

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
4. Civil Service Position Code Description Info Tech Prgmr Analyst-A	10. Division Data, Analytics, and Visualizations
5. Working Title (What the agency calls the position) Senior IT Business Analyst	11. Section Health Services Analytics
6. Name and Position Code Description of Direct Supervisor HART, SHERILYN M; INFO TECH MANAGER-3	12. Unit Medicaid Reporting
7. Name and Position Code Description of Second Level Supervisor AHMAD, AWAIS; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work Elliot Larson Bldg, 3rd Floor Lansing, MI 48933 / M-F, 8:00 – 5:00, times may vary

14. General Summary of Function/Purpose of Position

As a Senior IT Business Analyst, 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 DTMB Data, Analytics, and Visualizations team supporting MDHHS. This position is on the Health Services Medicaid Reporting team. This individual will be looked upon to provide technical support to other team members and evaluate new development tools and agency systems. Evaluate, document, and inform DTMB management and supported client agency of impact and risks, including disaster recovery planning, to existing IT solutions due to proposed legislation, enhancement requests, or changes in governmental processes or procedures. Actively participate in the development and implementation of assigned client agency's IT strategic direction/plan. Mentors 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: 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:

- Ensure project alignment with DTMB Strategic Plans.
- Develop Statements of Work (SOW) and Total Cost of Ownership (TCO) for Requests for Proposals (RFP).
- Create, review and update Contract Change Notices (CNN).
- Provide content approval and validate estimates for the entire schedule of the project for the Project Manager to ensure compliance with the SUITE Project Management Methodology (PMM) and the Systems Engineering Methodology (SEM).
- Facilitate requirements gathering/meetings with clients to gather requirements (traditional waterfall and agile) for all IT solutions and to identify impacted business processes and determine best process and IT solution integration.
- Redesign and approve program specifications based on test results.
- Lead 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.
- Coordinate security resources to ensure proper system design based on DTMB and Agency security requirements and standards.
- Participate in Solutions Design Team meetings and assist in creation of the Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), Hosting documents and Firewall Rule requests.
- Design and document IT solutions that utilize State of Michigan standard technology.
- Validate and finalize Local Change Board and Enterprise Change Board documents.
- Ensure proper change management for all requested fixes to production systems.
- Ensure proper change management for all requested changes to system designs and system architecture standards are documented.
- Responsible for development of training content and facilitate training.
- Approves application-wide integration, performance, system or user acceptance test plans.
- Validate test data and test results.
- Differentiate between defects and new requirements and initiate change requests as necessary.
- Develop and monitor defect tracking logs and facilitate problem resolution.
- Leads post implementation validation of RFCs (application changes, infrastructure changes, etc.)
- Evaluate impact of new development tools, languages, upgrades and equipment on agency systems and make recommendation to DTMB and/or agency clients.
- Monitors long term IT solution traits and break fix patterns and recommends IT solutions to alleviate persistent problems.
- Validate and finalize Local Change Board and Enterprise Change Board documents. Creates, reviews and conducts impacts analysis of RFC activities.
- Review and approve project management documents.
- Serves as Agency Services liaison to outside consultants.
- Serve as a liaison between DTMB and the client concerning application requests, standards, and other program and project matters.
- Actively participate in the development and implementation of assigned client agency's IT strategic direction/plan.
- Develop and maintain an effective communication plan with DTMB, vendors and agency staff relating to project level metrics.
- Takes lead role in audit investigation, security reviews and risk assessment document creation. · Serve as liaison between DTMB and client concerning ICE audits.
- Perform disaster recovery planning and implementation.
- Evaluate and inform DTMB management and supported client agency of impact and risks to existing IT solutions due to proposed legislation, enhancement requests, changes in governmental processes or procedures.
- Leads assigned task forces, special committees, and/or research groups.

Duty 2**General Summary:****Percentage: 15**

The person in this position will work with the team to review existing data warehouse policies and practices, modify them as needed, or propose new policies or practices. This position is also expected to mentor and/or train less experienced analysts and serve as a resource for others.

Individual tasks related to the duty:

- Develop training content.
- Provide training to those who have a role in the RFC process.
- Provide training to other Change Builders so there are always backups for this role.
- Evaluate impact of new tools, upgrades, and equipment affecting the RFC process and make recommendations to DTMB and/or agency clients.
- Provide mentoring and training to less experienced analysts, serving as a technical resource for others.
- Develop plans and coordinate implementation 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)

Duty 3**General Summary:****Percentage: 15**

Serve as team lead and resource responsible for the Release Management process of the Health Services Data Warehouse teams. The person in this position owns and oversees the process needed for appropriate creation, updating, and tracking of the multiple requests for promotion of code to production and guides participants in the RFC process when needed. This position serves all Health Services promotions for all three of the Data Warehouse teams; Public Health Analytics, Web Apps, and Medicaid Reporting.

Individual tasks related to the duty:

- Develop the process for RFC creation and management.
- Modify the process as needed, continually monitoring for effectiveness.
 - Maintain open and effective communication with the many teams involved for Release Management
 - Coordinating with multiple stakeholders to ensure successful promotions
 - Work with developers, DBAs, WEB Admins, Build Engineers, Managers, SMMS System Admins, and others who all have different responsibilities and priorities.
 - Understand and articulate dependencies in the process
 - Track and document the progress
 - Follow up on the status of the RFCs submitted.
 - Exercise judgment to evaluate situations, understand impacts, determine next steps, coordinate with the appropriate staff, and help resolve issues that affect production systems.
 - Regular use of the Service Monitoring and Management System (SMMS), BMC Helix Portal, SharePoint, and other Microsoft tools necessary for the tracking of the many requests submitted for the Health Services Data, Analytics, and Visualization teams.
 - Attend the Local Change Advisory Board (LCAB) meetings where all pending RFCs are discussed and approved.
 - Maintain documentation used for auditing purposes.

Duty 4**General Summary:****Percentage: 10**

Perform special assignments as required.

Individual tasks related to the duty:

- Keep abreast of new technologies through professional reading, seminars, etc.
- Attend IT related meetings and seminars upon request.
- Serve on IT related advisory groups and interview panels upon request. Leads assigned task forces, special committees, and/or research groups.
- Prepare and deliver presentations to system users, Agency management, representatives from other State Departments/Agencies, and technical industry gatherings.
- Provide consultation to management.
- Perform other assignments and duties as assigned.

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

1. Exercise judgment to evaluate situations, understand impacts, determine next steps, coordinate with the appropriate staff, and help resolve issues that affect production systems.
2. Respond to inquiries for information regarding functionality and/or production system issues. Timely, informed responses are critical to clients/customers of the automated services.

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

1. Process changes that involve divisions outside of Data, Analytics, and Visualization division.
2. Commitment of resources for the investigation of production errors or proposed development.
3. Changes or decisions relevant to the priority of a project or direction of project development.
4. Decisions that have or may have legislative, legal, 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

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | |
|---|--|
| ☐ 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?

As a Senior IT Business Analyst, 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 DTMB Data, Analytics, and Visualizations team supporting MDHHS. This position is on the Health Services Medicaid Reporting team. This individual will be looked upon to provide technical support to other team members and evaluate new development tools and agency systems. Evaluate, document, and inform DTMB management and supported client agency of impact and risks, including disaster recovery planning, to existing IT solutions due to proposed legislation, enhancement requests, or changes in governmental processes or procedures. Actively participate in the development and implementation of assigned client agency's IT strategic direction/plan. Mentors other DTMB staff to resolve client agency IT issues.

Required Competencies:

Honesty/Integrity, Customer Focus, Technical/Professional Knowledge & Skills, Planning and Organizing Work, Contributing to Team Success, Building Strategic Working Relationships, Innovation, and Mentoring.

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 Data, Analytics, and Visualization Division develops, implements, and maintains the automated data warehouse processing systems required by the Bureau and Offices within the Department of Health and Human Services. The teams 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 operational effectiveness. This position is part of the Health Services Data Warehouse technical staff needed to support system applications and reports.

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:

Required:

- Extraordinary organizational skills, interpersonal skills, and emotional intelligence
- Knowledge of information technology application design and development, and industry best practices.
- Ability to review customers' requests for service to determine requirements.
- Ability to work in multiple environments, analyze specifications, develop, coordinate testing in development and test areas, and install in production.
- Ability to thoroughly understand and work with multiple complex applications.
- Ability to prepare detailed written instructions and documentation.
- Ability to communicate effectively, verbally and in writing, to maintain a cooperative environment and lead special committees.
- Ability to work independently.
- Ability to gather and analyze facts, define problems, and devise solutions.
- Ability to conduct interviews and establish and maintain effective relationships with systems users.
- Ability to communicate technical terminology at a level appropriate to the audience allowing the person to train or coordinate training for the analysts or customers.
- Ability to communicate effectively, orally and in writing, with programmers, analysts, immediate supervisor, management, project leaders, system users, operations, other state agencies, and private sector.
- Ability to provide quality customer service, build trust through integrity of work, and build strategic relationships through teamwork are required.
- Ability to mentor less experienced team members
- Ability to effectively work with a software development team, make decisions related to assigned tasks, analyze business requirements, create design specifications, and construct and test computer systems/reports.
- Ability to troubleshoot and resolve development problems, and calmly and rationally assess situations.
- Knowledge of SQL
- Knowledge of Data Warehousing
- Customer Focused

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

Appointing Authority

8/24/2026

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