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POSITION DESCRIPTION

This form is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties sign and date the form. If the position is vacant, the supervisor and appointing authority should complete the form.

This form will serve as the official classification document of record for this position. Please take the time to complete this form as accurately as you can since the information in this form is used to determine the proper classification of the position.

THE SUPERVISOR AND/OR APPOINTING AUTHORITY SHOULD COMPLETE THIS PAGE.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency Department of Technology, Management, & Budget
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Agency Services Supporting DHHS
4. Civil Service Classification of Position Information Technology Programmer/Analyst-A	10. Division Administration & Child Support
5. Working Title of Position (agency title of position) ITPA12 – Senior Integration Business Analyst	11. Section Administration
6. Name and Classification of Direct Supervisor Joseph Hart, ITM14	12. Unit Business Analytics & Support (BAS)
7. Name and Classification of Next Higher-Level Supervisor David Blatt, SAM15	13. Work Location (City and Address)/Hours of Work Grand Tower, 235 S Grand Ave, Lansing, MI 48933 8:00am-5:00pm, Monday-Friday / Hybrid schedule

14. General Summary of Function/Purpose of Position

As a Senior IT Integration Business Analyst, the employee performs a complete range of information system analyst assignments including, but not limited to, leading/coordinating integration initiatives for the MDHHS Desktop Applications and Crime Victims Services division through design, development, testing, and implementation. This individual will be looked upon to provide technical support to other team members/areas and evaluate new development tools and agency systems. Evaluate, document, and inform DTMB management and supported client agency of impact and risks, including disaster recovery planning, to existing IT solutions due to proposed legislation, enhancement requests, or changes in governmental processes or procedures. Actively participate in the development and implementation of assigned client agency's IT strategic direction/plan. Mentors other DTMB staff to resolve client agency IT issues.

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15. Please describe your <u>assigned</u> duties, percent of time spent performing each duty, and explain what is done to complete each duty.
    List your duties in the order of importance, from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1
General Summary of Duty 1: 80% of Time
Acts as liaison among technical and business stakeholders to elicit, analyze, communicate, and validate requirements for changes to information systems, business processes, and policies, as applicable. Collaborating with both Information Technology (IT) project teams and business clients, this position collects, clarifies, and translates business requirements into design documentation, from which applications and solutions are developed.

Individual tasks related to the duty.
- Ensure project alignment with DTMB Strategic Plans.
- Develop Statements of Work (SOW) and Total Cost of Ownership (TCO) for Requests for Proposals (RFPs).
- Create, review, and update Contract Change Notices (CNN).
- Provide content approval and validate estimates for the entire schedule of the project for the Project Manager to ensure compliance with the SUITE Project Management Methodology (PMM) and the Systems Engineering Methodology (SEM).
- Facilitate requirements gathering/meetings with clients to gather requirements (traditional waterfall and agile) for all IT solutions and to identify impacted business processes and determine best process and IT solution integration.
- Redesign and approve program specifications based on test results.
- Lead artifact reviews with peers, system specialists, Enterprise Security, and other DTMB entities to ensure IT solutions and applications adhere to DTMB and agency policies, standards, or guidelines.
- Coordinate security resources to ensure proper system design based on DTMB and Agency requirements and standards.
- Participate in Solutions Design Team meetings and assist in creation of the Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), hosting documents, and firewall rule requests.
- Design and document IT solutions that utilize State of Michigan standard technologies.
- Interface with stakeholders and document system integrations; ensure needs are met, as well as documented.
- Ensure proper change management procedures are followed for all requested fixes to production systems and changes to system designs and system architecture standards and are documented.
- Responsible for development of training content and facilitate training.
- Approve application-wide integration, performance, system, or user acceptance test plans.
- Validate test data and test results.
- Differentiate between defects and new requirements and initiate change requests, as necessary.
- Develop and monitor defect tracking logs and facilitate problem resolution.
- Lead post implementation validation of RFCs (application changes, infrastructure changes, etc.).
- Evaluate impact of new tools, languages, upgrades, and equipment on systems and make recommendations.
- Monitor long term IT solution traits and break fix patterns and recommend IT solutions to alleviate persistent problems.
- Validate and finalize LCAB documents. Create, review, and conduct impact analysis of RFC activities.
- Review and approve project management documents.
- Serve as liaison to consultants and the client, concerning requests, standards, and other program and project matters.
- Actively participate in the development and implementation of assigned client agency's IT strategic direction/plan.
- Develop/Maintain an effective communication plan with DTMB, vendors and agency staff relating to project level metrics.
- Evaluate and inform DTMB management and supported client agency of impact and risks to existing IT solutions due to proposed legislation, enhancement requests, changes in governmental processes or procedures.

Duty 2
General Summary of Duty 2: 15% of Time
Perform miscellaneous functions as needed to contribute to the overall operation and objectives of Agency Services and the client.

Individual tasks related to the duty.
- Meeting attendance.
- Contributing continuous improvement ideas as they related to IT processes.
- Staying informed of new technologies and advanced concepts through training, study, and research.
- Provide staff training as needed.
- Lead assigned task forces, special committees, and/or research groups.
- Create standards and templates.

Duty 3
General Summary of Duty 3: 5% of Time Other duties as assigned.

Individual tasks related to the duty.
- Perform related work as deemed necessary by supervisor.
- Inform management of issues and risks as they arise and statuses in a timely manner as they change.
- Other duties as assigned.

16. Describe the types of decisions you make independently in your position and tell who and/or what is affected by those decisions. Use additional sheets, if necessary.

As a senior level position, all assignments and work will be performed under the guidance of the first-line supervisor. Decisions made can affect area staff, other division staff, end users (central office, agency management, local office staff, other agencies, and the public). Consequences may involve inaccurate agency data, loss of federal funding, non-compliance with legislative mandates, and inappropriate agency management decisions based on incorrect information.
Decisions made independently include decisions:
- Involving the research of current system operations.
- Leading to the proposition of alternatives and recommendations for new processes.
- In support of DTMB supporting DHHS.
- In operational restore to service situations when urgency is necessary, and delay would be detrimental for the agency's business goals and objectives.

17. Describe the types of decisions that require your supervisor's review.

Decisions that require supervisor's review include decisions:
- Impacting other agency systems
- Regarding major changes in the scope of a project
- Resulting in a business process change
- Impacting DTMB/AS/DHHS goals and objectives
- Having significant budget impacts

18. What kind of physical effort do you use in your position? What environmental conditions are you physically exposed to in your position? Indicate the amount of time and intensity of each activity and condition. Refer to instructions on page 2.

Position is within an office environment. Use of personal computer using keyboard and mouse to perform trouble shooting, create and edit technical materials, communicate with staff and clients, and complete and distribute reports. A minimum effort may be required to walk or drive to other locations. Majority of work is performed sitting at a workstation suitable for a personal computer or attending meetings in standard conference room settings.
This position is subject to stress and pressure to resolve problems quickly and effectively.

19. List the names and classification titles of classified employees whom you immediately supervise or oversee on a full-time, on-going basis. (If more than 10, list only classification titles and the number of employees in each classification.)

NAME	CLASS TITLE	NAME	CLASS TITLE

20. My responsibility for the above-listed employees includes the following (check as many as apply):

N   Complete and sign service ratings.   N   Assign work.

N   Provide formal written counseling.   N   Approve work.

N   Approve leave requests.   N   Review work.

N   Approve time and attendance.   N   Provide guidance on work methods.

N   Orally reprimand.

N   Train employees in the work.

21. *I certify that the above answers are my own and are accurate and complete.*

_____   _____
                           Signature   Date

TO BE COMPLETED BY DIRECT SUPERVISOR

22. Do you agree with the responses from the employee for Items 1 through 20? If not, which items do you disagree with and why?

Yes, prepared by management.

23. What are the essential duties of this position?

This position serves as a business analyst supporting MDHHS. This position assists in determining solutions to complex technical problems and solutions. This business partner-facing position is required to perform complete, beginning to end coordination of incoming technical service requests. Tasks include analysis, estimation requirements gathering, research, self-learning of new technologies, setting up and coordinating work assignments, and leading ongoing customer interaction in all capacities (meetings, status updates, testing, follow-up). This position works closely with the division's internal teams and all other DTMB teams daily.

Occasional overtime and/or minimal travel may be required.

Competencies: Building Strategic Working Relationships, Communication, Customer Focus, Initiating Action, Innovation, Planning and Organizing, Technical/Professional Knowledge

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

The duties nor responsibilities have changed since the position was last reviewed.

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

Operational support of the Desktop Applications area for DHHS, including those applications related to the division of Victim Services. The area supports roughly 72 applications, ranging from vendor-developed and supported to custom-derived. The ESDA area supports DHHS SharePoint implementations, .NET and C# developed applications, as well as vendor-built and hosted systems within the various cloud methodologies. These systems have internal and external components and interfaces, including interfaces with the Federal government, and other internal and external systems, such as MiLogin, Bing Maps, Microsoft Azure, Address Cleansing, and IBM ChatBot.

The ESDA area provides support for these environments and infrastructure required to operate multi-agency automated systems and applications. The team has the responsibility of managing the software and configuration management for all internal environments, working in coordination with DTMB Design & Delivery in some instances, as well as providing oversight of externally developed and hosted systems within the area.

This position is part of the team providing operational support for the ESDA area and will be the primary interface between the technical teams and DHHS business leads.

26. In your opinion, what are the minimum education and experience qualifications needed to perform the essential functions of this position?

EDUCATION:

Possession of a bachelor's degree with not less than 21 semester (32 term) credits in one or a combination of the following: computer science, data processing, computer information systems, data communications, networking, systems analysis, computer programming, information assurance, IT project management, mathematics, or other Civil Service approved alternatives.

EXPERIENCE:

our years of professional experience equivalent to an Information Technology Infrastructure or Programmer/Analyst P11 or one year equivalent to an Information Technology Infrastructure or Programmer/Analyst 12.

Note: Equivalent combinations of education and experience that can be shown to provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

KNOWLEDGE, SKILLS, AND ABILITIES:

KNOWLEDGE OF:
- Provar
- Java

SKILLED/EXPERIENCE IN:
- Selenium
- Ready API
- Postman
- API testing
- Oracle

- Creating and designing test planning or sprint planning documents
- Creating and designing the maintenance plan/test plan for automated test scripts
- Selecting or identifying areas/test cases for automation
- Designing and implementing test automation strategy
- Organizing and monitoring defect management process
- Handling changes and conducting regression testing
- Reviewing and approving all outcomes of the maintenance plan tasks within the automated tool
- Building environments (DEV, UAT, QAT, pre-prod) specific test suites with integrated application life cycle management
- Configuring automated tools to create scripts based on DTMB and agency standards and integrating with the application life cycle management tool
- Creating testing data management plans for automated test scripts
- Publishing results of automated test execution for release planning purposes

ABILITY TO:
- Present and demonstrate within or to a group
- Work with cross functional teams
- Serve as an escalation point for staff in automated test scripts

CERTIFICATES, LICENSES, REGISTRATIONS:
Duties may involve the use of a personal vehicle.

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.

27. *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

TO BE FILLED OUT BY APPOINTING AUTHORITY

28. Indicate any exceptions or additions to the statements of the employee(s) or supervisor.

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

_____	_____
Appointing Authority's Signature	Date