Position Code
1. ITPRANAN16N

POSITION DESCRIPTION

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** 21310
3. Employee Identification Number	**9. Bureau (Institution, Board, or Commission)** Agency Services
4. Civil Service Position Code Description INFO TECH PRGMR ANALYST-A	**10. Division** Agency Services MDOS
5. Working Title (What the agency calls the position) Senior IT Business Analyst	**11. Section** Bureau of Elections
6. Name and Position Code Description of Direct Supervisor FINLEY,AUSTIN J; INFO TECH MANAGER-3	**12. Unit** Qualified Voter File
7. Name and Position Code Description of Second Level Supervisor DEVEREAUX,TRACY J; STATE ADMINISTRATIVE MANAGER-1	**13. Work Location (City and Address)/Hours of Work** 430 W. Allegan, Lansing, MI 48933 / Hybrid, 2-Days in the office/3-Days Remote

14. General Summary of Function/Purpose of Position

This position functions as a Senior Business Analyst, within DTMB's Agency Services supporting MDOS, Bureau of Elections (BOE), Qualified Voter File (QVF) team. The employee will perform a complete range of information system analysis assignments including, but not limited to, leading initiatives for continuous process improvement in the Scrum Master role as part of Production support. This position is primarily responsible for providing Senior Business Analyst support in Prod Support spanning subject matter expert areas that include In Person, Election Administration, Voter Registration, and Absentee Voter domains. This position facilitates the analyzing and entering of cards in Azure DevOps (ADO) that are received by the BOE via a variety of communication channels (e.g., helpdesk, email). This position will be looked upon to provide mentoring to other team members on ADO processes. This position leads all Agile ceremonies as part of Prod support. This position will collaborate with vendor partners, as applicable and cross functional teams, assess options for process improvement, including business process modeling, maintain documentation regarding various Prod support, processes, and operation and incorporate Human Centered Design principles, where applicable.

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.

Duty 1

General Summary: **Percentage: 75**

The primary duties of this position is to ensure product alignment with DTMB Strategic Plans. 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. Design and document IT solutions that utilize State of Michigan standard technology. Ensure proper change management for all requested fixes to production systems. Responsible for development of training content and facilitate training.

Individual tasks related to the duty:

- Ensure Prod support/IT Service delivery alignment with DTMB Strategic Plans.
- Facilitate requirements gathering/meetings with clients to gather requirements (traditional Waterfall and Agile) for all IT that impact Prod support.
- 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.
- Design and document IT solutions that utilize State of Michigan standard technology.
- Ensure proper change management for all requested fixes to production systems.
- Responsible for development of training content and facilitate training.
- Differentiate between defects and new requirements (via consultation) when entering new cards in ADO.
- Develop and monitor defect tracking logs and facilitate problem resolution.
- Develop Statements of Work (SOW) and Total Cost of Ownership (TCO) for Requests for Proposals (RFP).
- 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).
- Ensure proper change management for all requested changes to system designs and system architecture standards are documented.
- Obtain client sign off on ADO decisions for audit tracking/purposes.
- Evaluate impact of new development tools, languages, upgrades, and equipment on agency systems and make recommendation to DTMB and/or agency clients.
- Monitor long term IT solution traits and break fix patterns and recommends IT solutions to alleviate persistent problems.
- Review and approve project management documents for transition and maintenance planning.
- Serve as a liaison between DTMB and the client concerning application requests, standards, and other program 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 Prod support 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.
- Lead assigned task forces, special committees, and/or research groups, as assigned.

Duty 2

General Summary: **Percentage:**   20

As a Sr. BA, engage with Agency to establish and fulfil their strategic goals and objectives through exemplary delivery of IT Services

Individual tasks related to the duty:

- Develop/Manage relationship/expectations of Agency through negotiation, conflict resolution, and facilitation skills.
- Direct activities of Requirements Gathering team on software development with DTMB staff and outside consultants by
- enforcing DTMB's SUITE methodology.
- Direct activities necessary to develop/maintain requirements and functional design of customer applications.
- Create, review, and update wireframes, prototypes, mockups, context diagrams, benefits realizations, and other
- supporting documentation to ensure the application of human centered design principles.
- Communicate with software vendor and technical staff to determine the best approach in system design specifications.
- Derive options and estimates for the requirements gathering, functional design, User Story creation (agile), and
- contributes to estimates and options for design, development, testing, and implementation of software projects.
- Determine the need for and coordinates the involvement of other internal DTMB divisions.
- Facilitate sessions with business partners to schedule and implement various application development projects.
- Provide proactive communication between the DTMB managers and the Client agency managers.
- Develop an approach to accomplish special assignments as requested by the DTMB manager or the Client Agency.
- Advise DTMB manager, project manager, and Client Agency managers of significant changes in projects impacting timing
- ·of implementation, budget overruns, or dramatic increases in staffing.
- Develop business case justification, as it relates to the Call for Projects, for mission critical systems.
- Configure defect tracking system and facilitate tracking of efforts.

Duty 3

General Summary: **Percentage:**   5

Perform additional duties as assigned.

Individual tasks related to the duty:

- Inform management of issues and risks as they arise and statuses in a timely manner as they change.
- Participate in any DTMB or statewide IT initiatives as necessary, appropriate, and required by supervisor.
- Perform IT-related training and assistance upon request.
- Serve on IT related advisory groups and interview panels upon request.
- All other duties as assigned and deemed necessary by the supervisor and/or management.

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16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

- Solutions and resolutions to manage and resolve service requests.
- Break-fix situations when immediacy is necessary, and delay would be detrimental to meet business goals and objectives.
- All assignments and work will be performed under guidance of 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 data, loss of federal funding, non-compliance with legislative mandates, and inappropriate agency management decisions based on incorrect information.

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

- Impacting other bureau systems.
- Resulting in a business process change.
- Commitment of resources for the investigation of production errors or proposed development.
- In addition, when there are legislative, legal, or budgetary impacts, the analyst should seek management input.

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18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Standard office environment. Use of personal computer using keyboard and mouse to perform trouble shooting, create and edit technical materials, communications with staff and clients, and reports. A minimum effort may be required to walk or drive to other locations. Majority of work is performed sitting at an ergonomic prepared 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 position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

20. This position's responsibilities 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.

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

Yes, Management prepared.

23. What are the essential functions of this position?

This analyst position serves as an expert IT Business Analyst supporting MDOS, BOE. This position is primarily responsible for providing Sr. Business Analyst support across several applications/products such as QVF Application, Michigan Voting Information Center, and ePoll Books for production support tracking of issues needing follow up. 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. This position works closely with the division's internal teams and all other DTMB teams daily. Position is expected to be able to effectively communicate both orally and in written correspondence with clients/customers, staff, and management. Must be able to train or coordinate the training for the staff and customers. Position may be assigned to lead or serve on project, task forces, special committees, and research groups, as needed.

Competencies: Customer Focus, Technical and Professional Knowledge and Skills, Communication, Decision Making, Building Strategic Working Relationships, Planning and Organizing Work, Innovation and Initiating Action.

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

This position will now be located in the Bureau of Elections. Work duties and tasks slightly modified to match the needs of that work area.

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

The function of the work area is the management of the Qualified Voter File application/system in collaboration with Michigan Department of State, Bureau of Elections. This position facilitates the analyzing and entering of cards in Azure DevOps (ADO) that are received by the BOE via a variety of communication channels (e.g., helpdesk, email). This position leads all Agile ceremonies as part of Prod support. This position will collaborate with vendor partners, as applicable and cross functional teams, assess options for process improvement, including business process modeling, maintain documentation regarding various Prod support, processes, and operation and incorporate Human Centered Design principles, where applicable.

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

EDUCATION:

Information Technology Programmer/Analyst P11/12

Possession of a Bachelor's degree with 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 or mathematics.

EXPERIENCE:

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

Alternate Education and Experience

Information Technology Programmer/Analyst P11 - 12
Possession of an associate's degree with 16 semester (24 term) credits in computer science, information assurance, data processing, computer information, data communications, networking, systems analysis, computer programming, IT project management, or mathematics and two years of experience as an application programmer, computer operator, or information technology technician; or two years (4,160 hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

OR

Educational level typically acquired through completion of high school and four years of experience as an application programmer, computer operator, information technology technician, or four years (8,320 hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

KNOWLEDGE OF:

- IT application design, development, and industry best practices
- Fundamentals of Project Management Methodology (PMM)
- Computers, software, and current technologies
- Needs assessment and requirement elicitation methods
- Human-centered design principles
- Business Analysis techniques including SWOT analysis, Gap analysis, RACI, ROI, Root Cause analysis, business process

  modeling, process flow diagrams, creating use case scenarios, writing user stories, and acceptance criteria

SKILLED/EXPERIENCE IN:

- Complex problem solving, time management, negotiation, and deductive reasoning
- Agile methodology

ABILITY TO:

- Review requests for service to determine requirements
- Thoroughly understand and work with multiple complex applications
- Prepare detailed written documentation
- Communicate effectively, both verbally and in written form, and to maintain a cooperative environment
- Work independently and within a team
- Gather and analyze facts, define problems, and propose solutions
- Communicate technical terminology at a level appropriate to an audience
- Provide quality customer service, build trust, and strategic relationships
- Effectively work with a software development team, make decisions related to assigned tasks, analyze business

requirements, and create design specifications

CERTIFICATES, LICENSES, REGISTRATIONS:

Duties may involve the use of a personal vehicle.

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of 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	**Date**

<u>TO BE FILLED OUT BY APPOINTING AUTHORITY</u>

Indicate any exceptions or additions to the statements of employee or supervisors.

N/A

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

SHANITRA FLUELLEN	12/9/2025
Appointing Authority	**Date**

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.

Employee	**Date**