

State of Michigan
Civil Service Commission

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

Position Code

1. ITPRANA

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-A	10. Division Children's Services & State Hospitals
5. Working Title (What the agency calls the position) ITPA12 – Senior IT Business Analyst	11. Section Children's Services
6. Name and Position Code Description of Direct Supervisor BROWN, ANTHONY M; INFO TECH MANAGER-3	12. Unit Dev/Ops Team & Small Apps
7. Name and Position Code Description of Second Level Supervisor PEI, TAO; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work Grand Tower, 235 S. Division Ave., Lansing MI-48933 / 8:00 AM–5:00 PM, M-F / Hybrid Schedule

14. General Summary of Function/Purpose of Position

This position functions as a Senior IT Business Analyst for the Comprehensive Child Welfare Information System (CCWIS) in the DHHS Child Welfare & Child Support Services Area. This application is to ensure that children and youth served by the public systems are safe; to promote, improve, and sustain a higher quality of life while enhancing their wellbeing; and to have permanent and stable family lives. This advanced position provides production support, evaluates possible solutions, develops alternative solutions, recommends technical modifications, and designs, and maintains applications across multiple platforms. This position has the responsibility to analyze, document, and maintain the CCWIS Application. The application is a highly complex case management system employed to monitor and protect the well-being of children of the State of Michigan. The position will provide guidance and recommendations to leadership on the evaluation and use of new development tools and agency systems and will serve as the liaison between contracted vendors and DTMB. The employee will also actively lead the development and implementation of assigned client agency IT strategic direction and planning, as well as mentor other DTMB staff to resolve client agency IT issues.

Skill sets used in this area include: Children and Family Services program knowledge, Salesforce, Azure Dev Ops, DHTML, HTML, SQL, PLSQL, MS Office, Oracle Database, XML

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

Act as liaison among technical and business stakeholders to elicit, analyze, communicate, and validate requirements for changes to information systems, business processes, and policies. Collaborate with both IT project teams and business clients. Collect, clarify, and translate 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) 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.
 - 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/Agency security requirements/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.
 - Responsible for development of training content and facilitate training.
 - Approve application-wide integration, performance, system, or user acceptance test plans.
 - Validate test data and test results.
 - Obtain client sign off on test plans after client concurs with test plan results.
 - Differentiate between defects and new requirements and initiate change requests as necessary.
 - Develop and monitor defect tracking logs and facilitate problem resolution.
 - Lead 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.
 - Monitor long term IT solution traits and break fix patterns and recommends IT solutions to alleviate persistent problems.
 - Validate and finalize LCAB and ECAB documents. Creates, reviews, and conducts impact analysis of RFC activities.
 - Review and approve project management documents.
 - Serve 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.
 - Serve as a liaison between DTMB and vendors who provide IT solutions to DTMB or DHHS.
 - Actively participate in the development and implementation of assigned client agency's IT strategic direction/plan.
 - Develop/Maintain effective communication plan with DTMB, vendors, and agency staff relating to project level metrics.
 - Take 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.
- Lead assigned task forces, special committees, and/or research groups.

Duty 2

General Summary:

Percentage: 30

Engage with Agency in establishing and fulfilling their strategic goals and objectives through exemplary delivery of IT Services.

Individual tasks related to the duty:

- Develop and manage the relationship and expectations of the client agency managers through expert negotiation, conflict resolution, and facilitation skills.
- Direct activities of Requirements Gathering team on software development with DTMB staff and outside consultants by enforcing DTMB's SUITE methodology.
- Direct the activities necessary to develop and maintain requirements and functional design documentation of customer applications.
- Create, review, and update wireframes, prototypes, mockups, context diagrams, benefits realizations, and other supporting documentation to ensure the application of human centered design principles.
- Communicate with software vendor and technical staff to determine the best approach in system design specifications.
- Derive 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.
- Determine 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.
- Provide 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.
- Advise DTMB manager, project manager, and Client Agency managers of significant changes in projects impacting timing of implementation, budget overruns, or dramatic increases in staffing.
- Develop business case justification, as it relates to the Call for Projects, for mission critical systems.
- Configure defect tracking system and facilitates all testing efforts.

Duty 3

Perform additional duties as assigned.

Individual tasks related to the duty:

- Perform related work as is deemed necessary by the supervisor and/or management.
- 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.
- Perform IT related training and assistance upon request.
- Serve on IT related advisory groups and interview panels upon request.

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.

Decisions involving the research of current system operations.
 Decisions leading to the proposition of alternatives and recommendations for new processes.
 Decisions involving preparation of specifications, configuration of software, program code evaluation and testing.
 Decisions in support of the Department of Technology, Management and Budget, Agency Services for DHHS standards.
 As a senior level position, all assignments and work will be performed under the guidance of the first-line supervisor.
 Decisions made can affect area staff, other division staff, end users (central office, agency management, local office staff, other agencies, and the public). Consequences may involve inaccurate agency data, loss of federal funding, non-compliance with legislative mandates, and inappropriate agency management decisions based on incorrect information.

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

Matters that affect the budget.
 When decisions results in a business process change
 When the decision impacts other systems and business units.
 When the decision impacts the Agency's IT strategic direction
 Decisions relating to priority of projects.

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.

The position operates in a normal office environment, performing duties that can be completed routinely seated at a desk, visiting end users at their desks, in the context of meetings and meeting rooms. Work requires extensive use of personal computers including keyboards and monitors.
 This position is subject to stress and pressure to resolve problems quickly and effectively.
 There are frequent deadlines that are imposed by external forces, heavy workloads are possible and overtime during development projects may be required. Duties may involve lifting of 25 pounds or less.

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):

- | | |
|---|--|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work. |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work. |
| <input type="checkbox"/> Approve leave requests. | <input type="checkbox"/> Review work. |
| <input type="checkbox"/> Approve time and attendance. | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand. | <input type="checkbox"/> 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 is an advanced information technology business analyst/analyst and technical resource on the CCWIS Support team in the Services Support Area. This advanced position provides production support, evaluates possible solutions, develops alternative solutions, recommends technical modifications, and designs, develops, and maintains applications across multiple platforms. This position will be using web development technologies using Salesforce for the CCWIS project. This may include reports associated with those technologies. This also includes development of documentation in all areas under their own responsibility, navigation, data storage, data retrieval, data validation, data manipulation, printing and other processes.

Communication skills – oral & written.

Overtime may be required.

Critical Job Group – Application Development

Competencies – Tech/Prof Knowledge & Skills, Customer Focus, Contributing to Team Success, Building Trust, Continuous Learning

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?

The Administration area provides operational support for the Child Welfare division supporting DHHS. This position must perform these activities in compliance with ever-changing State and Federal regulations and mandated legal priorities and deadlines while adhering to prevailing division policy/procedures/standards and maintaining operation effectiveness. This position is part of the support structure of a service-oriented organization. Knowledgeable, technical staff is needed to meet the commitments of the Agency without further compromising staffing of other priority projects.

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:

