

**State of Michigan
Civil Service Commission**

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

Position Code

1. ITPRANAN44N

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 MDE, CEPI, MDCR, MCSC, & MiLEAP
4. Civil Service Position Code Description INFO TECH PRGMR ANALYST-A	10. Division MDCR, MCSC, & MiLEAP/MDE & CEPI Infrastructure
5. Working Title (What the agency calls the position) Senior Application Developer	11. Section MDCR, MCSC, & MiLEAP Application Support
6. Name and Position Code Description of Direct Supervisor SMITH, JENNIFFER L; INFO TECH MANAGER-3	12. Unit MDCR and MCSC Development
7. Name and Position Code Description of Second Level Supervisor ERHARDT, CHANTAL Z; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 525 W. Allegan St. Lansing, MI 48933 / 8:00 A.M. TO 5:00 P.M. M-F (hours may vary) Hybrid

14. General Summary of Function/Purpose of Position

As a Senior Application Developer, the employee performs a complete range of information system analyst assignments including, but not limited to, designing, developing, testing, and implementing computer systems and applications for Michigan Department of Civil Rights (MDCR) and the Michigan Civil Service Commission (MCSC). This position will support the Civil Right Information System (CRIS) & the MCSC Customer Relationship Management (CRM) applications. This individual will be looked upon to provide technical support to other team members and evaluate new development tools and agency systems.

This position will primarily utilize Microsoft Dynamics Customer Relationship Management (CRM) applications and Salesforce. Activities include the verification of the architectural integrity of the application environment, recommend solutions based on the results of technical impact analysis on all proposed infrastructure changes to ensure feasibility and cost effectiveness, develops, and manages configuration management standards, processes, and policies. This individual will provide technical support to other team members and evaluate new agency applications and tools.

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: 60

Serve as team lead and resource directing the programming, testing, and implementation of new and existing complex web-enabled or client/server data system applications following industry and DTMB development standards. Develop or approve plans for testing and implementation of web-enabled or client/server data system applications, evaluate impacts of changes and new technology, recommend solutions to persistent problems, and server as Agency Services liaison to external consultants.

Individual tasks related to the duty:

- With the Business Analyst, takes a lead role in presenting the information gathered to the Project Review Board and/or Project Sponsors during project review meetings, project workgroups and to the Technical Review Board providing clarification and answers to questions.
- Design and document IT solutions when new technology is involved with guidance and review from the solutions architect (SA) to ensure the software architecture aligns with the hardware architecture and other DTMB enterprise guidelines.
- Assist Architect or DBA to draft technical database model that:
 - o Complies with audit separation of duty requirement
 - o Captures requirements of data elements
 - o Designs data elements to best meet application needs
- Reviews and approves updates to systems documentation
- Serves as a team lead and resource, directing the code development, providing advice and guidance to other development staff.
- Reviews and approves recommended design solutions.
- Develop/design the coding standards and integration processes/objects/ framework that can be leveraged for an IT solution.
- Evaluate and identify opportunities for programming standardization.
- Lead code review to ensure strategies and applications adhere to State and agency policies, standards or guidelines. Participate in department wide coding standards review.
 - o Work with the solutions architect to setup guidelines/processes on code review.
- Maintain source code within the standard version control tool.
- Evaluate and identify development exception needs. Work with a Solutions Architect to gain required approval.
- Review and approve application test plans with Business Analyst. Incorporate all levels of security, which were identified as system requirements, into test plans.
- Develop and monitor defect tracking logs and facilitate problem resolution.
- Design scripts and coordinate application peer testing, load testing and system integration testing.
- Develop plans and coordinate implementation of tool/environment upgrades with guidance and review from the solutions architect (SA).
- Monitors long term IT solution trends and recommends IT solutions to alleviate persistent problems.
- Validate and finalize Local Change Board and Enterprise Change Board documents
- Provide input to procedures and ensure proper change management for all requested fixes to production systems.
- Communicate changes to DBA, Configuration Management (CM), Development team to complete the release to production.
- Create build using proper code source from the standard version control tool.
- Work with CM team to release the build to appropriate environments.
- Serve as Agency Services liaison to internal/external vendors/consultants/partners.
- Work with vendors to integrate COTS applications with State standard solutions.
- Consult with agency clients to 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.
- Represent DTMB Agency Services on internal/external security policy and standards review teams with guidance and review from the solutions architect (SA).
- Prepare documentation for disaster recovery planning and implementation.
- 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.
- Evaluate impact of new development tools, languages, upgrades and equipment on agency systems and make recommendations to DTMB and/or agency clients in collaboration with the solutions architect (SA).
- Research, evaluate, and recommend selection of application environment architectures, technologies, standards, services, and tools, in coordination with other architects, by leveraging the EA Workshops and documenting through the EA Solution Assessment.
- Validate application/solution architecture design meets requirements established with the use of SUITE deliverables and through structured walk-throughs.
- Review Enterprise Architecture Solution Patterns/Reference Models for specific agency application system. Analyze EA Solution Assessments cataloged in EA SA Library for similar system design guidelines
- Complete EA Solution Assessment for agency application system and submit through EA Core Team representative.
- Create, maintain and verify system level design.
- Verify the architectural integrity of the application environment.
- Recommend solutions based on the results of technical impact analysis on all proposed infrastructure changes to ensure feasibility and cost effectiveness.
- Facilitate/lead team members for any application environment consolidation, migration, or integration efforts.
- Assist the expert level in the planning, design, and development of the disaster recovery capabilities.
- Assist the development team with the implementation of the security design including secure coding practices, application security, network security, firewall rules, etc.
- Recommend action to increase application performance i.e., uptime, response time, throughput, reliability, scalability, etc.

Duty 2

General Summary:

Percentage: 20

Serve as team lead and resource developing guidelines and procedures for middleware systems following industry and DTMB standards.

Individual tasks related to the duty:

- Develop guidelines and procedures for middleware performance i.e., uptime, response time, throughput, reliability, scalability, etc.
 - Develop the guidelines and procedures for performance tuning.
 - Evaluate and recommend software fixes to resolve problems.
 - Make recommendations to the application developers on software integration for existing software.
 - Design, develop, and document capacity management plan.
 - Coordinate incident management response tasks and assist facilitation of incident management response activities across multiple groups.
 - Audit the software security administration access.
 - Coordinate with and provide technical advice to the Project Manager to develop project plan.
- Verify implementation.

Duty 3

General Summary:

Percentage: 15

Manage, develop and recommend configuration management and change management strategies, assessments, and procedures while serving as Agency Services liaison with DTMB enterprise teams.

Individual tasks related to the duty:

- Research, evaluate, and recommend ALM tools including but not limited to requirements management tools, source code management tools, issue/defect tracking tools etc.
- Develop and manage configuration management standards, processes, and policies.
- Design Change Management repositories (example source code repository).
- Provide remediation for escalated CI issues.
- Perform scheduled configuration audits to check that the physical IT inventory is consistent with the CMDB and initiate any necessary corrective action.
- Define qualitative and quantitative Key Performance Indicators for the Change Management process.
- Design reports based on various internal and external audit requirements.
- Facilitate Change Control Board meetings.

Duty 4

General Summary:

Percentage: 5

Other duties as assigned.

Individual tasks related to the duty:

- Present information on supported applications to system users and agency management.
- Lead or participate in task forces, special committees, and research groups, to support development of major applications and establishment of Agency standards.
- Lead and/or attend staff meetings, informal and formal training classes, seminars, and conferences.
- Prepare status reports as requested.
- Lead, direct, and participate in key decision-making activities related to agency services support.
- 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.

- Using office standards and state methodologies, designing, coding, testing and supporting applications to meet the needs of the agency and its stakeholders.
- Decisions related to application changes being aware that these changes affect users as well as other systems.
- Decisions regarding resolution for critical system errors.
- During absence of the immediate supervisor, unless instructed otherwise, take necessary independent action to keep assigned computer systems operational.

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

- Setting priorities.
- Changing deadlines.
- Deviations from practices, standards, or written policies.
- Decisions affecting the budget and/or agency policy.
- When there is no clear directive on which to make a decision.
- Decisions political in nature.

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

23. What are the essential functions of this position?

As a senior level applications developer, supporting the Department of Civil Rights (MDCR) and the Michigan Civil Service Commission (MCSC). This position is responsible for the management and administration of agency specific and enterprise application software and tools including customer relationship management (CRM) tools utilized by the supported agencies. Activities include installations, configuration, tuning, monitoring, updating, and patching to ensure continued operations for MDCR & MCSC Development. Must be able to communicate effectively both orally and written with other analysts, project managers and with the user, both listening and lending professional advice. This position must work in a team-focused environment. Overtime or being on-call may be required during non-working hours.

Critical Job Role: Middleware Support

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

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

PD update, duties and tasks have remained the same, the update is the Bureau and Division this position is located has changed.

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

This division is responsible for providing middleware management and support to multiple program areas within the client agencies. The division must assess user problem/needs, design, develop, program, implement, maintain, enhance, manage and control numerous systems. It must perform these activities in compliance with state and federal regulations, in adherence to prevailing division policy, procedures, and standards, while maintaining operational effectiveness. This position is directly responsible for middleware management support for customer relationship management within DTMB Agency Services supporting MDE, CEPI, MDCR, MCSC, & MiLEAP.

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:

- Ability to plan, coordinate and expedite work projects.
- Experience in analysis, design, programming, testing, implementing and supporting web-based applications in Microsoft/Windows platform. (ASP.NET, framework 3.5 or higher)
- Experience developing and maintaining Customer Relationship Management (CRM) systems.
- Experience configuring and supporting COTS applications.
- Experience in developing and supporting systems with Microsoft SQL Server (SQL 2008 or higher)
- Experience writing Structured Query Language (SQL), and stored procedures.
- Knowledge of both web-based and client server-based systems architecture.
- Knowledge/training in object-oriented analysis, design and programming experience.
- Knowledge of application and database development and access methods.
- Ability to prepare detailed written instructions and documentation.
- Ability to effectively make oral and written reports and presentations and prepare clear and concise documentation.
- Ability to establish and maintain effective relationships with clients and matrix support teams.
- Ability to resolve complex problems in a timely manner and seeks optimum solutions.
- Ability to communicate technical terminology at a level appropriate to the audience.
- Experience producing deliverables using the Systems Engineering methodology (SEM).
- Effective at completing highly complex assignments in a high stress work environment.
- Ability to troubleshoot application issues under pressure.
- Experience with Microsoft Dynamics CRM suite and Salesforce.
- Experience with web development utilizing JavaScript.
- Experience with Microsoft Team Foundation Server.
- Experience supporting complex systems for multiple clients.

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

10/2/2025

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