State of Michigan
Civil Service Commission

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code
1. INTCSPL3H09N

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** TECH, MGMT AND BUDGET - IT
3. Employee Identification Number	**9. Bureau (Institution, Board, or Commission)** Agency Services Supporting MDHHS
4. Civil Service Position Code Description INFO TECH SPECIALIST-3	**10. Division** Children Services Division
5. Working Title (What the agency calls the position) ITS14 – IT Specialist - Salesforce	**11. Section** Child Services
6. Name and Position Code Description of Direct Supervisor BASKARAN, KALAIYARASI; INFO TECH MANAGER-3	**12. Unit** Child Welfare
7. Name and Position Code Description of Second Level Supervisor PEI, TAO; STATE ADMINISTRATIVE MANAGER-1	**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

This IT Specialist supports the Michigan DHHS Child Welfare Information System (CCWIS), with a strong focus on the Salesforce platform. As a key member of an Agile development team, this specialist leads efforts in gathering and refining business requirements, defining user stories, and supporting the full development lifecycle—from solution design and configuration to testing and deployment of Salesforce solutions.

The specialist acts as a strategic liaison between business stakeholders and technical teams, ensuring that solutions are aligned with program goals and user needs. The role involves leading requirement analysis and solution design, actively participating in Agile ceremonies such as sprint planning and retrospectives, and coordinating testing, deployment, and post-implementation support. This position is responsible for troubleshooting and resolving complex service requests, while guiding and mentoring junior analysts to promote best practices and continuous improvement across the team.

Success in this role requires strong communication, leadership, and problem-solving skills, along with a deep knowledge of Salesforce capabilities and Agile methodologies.

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:** **80**

Expert IT Specialist for MDHHS's mission critical, multi-bureau integrated applications.

Individual tasks related to the duty:

• Leads the selection of the IT strategies, policies, programs and procedures that satisfy proposed business requirements and fulfill the business objectives and goals of projects.
• Applies User Interface (UI) Design expertise on high visibility enterprise wide, web based, and mobile applications.
• Serves as liaison to escalate project related issues identified by ITPA 11s, ITPA 12s to the Agency PMO, EPMO, Project Managers and Agency Partners.
• Reviews, provides input and guidance, and approval of requirements both functional and non-functional that are the basis for development of Requests for Proposal (RFP) and subsequent Statements of Work (SOW).
• Contributes expertise in the review and approval of RFP's and SOW language.
• Serve as an active member of Joint Evaluation Committees (JECs) and has voting rights as necessary.
• Provides oversight of the creation and validation of estimates, and schedules created by Business Analyst staff for the requirements and test activities for large, multi-agency, or enterprise projects.
• Plans, directs and facilitates Joint Application Development (JAD) sessions for department or enterprise projects identifying common business processes in order to streamline solution integration.
• DTMB process subject matter expert in leading the development of program level requirements for large, multi-agency, or enterprise projects utilizing both traditional requirement definition and decomposition techniques (waterfall)and User Story Mapping, Theme, and EPIC identification and decomposition techniques(agile).
• Reviews and approves functional design requirements that include sensitive data types (such as highly confidential data, PCI, PII, etc...) and/or the creation of security design requirements for large, multi-agency, or enterprise projects.
• Research, identifies, and leverages strategic solutions and applies the reuse of functionality.
• Reviews and assesses the impact of enterprise Requests for Change (RFCs) to agencies' systems.
• Gathers, validates and participates in presenting project related information to the Project Review Board and/or Project Sponsors during project review meetings, project workgroups, Technical Review Board (TRB), and to the Executive TRB providing clarification and answers to questions.
• Reviews, and provides feedback on enterprise Program and Project Test Strategy's, ensures completion of detailed test plans, maintenance of the traceability matrices, and compilation of test results for enterprise-wide integration, performance, system or user acceptance testing on large, multi-agency, or enterprise projects.
• Leads and facilitates sessions to define implementation plan requirements and details. Validates and approves IT implementation plans and results for large, multi-agency, or enterprise projects.
• Researches and recommends new tools for requirement repositories, interactive prototyping, UI simulation to verify functional requirements before system design and coding occurs.
• Researches, selects and pilots emerging techniques for identifying and documenting requirements.
• Assesses the impacts of upgrades to software versions and equipment on agency systems and works with project technical staff to gain approval of revised Enterprise Architect Solutions Assessment (EASA).
• Leads cross-functional teams to evaluate approaches to improve application sustainability as a result of system changes and approves recommendations to alleviate problems.
• Serves as Agency Services liaison to outside IT consultants/vendors supporting multi-vendor solutions and/or mission critical systems for large, multi-agency, or enterprise projects.
• Serves as the IT system owner representing the Agency in reviewing and assessing the impact of requests for change to IT standards, policies and processes on projects in flight or applications in production.
• Ensures client agencies and program area's IT strategic direction/plan aligns with State of Michigan (SOM) IT strategic direction/plan and applicable Executive Orders.
• Reviews, approves, and ensures that the system disaster recovery plan adheres to the SOM policy/standards.
• Identifies opportunities for collaborative partnerships with other internal/external entities on proposed legislation, enhancement requests, or changes in governmental processes or procedures.
• Recommends and identifies resources for the creation of IT task forces, special committees, and/or research groups.
• Reviews and approve identified opportunities, plans, and recommendations to gain efficiency by reengineering business processes.
• Reviews and approves data flow models, business process flow models. etc.
• Resolves escalated issues that impacts business processes related to mission critical, multi-agency, or enterprise systems.
• Evaluates and recommends internal IT processes for application development sustainability to improve service delivery.

Duty 2

General Summary: **Percentage:** **15**

Engage with the Agency in establishing and fulfilling the MDHHS strategic goals and objectives through exemplary delivery of IT Services.

Individual tasks related to the duty:

• Develops and manages the relationship and expectations of the Client agency managers through expert negotiation, conflict resolution, and facilitation skills.
• Directs activities of Requirements Gathering team on software development with DTMB staff and outside consultants by enforcing DTMB's SUITE methodology.
• Directs the activities necessary to develop and maintain requirements and functional design documentation of Customer Applications.
• Communicates with software vendors and technical staff to determine the best approach to meet system design specifications.
• Derives options and estimates for the requirements gathering, functional design (waterfall), User Story creation (agile) and contributes to estimates and options for design, development, testing and implementation of software projects.
• Determines the need for and coordinates the involvement of other internal DTMB divisions.
• Facilitates sessions with business partners to schedule and implement various application development projects.
• Provides proactive communication between the DTMB managers and the Client agency managers.
• Develops an approach to accomplishing special assignments as requested by the DTMB manager or the Client Agency.
• Advises DTMB manager and Client Agency managers of significant changes in projects impacting timing of implementation, budget overruns or dramatic increases in staffing.
• Develops business case justification, as it relates to the Call for Projects, for mission critical systems.
• Configures defect tracking system and facilitates all testing efforts.

Duty 3

General Summary: **Percentage:** **5**

Other duties as assigned

Individual tasks related to the duty:

• Perform related work as is deemed necessary by the supervisor
• 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.
• Other duties as assigned.

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

• This position makes decisions regarding solutions and resolutions to manage and resolve service requests.
• This position makes independent decisions when those decisions impact the design of the assigned systems, particularly within the assigned development team.
• This expert also acts independently in operational break-fix situations when immediacy is necessary, and delay would be detrimental for the bureau to meet their business goals and objectives.

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

• Decisions that impact other bureau systems would require approval by the next level of management.
• Collaboration must occur not only with the DTMB management but also among the management of all the systems involved to determine the priority of the work.
• Decisions regarding major changes in project scope.
• Decisions that result in a business process change.
• Decisions that impact MDHHS goals and objectives.
• In addition, when there are significant budget impacts, the specialist should seek management input.

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.

• Work is performed in a business office setting
• Typical Office Environment
• Requires extensive use of VDT and keyboard.
• Involves equipment setup for system demonstration and training.
• Involves heavy workloads and mandatory deadlines.

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

23. What are the essential functions of this position?

This position will serve as an IT Specialist for the Department of Health and Human Services, providing new development support for the CCWIS (Comprehensive Child Welfare Information System). The CCWIS system will be a modernized case management system to replace the legacy MiSACWIS application. This IT Specialist position requires an expert understanding of Child Welfare Applications and the impacts of the data that is being collected, processed, and reported. This position will be required to work closely with MDHHS and the selected vendor during the entire development cycles and then support maintenance and operations duties post go-live. This specialist will work closely with other application areas like MiSACWIS, MiConnect, Bridges, HUB, etc. It requires an expert understanding of the Child Welfare Data that is being collected and reported on. This position plays a lead technical role in new projects as well as ongoing support functions requiring in-depth expertise to manage and troubleshoot escalated issues. This position should also support audit-related remediations and monitoring of data to ensure Data Quality. This position will serve as the Data Custodian for Child Welfare applications in Keylight.
Critical job role: IT Specialist for CCWIS new development
Competencies: Building Strategic Working Relationships, Building Trust, Communication, Contributing to Team Success, Customer Focus, Decision Making, 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.

PD update, the essential tasks and duties remain the same the update is using the most recent applications.

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

The function of this work area is to provide Information Technology support to the Michigan Department of Health and Human Services (MDHHS) – Child Welfare Division, with the goal of improving services for children, youth, and families. This includes supporting the modernization of the child welfare system through the development and implementation of the Comprehensive Child Welfare Information System (CCWIS), which will replace the legacy MiSACWIS platform.
This position plays a critical role in supporting the development and implementation of new CCWIS modules—including Case Intake and Investigations, Case Management, Courts and Juvenile Justice, Provider Management, and Financials—many of which are being built on the Salesforce platform. These modules will be developed by a vendor and transitioned to DTMB for long-term maintenance after go-live.
As an IT Specialist, this position operates within an Agile team environment, contributing to sprint planning, backlog refinement, and cross-functional collaboration. This position is responsible for gathering and analyzing business requirements, facilitating communication between stakeholders, and ensuring that Salesforce-based solutions meet both technical and programmatic needs. The role also involves resolving complex issues, balancing competing priorities, and mentoring junior analysts to ensure consistency and quality across the team.

26. 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 at least 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 Specialist 14 - 15
Three 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.

KNOWLEDGE, SKILLS, AND ABILITIES:

• Information technology application design, development, and industry best practices.
• Fundamentals of Project Management Methodology.
• Identify, document, and resolve project issues.
• Computers, software, and current technologies
SKILLED IN
• Complex problem-solving, time management, negotiation, and deductive reasoning.
• Proficient in SQL.
• 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, and 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.
• Perform data analysis using SQL and other tools as necessary.
• Facilitate requirements prioritization based on business value.
• The ability to communicate complex ideas in a clear, concise manner across functional and technical departments
• Identify, document, and resolve project issues.

CERTIFICATES, LICENSES, REGISTRATIONS:

None

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**

TO BE FILLED OUT BY APPOINTING AUTHORITY

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.

AMY MILLER — **Appointing Authority**

11/12/2026 — **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**