

**State of Michigan
Civil Service Commission**

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

Position Code

1. ITPRANE

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-E	10. Division Data, Analytics, & Visualizations
5. Working Title (What the agency calls the position) ITPA11 – Business Analyst	11. Section Data Warehouse Admin & Health Systems Reporting
6. Name and Position Code Description of Direct Supervisor HART, SHERILYN M; INFO TECH MANAGER-3	12. Unit Health Systems 1
7. Name and Position Code Description of Second Level Supervisor HART, SHERILYN M; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work Elliott-Larsen Building, Lansing MI 48933 / 8:00am-5:00pm, 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, requirements elicitation, documenting, designing, and testing computer systems and applications for Michigan Department of Health and Human Services.

This position functions as a Business Analyst within a team of Data Warehousing and Business Intelligence professionals supporting the Health Services area of the Michigan Department of Health and Human Services (MDHHS). This position works with key customer representatives of many Health Services provided by MDHHS to understand and document business needs for data, developing these needs into business and functional requirements, and ensuring that the requirements can be fully traceable through to technical design and requirements and to appropriate test cases and scenarios to ensure the requirements have been met and all appropriate data quality has been ensured. Activities of the position include requirements elicitation; documenting requirements; documenting requirements traceability through to test cases and scenarios; coordinating work efforts; and taking the initiative to start, manage, and successfully complete work tasks.

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

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 strategies, policies, programs and procedures for achieving the objectives and goals of the development needs.
- Provide research and input for the development of Statements of Work (SOW), System Security Plans (SSPs)
- Research and provide input in the creation of project plans, SUITE, and SEM documentation.
- Work with Development Partners to gather and organize requirements for IT solutions.
- Revise program specifications based on test results.
- Participate in artifact reviews with peers, system specialists, Enterprise Security, and other DTMB entities to ensure IT solutions and applications adhere to DTMB and agency policies, standards or guidelines.
- Identify security requirements and standards.
- Assist Senior Business Analyst to become familiar with Enterprise Architecture Solution Assessment (EASA), Hosting document, and Firewall Rules.
- Assist with design and document IT solutions that are State of Michigan standard technology.
- Develop training content.
- Design, develop, and implement test plans for applications or subsystems.
- Create or collect test data and execute approved tests to determine the accuracy of program logic to produce desired results.
- Assist in differentiating between defects and new requirements.
- Provide defect tracking log entry information.
- Maintain/update system documentation as a result of system upgrades.
- Assist in creation/modification of project management documents by applying DTMB project management methodology to IT solutions that support the client agency(s).
- Assist in maintaining effective communication with DTMB vendors and agency staff relating to project-level metrics.
- Performs tasks for internal/external security and standards review.
- Assist in evaluation of impact and risks to existing IT solutions due to proposed legislation, enhancement requests, changes in governmental processes or procedures.
- Participates in assigned task forces, special committees, and/or research groups.

Duty 2

General Summary:

Percentage: 20

Oversee a variety of advanced analytical and programming assignments that provide for the development, enhancement and maintenance of complex databases and related applications, processes, and reports.

Individual tasks related to the duty:

- Able to maintain records, prepare reports, and conduct correspondence related to the work.
- Applies a thorough understanding of multiple systems/databases to access feasibility of user input to implement solutions using development methodology.
- Communicates routine administrative processes to ensure appropriate communication, reporting and metrics gathering.
- Ensures understanding of expectations, including functionality, due dates, and estimated effort.
- Identifies and consults with Manager on process improvements, risks, and other issues.
- Leads or assists with the creation of the project plan with estimation input from other constituents.
- Leads project committees that are organized to develop and implement new data warehouse applications.
- Responsible for keeping first-line supervisor informed of progress and/or problems in relation to assignments and deadlines.
- Work independently with customers to define concepts and under direction of project managers.

Duty 3

General Summary:

Percentage: 20

Perform special functions or assignments appropriate to the position assigned by the manager.

Individual tasks related to the duty:

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

Independent decisions involve anything surrounding gathering and documenting of requirements and collaboration with other team staff to influence design of what is delivered.

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

- Decisions related to project priority or funding authorization.
- Major changes in project direction.
- Decisions that involve staff time outside of the unit.
- Decisions that may have legislative, legal, security, or budgetary impact.
- Decisions impacting the schedule of a deliverable or its planned packaging as part of a release.

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):

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|---|--|
| ☐ Complete and sign service ratings. | ☐ Assign work. |
| ☐ Provide formal written counseling. | ☐ Approve work. |
| ☐ Approve leave requests. | ☐ Review work. |
| ☐ Approve time and attendance. | ☐ Provide guidance on work methods. |
| ☐ Orally reprimand. | ☐ 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 first essential duty of this position is to learn the business of MDHHS Health Services. This position works with key customer representatives to understand and document business needs for data, developing the needs into business and functional requirements. Ensuring that these requirements can be fully traceable through to technical design and requirements, and ultimately, to appropriate test cases and scenarios. Following through to be sure the requirements have been met, and all appropriate data quality has been ensured. Occasionally, the position will be required to coordinate and the lead of the efforts of a team of professionals to deliver the solution defined by the requirements.

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

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?

Each area within the Division develops, implements, and maintains the automated data processing systems required by the Bureau and Offices within the Department of Health and Human Services. They must perform these activities in compliance with ever-changing State and Federal regulations and mandated legal priorities and deadlines while adhering to prevailing agency policy/procedures/standards and maintaining operation effectiveness.

This position is part of the staff needed to develop and support system applications. Warehousing Support is responsible for data warehousing and business intelligence activities for the Department of Health and Human Services. We seek to ensure that our solutions help support the goals of making SOM one of the most efficient and responsive governments in the world by providing the data needed to support effective and timely decision making. Our Business Analysts are charged with ensuring that user requirements are well documented, well communicated, and well understood, and that these requirements are viewed holistically within the larger framework of data warehouse strategy we seek to drive forward.

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:

Ability to work with minimal supervision. Ability to independently apply critical analytical thinking. Excellent verbal, non-verbal, and written communication skills, and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts. Excellent interview and elicitation skills. Excellent organization, facilitation, and coordination skills. Knowledge of one or more computer programming languages and basic programming logic. An ability to work well and productively, always projecting a positive outlook. Strong analytical skills required, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements.

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

5/26/2026

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
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Employee	Date
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