

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

<b>Position Code</b>
1. INTCSPL3G66N

## 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.

<b>2. Employee's Name (Last, First, M.I.)</b>	<b>8. Department/Agency</b> TECH, MGMT AND BUDGET - IT
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Agency Services/Treasury
<b>4. Civil Service Position Code Description</b> INFO TECH SPECIALIST-3	<b>10. Division</b> Agency Services Division
<b>5. Working Title (What the agency calls the position)</b> IT Business Analyst	<b>11. Section</b> Contact Center, Treasury wide, client support, vendor technology support
<b>6. Name and Position Code Description of Direct Supervisor</b> DEKA, KATHY G; INFO TECH MANAGER-3	<b>12. Unit</b> Contact Center and Treasury wide technology support
<b>7. Name and Position Code Description of Second Level Supervisor</b> WEYERSBERG, ROGER G; STATE ADMINISTRATIVE MANAGER-1	<b>13. Work Location (City and Address)/Hours of Work</b> 7285 Parsons Rd, Dimondale, MI / M-F 8:00am - 5:00pm

**14. General Summary of Function/Purpose of Position**

This position serves as a Business Analyst Specialist within the Department of Treasury, supporting a range of Department Wide applications and initiatives. A primary focus of the role is managing and supporting the Datacap platform to ensure efficient and accurate document capture processes. The analyst also provides subject matter expertise across Treasury systems including Frontier, Hearings Case Manager, International Fuel Tax Agreement (IFTA), Michigan Kelmar Abandoned Property System, MiSUITE, MiTrace, Paymentus, Remittance Processor, and Trillium, while also supporting job scheduling and monitoring Tidal.

The position plays a key role in supporting Treasury's Contact Centers and related technologies such as Genesys, Siebel, NICE Engage, NICE CXOne, and IVR. Responsibilities include gathering and analyzing business and technical requirements, resolving escalated issues, and contributing to the implementation and optimization of contact center solutions.

This role is responsible for guiding and monitoring vendors to ensure they adhere to SUITE (State Unified Information Technology Environment) practices and produce the required SUITE documentation for their projects. It involves ensuring contract compliance through active participation in project meetings, providing technical input and DTMB policy guidance on system changes, contributing to the development and review of Contract Monitoring Reports, and verifying that all procurement activities comply with established policies. The analyst supports MiLogin integration efforts and evaluates the enterprise-wide impact of proposed solutions, ensuring they meet security, usability, and strategic objectives. Additional responsibilities include developing and executing complex test plans, including disaster recovery and performance testing, and providing multi-day support during implementations. The position requires staying current with emerging technologies, IRS and NIST regulations, and DTMB infrastructure standards to ensure Treasury systems remain secure, efficient, and aligned with enterprise goals.

**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 Business Analyst for Treasury 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 BA 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.
- Researches, 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 efficiencies 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 Treasury's 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.
- Facilitate sessions with business partners to schedule and implement various application development projects.
- Provides proactive communication between the DTMB managers and the Client agency managers.
- Develop an approach to accomplish 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 Treasury 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?**

The position provides essential oversight for the integration of multiple technology platforms and their interfaces with mission-critical Treasury systems. It requires a high level of technical expertise, initiative, and creativity. The individual must stay current with evolving technologies, standards, and practices across software, networking, operating systems, and hardware to effectively support Treasury operations. A key responsibility includes developing and executing complex project test plans and providing support during extended implementation efforts.

This role leads the support of both the DataCap and Treasury-wide applications, managing daily operations, software upgrades, release planning, project implementations, and offering technical mentorship. While the position includes oversight of technology solutions that support Treasury's call center operations, its primary focus is on ensuring the reliability and integration of systems that serve the department as a whole. The expert IT business analyst ensures that call center technologies are aligned with broader Treasury objectives, contributing to efficient taxpayer communication and service delivery.

The work must be performed with precision and independence. Research must be thorough and unbiased, project planning documents must be detailed, and system designs should follow structured or object-oriented methodologies. Implementation efforts must be carefully coordinated, taking into account political, financial, and quality considerations. Rigorous program and system testing is essential to ensure data integrity and maintain high-quality communication with stakeholders.

The expert IT business analyst serves as a key liaison for Treasury-wide technology support matters within the Department of Treasury. Success in this role requires clear and effective communication with application analysts, programmers, project managers, and clients, both in listening and in providing professional guidance. The position is team-oriented and must uphold the integrity of the department.

The critical job role is expert IT business analyst

The required competencies include adaptability, communication, decision making, planning and organizing work, and valuing diversity and inclusion.

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

This position has been updated to place greater emphasis on Datacap responsibilities, reflecting the evolving functions and priorities of the Contact Center.

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

The function of the unit is to provide strategic and technical expertise for Treasury department-wide technology support. This includes the development, planning, implementation, maintenance, and enhancement of various technology solutions such as DataCap, Tidal, vendor applications, and web tax site estimators. Support for Treasury Contact Centers is also included as part of the broader technology portfolio.

The Department of Technology Management & Budget (DTMB), Agency Services supporting the Department of Treasury, is responsible for delivering automated processes and IT solutions that help Treasury achieve its business goals and effectively serve Michigan's citizens. DTMB Agency Services designs and coordinates IT systems and operations for Treasury and requires the services of an IT Business Specialist. This specialist will focus on a range of technologies including DataCap, Tidal, vendor applications, and the Treasury Contact Center technology portfolio.

**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:**

- Thorough understanding and experience with Contact Center and Treasury Wide technologies and understanding the multi-platform integrations
- Thorough understanding of document management technologies.
- Thorough understanding and experience with SOM/DTMB processes and procedures.
- Thorough understanding of SOM/DTMB network infrastructure, ability to prepare and understand network diagrams and firewall rule requests.
- Skills to analyze multiple system architectures and points of system interaction.
- Good understanding of SOM/DTMB Enterprise Architecture Solution Assessment processes.
- Ability to create and execute project planning documents with high attention to detail. The ability to understand political, financial and quality implications.
- Expertise in creating system, performance, and disaster recovery test plans.
- The ability to communicate effectively with all levels of management and individuals with varying levels of technical expertise both verbally and in writing.
- Maintain familiarity with and understand the application of FedRAMP, FISMA, HIPAA, IRS, NIST, OAG, OIAG and PCI regulatory guidelines and security competencies

**CERTIFICATES, LICENSES, REGISTRATIONS:**

Duties may involve the use of a vehicle

This position has a FTINPRINT sub-class code. The sub-class code indicates the position has access to Federal Tax Information (FT/) and requires passing of a fingerprint-based background check per IRS Publication 1075

*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.***

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Supervisor

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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.***

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AMY MILLER

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1/20/2026

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Appointing Authority

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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.***

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Employee

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Date