

**State of Michigan
Civil Service Commission**

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

Position Code

1. ITPRANA

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 DHHS
4. Civil Service Position Code Description Info Tech Prgmr Analyst-A	10. Division Administration & Departmental Solutions
5. Working Title (What the agency calls the position) ITPA12 – Senior Software Tester	11. Section Administration
6. Name and Position Code Description of Direct Supervisor MCDANIEL, STEVEN J; INFO TECH MANAGER-3	12. Unit Web Development
7. Name and Position Code Description of Second Level Supervisor BLATT, DAVID R; 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 position functions as a Senior Software Tester, within DTMB's Agency Services supporting DHHS for the Administration & Departmental Solutions division. The employee will perform a complete range of information system analyst assignments including, but not limited to, leading testing initiatives for the Administration area in the support of Department of Health and Human Services (DHHS). This position is primarily responsible for providing Senior Software Testing support across several applications and platforms including, but not limited to: Salesforce, IBM Middleware, Amazon Web Services, Google Web Services, and React Solutions on OpenShift.

This position leads testing efforts and will be looked upon to provide mentoring to other team members. The position will provide guidance and recommendation to leadership on the evaluation and use of new testing tools and will serve as the quality assurance resource and work in parallel with contracted vendor.

The position will lead the quality assurance evaluation efforts and ensure documentation is sufficient to inform DTMB management and the supported client agency of impacts and risks. The employee will also actively lead the quality assurance and implementation of assigned client agency IT strategic direction and planning, as well as mentor other DTMB staff to resolve client agency IT issues.

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

Act as a Senior Software Tester, validate changes to information systems, business processes, and policies, as applicable. Collaborating with both the Information Technology (IT) project teams and business clients, this position managing client communications, lead automation efforts, from which applications and solutions are developed, ensures high-quality software and smooth team operations, ending with successful client demos and improved efficiency.

Individual tasks related to the duty:

- Coordinate and analyze feedback from other reviewers. Collaborate and negotiate with the project managers and analyst to create appropriate resolution. Review all acceptance criteria.
- Create and develop original stories/testing approach, (unit, functional, integration, system, user acceptance, contribute automated testing), according to State of Michigan (SUITE) and collaborate with stakeholders for review and approval.
- Review and approve test artifacts. Identify and automate candidates.
- Create and design the testing data management plan which enables all business models to be properly tested.
- Coordinate, execute and communicate the test planning or sprint planning activities.
- Coordinate, execute and communicate the defect management process to stakeholders.
- Validate testing data/results and produce testing metrics. Ensure end to end testing has been completed.
- Define configuration management processes for testing artifacts and ensures compliance.
- Identifying and initiate continuous process improvement.
- Create and design test planning or sprint planning documents.
- Serve as an escalation point for experienced level staff in automated test scripts.
- Create and design the maintenance plan for automated test scripts.
- Configure the automated tool to allow for collaborative use of scripts and components.
- Review and approve all outcomes of the maintenance plan tasks within the automated tool.
- Collaborate with MCS to identify User profiles, user ID's. and passwords within the constraints of Access Control Policy & Procedure and document in the DTMB- 170 Enterprise Security form, test security needs, application roles/permissions for all environments.
- Build environments {QA & DEV} specific test suites with integrated application life cycle management.
- Configure automated tool to create scripts based on standards and integrate with application life cycle management tool.
- Create the testing data management plan for the automated test scripts.
- Publish results of automated test execution for release planning purposes.

Duty 2

General Summary:

Percentage: 30

Perform other miscellaneous duties associated with quality assurance and special projects.

Individual tasks related to the duty:

- Prepare presentations and documents for UAT demos, lead all QA activities including client demos, and assist clients with UAT testing processes.
- Manage QA processes, strategies, and all related documentation in a centralized wiki, alongside tasks in Azure DevOps.
- Attend all sprint planning sessions and daily stand-ups to align QA efforts with development timelines and project goals.
- Prepare comprehensive test reports for all environments and manage approvals for production deployment by submitting reports to client post-demos.
- Oversee testing activities for both middleware and Salesforce-based applications, including API testing using SOAP UI and Postman and managing test data in databases.
- Validate API responses, error codes, transitions between different middleware systems using database events, and write database queries to support API testing processes.
- Validate the service down scenarios and reprocessing scenarios for the APIs and analyze the database queues and events for the same.
- Develop documentation for new team members to facilitate understanding of QA processes, conducting knowledge transfer sessions (KTs) as necessary.
- Special projects as assigned by management.

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

This position requires the resource to oversee all quality assurance tasks independently, managing client communications, testing in various environments, prepare test scenarios and necessary test data and assist with UAT demos. Those affected are the Agile team, vendor team, and business partners.

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

- Policy and regulatory interpretation strategies where there is no guidance document or precedent
- Decisions where governing law or policy is unclear or mute
- Actions with significant technical ramifications
- Prioritization of workload issues
- UAT Demos
- All POCs

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.

Position is located within a standard office location or standard conference room settings.
A minimum amount of effort may be required to walk or drive to locations other than primary work location.
Position 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

23. What are the essential functions of this position?

The essential duties of this position are to act as a Senior Software Tester, validate changes to information systems, business processes, and policies, as applicable. Collaborating with both the Information Technology (IT) project teams and business clients, this position managing client communications, lead automation efforts, from which applications and solutions are developed, ensures high-quality software and smooth team operations, ending with successful client demos and improved efficiency.

Competencies (in alphabetical order): Communication, Customer Focus, Decision Making, Planning and Organizing, Technical/Professional Knowledge and Skills, Work Standards

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

Establishment

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

The function of the area is to provide quality assurance support to all agency applications and projects. This position will provide Sr Software Analyst support specifically to the team who provides the development support for all software systems within the Administration & Departmental Solutions division.

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 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

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:**

- Provar
- Java

SKILLED/EXPERIENCE IN:

- Selenium
 - Ready API
 - Postman
 - API testing
 - Oracle
 - Create and design test planning or sprint planning documents
 - Create and design the maintenance plan/test plan for automated test scripts
 - Selecting or Identifying Areas/Test cases for Automation
 - Designing & Implementing Test Automation Strategy
 - Organizing, monitoring defect management process
 - Handling changes and conducting Regression Testing
 - Review and approve all outcomes of the maintenance plan tasks within the automated tool
 - Build environments {DEV, UAT, QAT, PRE-PROD} specific test suites with integrated application life cycle management
 - Configure automated tool to create scripts based on standards and integrate with the application life cycle management tool
 - Create the testing data management plan for the automated test scripts
 - Publish results of automated test execution for release planning purposes
- ABILITY TO:**
- Making and demoing presentations
 - 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 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.

AMY MILLER

10/7/2025

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