

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

Federal privacy laws and/or state confidentiality requirements protect a portion of this information.

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 Health & Aging/Bureau of Audits/Office of IG
5. Working Title of Position (agency title of position) ITPA12 – Senior Business Analyst	11. Section Health & Medicaid Services
6. Name and Classification of Direct Supervisor David Valentine, ITM14	12. Unit Business Planning
7. Name and Classification of Next Higher-Level Supervisor Sharita Hurst, 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

This ITPA12 position will serve as a Senior IT Business Analyst on the Michigan Medicaid Information System Team within the Department of Technology, Management and Budget (DTMB) Agency Services supporting the Department of Health and Human Services (DHHS). This position will be responsible for the audit and security compliance design, planning, implementation, and support for all DHHS Medicaid Systems and is responsible for the adherence to, compliance with, and reporting on, Federal, State, and industry requirements for the State of Michigan's Medicaid Management Information System (MMIS), known as Community Health Automated Medicaid Processing System (CHAMPS) and Maximus Eligibility Systems. The position will be responsible for the technical security compliance requirements for Medicaid systems and the integrations, including NIST 800-53, IRS Publication 1075, CMS Mars-E 2.0, DTMB PSPs, as well as compliance related to PHI, PI, PII, CJIS. The position will be responsible for highly complex assignments related to all Eligibility audits and pre-audits, including engagements involving OAG, MiSAP, IRS, CMS, SSA, FNS, ICE, and other State of Michigan or Federal agency performing an audit of SOM IT. Additionally, this position is responsible for supporting DHHS staff, working as a liaison between DTMB Agency Services and other DTMB areas, and vendor partners.

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15. Please describe assigned duties, percent of time spent performing each duty, and explain what is done to complete each. List in order of importance, from most to least important. Total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary of Duty 1: 55% 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 IT Statements of Work (SOW) for Requests for Proposals (RFP).
- Provide content approval and validate estimates for the entire schedule of IT projects for Project Manager to ensure compliance with the SUITE Project Management Methodology (PMM) and the Systems Engineering Methodology (SEM).
- Facilitate meetings with clients to gather requirements for all IT solutions and to identify impacted business processes and determine best process and IT solution integration.
- Lead artifact reviews with peers, system specialists, Enterprise Security and other DTMB entities to ensure project specifications for IT solutions and applications adhere to DTMB and agency policies, standards or guidelines.
- Review and approve design. Ensure security standards are adhered to.
- Design and document IT solutions when new technology is involved.
- Validate and finalize Local Change Board and Enterprise Change Board documents. Ensure proper change management for all requested fixes to production systems.
- Responsible for development of training content and facilitate training.
- Develops the information gathered to present to the Project Review Board and/or Project Sponsors during project review meetings, project work groups, and the Technical Review Board (TRB).
- Creates models that reflect data flows, business process flows, etc.
- Approves application-wide integration, performance, system or user acceptance test plans and ensures completion of the test plan within the traceability matrix.
- Review and approve application test results and ensure completion of the test results within the traceability matrix.
- Develop and monitor defect tracking logs and facilitate problem resolution.
- Lead and facilitate sessions to gather implementation plan requirements. Validate and approve IT implementation plans and execution.
- Evaluate impact of new development tools, languages, upgrades and equipment on agency systems and make recommendations to DTMB and/or agency clients.
- Monitors long term IT solution traits and break fix patterns and recommends IT solutions to alleviate persistent problems.
- Review and approve project management documents.
- Serves as Agency Services liaison to outside IT consultants/vendors.
- Serve as a liaison between DTMB and the client concerning requests, standards, and other program and project matters.
- Develop and maintain an effective communication plan with DTMB, vendors and agency staff relating to project level metrics and reporting, etc.
- Actively participate in the development and implementation of assigned client agency's IT strategic direction/plan.
- Perform disaster recovery planning and implementation.
- Evaluate, document, and inform DTMB management and supported client agency of impact and risks to existing IT solutions due to proposed legislation, enhancement requests, or changes in governmental processes or procedures.
- Mentors other DTMB staff to resolve client agency IT issues.
- Leads assigned IT task forces, special committees, and/or research groups.
- Agrees to follow all policy, standards and procedures of DTMB.

Duty 2

General Summary of Duty 2: 35% of Time

Serve as the Compliance expert for Medicaid Systems. Review and monitor compliance requirements and controls to identify non-compliance, organize, and address timely remediation of non-compliant findings at the Federal, State and enterprise levels.

Manage, develop, and support CHAMPS and Maximus Eligibility Systems SSPs and assessments. Provide expertise and guidance to Compliance and Vulnerability team as needed for Medicaid Systems. Serve as the key player for all Medicaid Systems audits and lead audit mitigation.

Individual tasks related to the duty.

- Serve as application compliance subject matter expert for Medicaid Systems. Act as primary contact to manage, develop, and support all Medicaid System Security Plans (SSPs) and assessments.
- Perform risk assessments/security compliance against established standards, including SSPs, CMS audits, and IRS audits.

- Utilize the Governance, Risk and Compliance tool to complete System Security Plans and other security documentation.
- Serve as Medicaid Systems security liaison between departments, which involves being a point of contact for security questions and researching and providing possible solutions to mitigate security issues.
- Lead the security compliance evaluation of vendor software targeted for possible integration into the systems or environments, including strategic middleware software, applications, tools, and utilities
- Proactively monitor compliance controls within the application operations, identify non-compliance, and lead timely remediation of non-compliant findings. Gather/Interpret security requirements to be translated into system specifications
- Develop strategic security goals to ensure compliance with the DTMB Strategic Plan
- Ensure Medicaid systems adhere to Federal and State privacy rules and regulations and other applicable regulations
- Maintain an awareness of agency and IT enterprise initiatives. Communicate security implications and impacts of the initiatives to Eligibility Systems.
- Support Directors, Business Relationship Managers, Infrastructure Managers, and Enterprise Architects
- Provide knowledge leadership in security compliance standards and governance
- Operate within the context of the State of Michigan's State Unified IT Environment (SUITE) process methodology
- Provide leadership and direction to technical teams and resolve escalated security compliance issues
- Perform pre-deployment research and analysis of software installs, upgrades and configuration changes, and the impact on security compliance of the application(s)
- Prepare documentation for Medicaid Systems disaster recovery planning and implementation
- Evaluate impact of new development tools, languages, upgrades, and equipment and make recommendations
- Auditing/Reporting as system security liaison. Represent DTMB as liaison on Medicaid Systems and DHHS related audits
- Audit liaison for DHHS audits involving OAG, MISAP, IRS, CMS, SSA, FNS, ICE and any other State of Michigan or Federal agency that would be performing an audit of SOM IT
- Serve as Federal and State Security/Audit Compliance team member, which involves security assessments, audit tracking, reporting, remediation, CMS questionnaires, and compliance for CHAMPS, Maximus and other Medicaid applications
- Act as lead technical audit and security compliance liaison, which includes guiding new personnel on how audits work and what evidence is required
- Coordinate with and represent the Medicaid organization in audit entrance / exit briefings and interviews.
- Facilitate data, information, and artifact gathering requests.
- Assist with reviews and responses to audit finding reports and remediation to audit findings.
- Provide status reporting to senior management.
- Serve as member of IRS Safeguards Review Steering Committee Core team
- Consult/Explain complex IT processes, DTMB standards, and solutions, developing and maintaining an effective communication plan within DTMB and agency clients relating to project level metrics, bureau level project reporting, etc.
- Gather, review, and analyze potential impacts of changes and inform DTMB management and supported client agency of impact and risks to existing IT solutions due to proposed legislation requests, changes in processes or procedures
- Actively participate in the development and implementation of assigned client agency's IT strategic direction/plan
- Leads assigned IT task forces, special committees, and/or research groups
- Provide proactive communication between the DTMB managers and the Agency partners managers

Duty 3

General Summary of Duty 3: 5% of Time

Remain current on relevant technology security training, research, and evaluation to maintain an understanding of the business requirements combined with the knowledge of security technology required for developing IT solutions for the client agency to ensure compliance and address needs.

Individual tasks related to the duty.

- Actively seek training opportunities for professional development and identify and research security technology trends
- Plan and attend training, as required, to maintain work competencies and skills
- Retain high level of comprehension/proficiency with NIST 800-53, IRS Publication 1075, CMS Mars-E 2.0, and DTMB PSP's
- Identify and share information related to audit and security tools and technology with development and support staff
- Document security procedures and guidelines for the development, installation, and maintenance of IT solutions

Duty 4

General Summary of Duty 4: 5% of Time

Other duties as assigned.

Individual tasks related to the duty.

- Participate in team meetings and work groups to coordinate standards and methods, and sharing technical information
- Assist with technology solution work planning efforts
- Prepare budget information and supporting documentation when required
- Perform other duties as assigned by manager

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.

Decisions made independently include decisions that:

- Involve the best approach to resolve technical issues
- Involve the best approach to resolve functional issues
- Plan, develop, and administer design-related policies, procedures, and documentation

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

Decisions that require supervisor's review include decisions:

- Impacting legislative, legal, and/or budgetary matters
- Impacting team, agency, and/or section goals or priorities
- Affecting changes in policies, standards, and procedures affecting team, section, and agency
- Approving requested hardware and software purchases
- Impacting client agencies

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.)

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>

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

<input type="checkbox"/> Complete and sign service ratings.	<input type="checkbox"/> Assign work.
<input type="checkbox"/> Provide formal written counseling.	<input type="checkbox"/> Approve work.
<input type="checkbox"/> Approve leave requests.	<input type="checkbox"/> Review work.
<input type="checkbox"/> Approve time and attendance.	<input type="checkbox"/> Provide guidance on work methods.
<input type="checkbox"/> Orally reprimand.	
<input type="checkbox"/> Train employees in the work.	

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

Signature

Date

NOTE: Make a copy of this form for your records.

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?

An IT business analyst position responsible for the audit and security compliance design, planning, implementation, and support for all DHHS Medicaid Systems and is responsible for the adherence to, compliance with, and reporting on, Federal, State, and industry requirements for the State of Michigan's Medicaid Management Information System (MMIS), known as Community Health Automated Medicaid Processing System (CHAMPS) and Maximus Eligibility Systems. The position will be responsible for the technical security compliance requirements for Medicaid systems and the integrations, including NIST 800-53, IRS Publication 1075, CMS Mars-E 2.0, DTMB PSPs, as well as compliance related to PHI, PI, PII, CJIS. The position will be responsible for highly complex assignments related to all Eligibility audits and pre-audits, including engagements involving OAG, MiSAP, IRS, CMS, SSA, FNS, ICE, and other State of Michigan or Federal agency performing an audit of SOM IT. Additionally, this position is responsible for supporting DHHS staff, working as a liaison between DTMB Agency Services and other DTMB areas, and vendor partners.

Competencies: Building Strategic Working Relationships, Communication, Customer Focus, Decision Making, 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?

Each area within Agency Services supporting MDHHS develops, implements, and maintains the computer systems required by the administrations within MDHHS, for which each area is responsible. It must perform these activities in compliance with ever changing State and Federal regulations and mandated legal priorities and deadlines while adhering to prevailing policy/procedures/standards and maintaining operation effectiveness.

This position is part of the support structure of a service-oriented organization. Knowledgeable, technical staff are needed to meet the commitments of the Department/Agency without further compromising staffing of other priority projects.

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:

Four 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:

- Information technology application design and development, and industry best practices
- Structured programming, data modeling, object-oriented/event programming procedures, techniques, and methodology
- PC software such as Java, .Net, Discoverer, Oracle and SQL databases

SKILLED/EXPERIENCE IN:

- Microsoft Office Suite (Word, Excel, PowerPoint, Access)
- Visio
- Microsoft Project
- Project Management Methodology (PMM)

ABILITY TO:

- Review customer's request for service to determine requirements

- Work in multiple environments (client server and web) to analyze specifications, develop system applications, coordinate testing in development and staging areas, and install in production
- Thoroughly understand and work with multiple complex applications
- Analyze instructions and data and convert specifications to computer language
- Prepare detailed written instructions and documentation
- Communicate effectively, verbally and in writing, and maintain a cooperative environment
- Work independently
- Gather and analyze facts, define problems, and devise solutions
- Conduct interviews, as well as establish and maintain effective relationships with systems users
- Communicate technical terminology at a level appropriate to the audience allowing the person to train or coordinate training for the analysts or customers
- Provide quality customer service, build trust through integrity of work, and build strategic relationships through teamwork
- Effectively work with a software development team, make decisions related to assigned tasks, analyze business requirements, create design specifications, and construct and test computer systems
- Troubleshoot and resolve development problems
- Calmly and rationally assess situations

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