State of Michigan
Civil Service Commission

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

Position Code
1. ITPRANEP41N

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 Information Technology Programmer Analyst-E	**10. Division** Child Welfare and Child Support
5. Working Title (What the agency calls the position) ITPA11 – Business Analyst	**11. Section** Child Support Services
6. Name and Position Code Description of Direct Supervisor DANIEL BIEKE; INFO TECH MGR-3	**12. Unit** Operations and Support
7. Name and Position Code Description of Second Level Supervisor GURPREET SANDHU; STATE ADMINISTRATIVE MGR-1	**13. Work Location (City and Address)/Hours of Work** Romney Building, Lansing, MI 8a-5p, Monday-Friday / Hybrid schedule

14. General Summary of Function/Purpose of Position

As an IT Business Analyst, the employee performs a complete range of information system analyst assignments including, but not limited to, designing, developing (user stories), testing, and implementing computer solutions for the MDHHS Child Support Microsoft Dynamics 365 CRM, PowerApps and Portal applications.

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: 70**

The primary duty of this position is to act as a 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 the 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:

- Assist with the selection of the IT strategies, policies, programs, and procedures for achieving the objectives and goals of the development needs.
- Serve as an IT resource to the Project Manager and liaison to the PMO to resolve project issues.
- Provide IT research and input for the development of Statements of Work (SOW) and Requests for Proposals (RFP)
- Research and provide input in the creation of IT project plans.
- Assist with effective implementation of communication plan between DTMB and the agency by providing reports and data.
- Work with division clients to gather and organize process requirements for IT solutions.
- Design application to meet security standards.
- Design and document IT solutions that are State of Michigan standard technology.
- Document program specifications for IT solutions and applications.
- Design, develop, and implement test plans for applications or subsystems. Obtains client sign off on test plans after client concurs with test plan results.
- Create test data, test scenarios, and execute approved tests to determine the accuracy of program logic to produce desired results.
- Provide defect tracking log entry information.
- Document implementation plan.
- Implement IT solutions.
- Participate in the development of IT Call for Projects documentation including enterprise impact analysis, cost/benefit analysis, analysis of alignment with agency and IT strategic direction, risk analysis, and prioritization ranking, etc.
- Assist in creation/modification of project management documents by applying DTMB project management methodology to IT solutions that support the client agency(s).
- Represents DTMB as an IT resource at meetings.
- Perform tasks for internal/external security and standards review
- Evaluate/recommend equipment & software to purchase for client agency use.
- Represent DTMB and client agency to resolve IT issues.
- Agree to follow all policy, standards and procedures of DTMB.

Duty 2

General Summary: **Percentage: 25**

Test IT solutions to insure they meet all the requirements and standards of the MDHHS client and the Department of Technology, Management and Budget (DTMB).

Individual tasks related to the duty:

- Design, develop, and implement test plans for applications or subsystems.
- Work with the business client to create test scenarios.
- Execute test plans approved by senior analyst.
- Create or collect test data and execute approved tests to determine the accuracy of program logic to produce desired results.
- Test the database and associated design to ensure compliance with the business rules which govern the database.
- Research, analyze and provide input into support requests and incident resolution
- Provide defect tracking log entry information.

Duty 3

General Summary: **Percentage: 5**

Other Duties as assigned

Individual tasks related to the duty:

- Attendance at staff meetings
- Serve as a liaison between other technical staff, management, users, and vendors regarding service requests, usage, standards, security, and other technical matters.
- Seek out and attend relevant technical training.
- Attend special training sessions required by client to provide complete IT service.
- Carry out the directives of Management in support of providing customer service to clients of DTMB.
- Contributing ideas on continuous improvement of IT processes

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

All assignments and work are performed independently, per established Unit procedures, under the control of an Information Technology Manager:

Prioritizing trouble-shooting activities

Determining what diagnostic procedures to execute

Determining and implementing appropriate resolutions

Making variations to established procedures to fit the situation at hand

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

Major changes in the direction of a project. Decisions that require authorization of funding. Decisions that involve staff time outside of the unit. Decisions that may have legislative, legal, security, or budgetary impact.

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

N/A

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	

N	Approve leave requests.		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?

Management prepared

23. What are the essential functions of this position?

An IT Business Analyst position responsible for the research, development and implementation of MDHHS Child Support data system applications in web-enabled or client/server environments. This position must be able to assess problems and needs of the client/customer community and assist in the design, development, test, implementation, and maintenance of highly complex computer applications in response to the informational and managerial needs of clients/customers.

The individual 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.

Competencies: Communication, Customer Focus, Initiating Action, Innovation, Planning and Organizing Work, Technical and Professional Knowledge and Skills.

The essential duties of this position are to support the Child Support application suite

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

No changes.

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

Operational Support of MDHHS Child Support systems and customer base. This includes Microsoft Dynamics 365, Articulate 360 Teams, OCS, SCAO and FOC/PA business requirements collaboration. The Child Support suite of applications includes MICSES - a 24/7 Red Card application.

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

EDUCATION:

Information Technology Programmer/Analyst 9

Possession of an Associate's degree with 16 semester (24 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.

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 9
No specific amount or type is required.

Information Technology Programmer/Analyst P11
No specific type or amount is required.

Alternate Education and Experience

Information Technology Programmer/Analyst 9
Educational level typically acquired through the completion of high school and two years of experience as an application programmer, computer operator, IT Technician, or two years (4,160 hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the application lifecycle
- Knowledge of technical processes and procedures as related to Help Desk trouble tickets
- Knowledge of Help Desk systems such as Microsoft Dynamics 365 or BMC Remedy
- Knowledge of troubleshooting and triaging difficult Help Desk tickets
- Ability to assist remote workers that are experiencing technical issues
- Ability to collaborate with other technical areas to resolve technical user problems

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**

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.

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**