

## 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
<b>4. Civil Service Position Code Description</b> INFO TECH PRGMR ANALYST-A	<b>10. Division</b> Children's Services & State Hospitals
<b>5. Working Title (What the agency calls the position)</b> ITPA12 – Sr. Salesforce Application Developer	<b>11. Section</b> Children's Services
<b>6. Name and Position Code Description of Direct Supervisor</b> MODI, PREETAL; INFO TECH MANAGER-3	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> PEI, TAO; STATE ADMINISTRATIVE MANAGER-1	<b>13. Work Location (City and Address)/Hours of Work</b> 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 Sr. Salesforce Application Developer within the Michigan Department of Health and Human Services (MDHHS), supporting the modernization and ongoing operations of critical Child Welfare and State Hospital systems, including the Michigan Statewide Automated Child Welfare Information System (MiSACWIS) and the Comprehensive Child Welfare Information System (CCWIS). These systems are essential to the delivery of services to vulnerable children and families across Michigan and require high availability, scalability, and compliance with state and federal standards.

**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).

**Duty 2****General Summary:****Percentage: 20**

Provide technical leadership to the application development team, agency, and external groups

**Individual tasks related to the duty:**

- Lead development of software applications, server components and services using various development tools and State of Michigan approved/supported technologies.
- Plan/Coordinate integration of systems within the business area, external partners, state agencies, and hosting platforms.
- Design and implement application security that complies with State of Michigan policies.
- Lead/Direct impact analysis of changes due to legislation, requests, or changes in governmental and business processes.
- Review/Approve presentation materials for technical review meetings, approval sessions, application demonstrations.
- Ensure that technical design strategies or applications adhere to State and agency policies, standards, and guidelines.
- Design application frameworks and creates coding standards.
- Review and approve State of Michigan system engineering methodology or other required technical deliverables.
- Direct and coordinate development resources, agency staff, and service delivery teams.
- Direct development resources and quality assurance staff in testing activities on assigned projects.
- Review/Approve test plans and results for technical solutions. Provide technical approval for design/production releases.
- Coordinate IT production operation support for critical system(s) based on business schedule and needs.
- Coordinate with matrix organizations to ensure partnership agreement requirements are met.
- Provide oversight of team's work to complete activities according to established timelines.
- Lead planning sessions for development.
- Oversee the merge of development code to ensure it is integrated properly.
- Provide technical leadership and mentoring on programming and design techniques (CI, Test-Driven Development, etc.).

**Duty 3****General Summary:****Percentage: 20**

Research and evaluate relevant technology as it pertains to the business strategy

**Individual tasks related to the duty:**

- Maintain thorough, up to date knowledge of programming techniques used in software development in line with the DTMB technology standards.
- Recommend configuration management tool best practices.
- Identify/Share/Recommend improvements to tools and technology to development team and technical support staff.
- Participate in any statewide IT initiatives as necessary and appropriate.
- All 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, and testing applications to meet the needs of the agency and its stakeholders; also designing and coding data access objects, business objects, and stored routines.
- 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.**

- Decisions regarding setting priorities, changing deadlines, or deviations regarding major changes in project scope
- Deviations from practices, standards, or written policies, or when there is no clear directive on which to make a decision
- Decisions affecting the budget and/or agency policy
- Decisions that are 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 Provide formal written counseling.
- N Approve leave requests.
- N Approve time and attendance.
- N Orally reprimand.

- N Assign work.
- N Approve work.
- N Review work.
- N Provide guidance on work methods.
- 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?**

This position serves as an advanced Salesforce Application Developer and technical resource on the CCWIS Support Team within the Services Support Area. The role provides production support, evaluates potential solutions, develops and recommends technical modifications, and designs, develops, tests, and maintains applications across multiple platforms. The position focuses on Salesforce development for the CCWIS project, including configuration, customization, integrations, and related reporting. Responsibilities also include developing and maintaining application components- creating and updating technical standards and procedures within assigned areas and supporting processes related to navigation, data storage, data retrieval, data validation, data manipulation, printing, and other system functions.

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.**

PD update essential duties and tasks have not changed the update is using current Senior Standards.

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

The Agency Services division supporting the Michigan Department of Health and Human Services (MDHHS) is responsible for the development, implementation, and maintenance of automated information systems that serve the department's diverse program areas. These systems must comply with evolving state and federal regulations, legal mandates, and policy standards, while ensuring operational efficiency and continuity of services.

This position plays a critical role within that framework by providing advanced technical expertise and development support for the modernization and ongoing maintenance of MDHHS's Child Welfare and State Hospital systems, including MiSACWIS and CCWIS. As part of a service oriented and highly regulated environment, the Salesforce Application Developer ensures that solutions built on the Salesforce platform are scalable, secure, maintainable, and aligned with business objectives and compliance requirements. The position contributes directly to the design, development, enhancement, and support of Salesforce applications that enable effective service delivery across the agency. By leading the transition to Salesforce-based solutions and supporting the integration of complex, multi-platform environments, this position helps the department meet its strategic goals without compromising the delivery of essential services. The role also supports the broader IT organization by alleviating resource constraints on other high-priority projects, ensuring that critical systems remain stable, modern, and responsive to the needs of MDHHS staff and the citizens they serve.

**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:

- Salesforce
- SQL
- Java and web services development
- Agile methodology
- VMware, physical server configuration, and network configurations
- LDAP, Load Balancers, F5, and related systems

#### SKILLED/EXPERIENCE IN:

- Oracle SQL creation and execution
- Oracle SQL performance tuning
- Java technologies
- Agile project management and implementing the best practices for secure development life cycle (SADLC)
- DevOps with automating builds, regression testing, smoke testing, and pushing releases across multiple environments
- Multiple platform such as Salesforce, IBM WebSphere, OpenShift, Linux, Oracle, and Windows
- Developing CI/CD pipeline as code, branching strategies, automated code review, and testing to meet the goals and mission of the agency
- Analysis, design, programming, testing, implementing, and supporting web-based applications in Microsoft/Windows platform (ASP.NET, framework 3.5 or higher)
- Applications for ADA compliance
- Microsoft Reporting Services
- Microsoft .NET programming language using the MVC 4.x framework
- Developing systems with Microsoft SQP Server (SQL 2008 or higher)
- Writing Structured Query Language (SQL) and stored procedures
- Performing analysis and requirements gathering with customers
- Producing deliverables using Systems Engineering Methodology (SEM)
- Developing and using Code Rush, web services and WCF, and Microsoft Team Foundation Server
- ABILITY TO:
  - Prepare detailed written instructions and documentation
  - Effectively make oral and written reports and presentations and prepare clean and concise documentation
  - Establish and maintain effective relationships with clients and matrix support teams
  - Resolve complex problems in a timely manner and seek optimum solutions
  - Communicate technical terminology at a level appropriate to the audience
  - Effectively create highly complex assignments in a high stress work environment

#### 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

6/8/2026

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