

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 MDHHS
4. Civil Service Position Code Description Info Tech Prgmr Analyst-E	10. Division Data, Analytics, & Visualization
5. Working Title (What the agency calls the position) ITPA11 – Data Warehouse Developer	11. Section Reporting
6. Name and Position Code Description of Direct Supervisor TERWILLIGER, HEATHER A; INFO TECH MANAGER-3	12. Unit Child Support
7. Name and Position Code Description of Second Level Supervisor WYMER, JASON; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work Romney Building, 111 S Capitol, Lansing, MI 48933 / 8am to 5pm M-F (hours may vary) / Hybrid schedule

14. General Summary of Function/Purpose of Position

This Information Technology Programmer/Analyst position will serve as a Business Objects Developer to the Department of Health and Human Services (MDHHS). The position will support and enhance the agencies' reporting needs through the maintenance and modification of Business Objects (BOBJ) analytical reporting solutions, as well as batch operations. This position is responsible for the development, implementation and testing processes of new and enhanced reporting tool functionality and will adhere to standards set forth by the industry, the Department of Technology Management and Budget (DTMB) and the Customer.

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: 40

The position assists in the design, integration, implementation, maintenance and enhancement of web-based applications for the supported departments' use.

Individual tasks related to the duty:

- Participate in project review meetings and project workgroups.
- Design and document IT solutions that are State of Michigan standard technology.
- Provide professional technical expertise to the DTMB PMO Managers and client agency managers and supervisors in IT project planning, scheduling, and execution.
- Create, update, and maintain systems and IT programs documentation, including system specs and flow diagrams.
- Develop software code based on design.
- Design solutions for a specific application need.
- Code to Standards
- Work with the business client to create test scenarios. Design and develop test plans, applications, or subsystems.
- Provide defect tracking log entry information.
- Test the database and associated design to ensure compliance with the business rules which govern the database.
- Implements IT solutions
- Maintain and upgrade systems as a result of tool upgrades.
- Document identified problems and analyze to determine root cause and provide root cause analysis.
- Produces Local Change Board documents.
- Follow change management procedures and provide input to execute change management.
- Work with vendors who provide IT solutions.
- Represents DTMB as a technical resource at meetings.
- Performs assigned tasks for internal/external security and standards review and development
- Identify potential impacts of changes
- Research, test and recommend new development tools, languages, upgrades and equipment as directed by senior team members
- Agrees to follow all policy, standards and procedures of DTMB.

Duty 2

General Summary:

Percentage: 40

Using Business Objects, SQL, the MDHHS Data Warehouse environment and other data environments, this position independently supports other developers and vendors supporting MDHHS applications in their use of Business Objects. This includes overseeing the testing and quality assurance processes and verifying that development standards are utilized during the design processes. This position is also responsible for determining that all development has been done in a manner that will maintain acceptable system response times. This requires a thorough understanding of the data models of the originating production systems' tables and the relationship of those tables. This position will also provide advice and serve as a technical and data resource for customer-created business solutions.

Individual tasks related to the duty:

- Recommend action to increase application performance i.e., update, response time, throughput, reliability, scalability, etc.
- Evaluate and recommend software fixes to resolve problems.
- Represent DTMB as a technical resource at meetings.
- Provide professional technical expertise to the DTMB IS PMO Managers and client agency manager and supervisors in IT project planning, scheduling and execution.
- Provide estimates for Report/Universe development.
- Design, develop and unit test Universes, Reports and Dashboards.
- Provide training and support to business users to promote understanding of multiple Business Intelligence environments and promote usage of Business Intelligence, Web Intelligence reports, Crystal reports, and BI Launch pad tools and features.
- Work collaboratively with DTMB Center for Shared Services to plan and design the implementation of Business Objects environment upgrades.
- Perform deployment activities across Production, Test and Development servers.
- Design and implement security by creating user groups and granting access to MDHHS BO universes and reports. Apply and manage security restrictions (application level, folder level and object level) based on user profile and groups.
- Write complex SQL/PL SQL Queries.

Duty 3

General Summary:

Percentage: 15

Participate as part of the Batch Operations Team.

Individual tasks related to the duty:

- Monitor and restart production batch jobs as needed or directed.
- Take lead and or assist in resolving production batch job failures.
- Attend batch related meetings.
- Execute batch commands during a production releases.
- Perform primary batch operations duties equally with the team,
- Perform related work as is deemed necessary and appropriate by the supervisor.
- Identify, recommend, and implement improvements in the batch operations of assigned systems.
- Participate in IT projects that impact area of responsibility, as needed.
- Participate in statewide IT initiatives as necessary, appropriate, and required by supervisor.

Duty 4

Performs special assignments as assigned.

Individual tasks related to the duty:

- Keep abreast of new technologies through professional reading, seminars, etc.
- Serve on IT related advisory groups and interview panels upon request.
- Attend IT related meetings and seminars upon request.
- Update tracking systems (i.e. project office, remedy tickets, service desk) effectively and efficiently.
- Perform research to support special projects.
- Perform related work as is deemed necessary and appropriate by the supervisor.
- Identify, recommend and implement improvements in the IT operations of assigned systems.
- Provide research and input for the development of Statements of Work (SOW) and Requests for Proposals (RFP).
- Participate in IT projects that impact area of responsibility, as needed.
- Participate in statewide IT initiatives as necessary, appropriate and required by supervisor.

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

- Design and implementation of Universes, Dashboards and reports for MDHHS applications.
- Data source and content of MDHHS reports and queries.
- Distribution of customer requested queries and report scripts.
- Users of MDHHS Applications in State are affected by these decisions.

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

- Major security actions affecting MDHHS.
- Implementation of new security policies and standards.
- Decisions that have or may have legislative, legal, or budgetary impact.
- Action to be taken in the event of a major security problem.

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.

No physical or environment restrictions. Position is assigned to a desk/professional office environment. The majority of work is performed sitting at a workstation suitable for a personal computer user. A minimum effort may be required to travel to other locations within the area.

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?

Create and modify Business Intelligence solutions including Business Objects XI R4.0/4.1 software using Information Design Tool (IDT), Web Intelligence, Crystal Reports and Dashboards. Develop and test high performance Business Objects Universes and Web Intelligence Reports. Provides technical expertise in researching, designing, implementing and maintaining business application solutions. Administer Business Objects access permissions. Must be able to communicate with other analysts, project managers and with the user, both listening and lending professional advice. This position must work well in a team focused environment. Must learn and execute Data Warehouse Batch operations for Child Support

Critical Job Role: Application Development

Competencies:

- Technical Professional Knowledge and Skills
- Planning and Organizing
- Customer Focus
- Contributing to Team Success
- Building Trust
- Continuous Learning
- Communication

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

Establish

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

Each area within Agency Services supporting MDHHS develops, implements, and maintains the automated data processing systems required by the Bureau and Offices within the Department of Health and Human Services, for which each area is responsible. It 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 portion is part of the support structure of a service-oriented organization. Knowledgeable, technical staff are 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 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:

- Knowledge of SAP Business Objects Web Intelligence, Crystal Reports, Dashboard Designer (Xcelsius) and Explorer tools.
- Ability to support data analysis, business intelligence, and data visualization using SAP tools.
- The Business Objects Developer/Administrator should be proficient with SQL and Entity Relationship diagrams.
- The Business Objects Developer/Administrator should have excellent data analysis, strong interpersonal and teamwork skills.
- The Business Objects Developer/Administrator should have the ability to work with customers, facilitate requirements, design and demonstrate creative solution concepts.
- The Business Objects Developer/Administrator should have a thorough understanding of Business Objects security, scheduling and distribution strategies.
- Ability to work with versioning tools like Subversion or TFS is desired.

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

7/21/2026

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