

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 Technology & Database Support/HUB Operations
5. Working Title (What the agency calls the position) ITPA12 – Senior IT Business Analyst	11. Section Tools & Data Integration
6. Name and Position Code Description of Direct Supervisor FARRELL, SUSAN E; INFO TECH MANAGER-3	12. Unit TDI Team 2
7. Name and Position Code Description of Second Level Supervisor CHIDURA, SATISH; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work Elliot Larsen, 320 S Walnut St, Lansing, MI 48933 / 8:00am-5:00pm, Monday-Friday/ Hybrid schedule

14. General Summary of Function/Purpose of Position

This position provides Senior IT Business Analyst support for Technology and database division supporting MDHSS applications. As a Senior IT Business Analyst, this position will serve as a key liaison between customers and the development team, ensuring effective communication and alignment of project goals. This position is responsible for following Agile Scrum activities, including writing user stories, developing and managing test cases, coordinating test processes, and facilitating backlog grooming sessions. The role also involves maintaining and publishing customer-facing content through SharePoint to ensure timely and accurate delivery of information. In addition, the Business Analyst will collect and analyze data from multiple systems—such as Clarity and Azure DevOps—to prepare comprehensive, executive-level reports that provide insight and visibility to senior leadership on project progress and performance. 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 (RFPs).
- Create, review, and update Contract Change Notices (CNN).
- 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 technologies.
- Interface with stakeholders and document system integrations; ensure business needs are met, as well as all documentation efforts.
- Ensure proper change management procedures are followed for all requested fixes to production systems and changes to system designs and system architecture standards and 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 and Enterprise Change Authorization Board documents. Creates, reviews, and conducts impact analysis of RFC activities.
- Review and approve project management documents.
- Serve as Agency Services liaison to outside consultants, as well as 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.
- 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.

Duty 2

General Summary:

Percentage: 15

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

Individual tasks related to the duty:

- Develops and manages the relationship and expectations of the Client agency managers through expert negotiation, conflict resolution, and facilitation skills.
- Directs activities of Requirements Gathering team on software development with DTMB staff and outside consultants by enforcing DTMB's SUITE methodology.
- Directs the activities necessary to develop and maintain requirements and functional design documentation of Customer Applications.
- Communicates with software vendor and technical staff to determine the best approach to meet system design specifications.
- Derives 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.
- Determines the need for and coordinates the involvement of other internal DTMB divisions.
- Facilitates sessions with business partners to schedule and implement various application development projects.
- Provides proactive communication between the DTMB managers and the Client agency managers.
- Develops an approach to accomplish special assignments as requested by the DTMB manager or the Client Agency.
- Advises DTMB manager and Client Agency managers of significant changes in projects impacting timing of implementation, budget overruns or dramatic increases in staffing.
- Develops business case justification, as it relates to the Call for Projects, for mission critical systems.
- Configures defect tracking system and facilitates all testing efforts.

Duty 3

General Summary:

Percentage: 15

Provide business analysis input to project planning activities, including effort estimates related to requirements and analysis tasks.

Individual tasks related to the duty:

- Communicates requirement related impacts or changes to the Project Team and Agency Partners to support project decisions.
- Provides analysis and documentation to support business case justification as part of the Call for Projects.
- Adheres to DTMB's SUITE methodology.
- Collaborates with vendors and technical staff to clarify requirements and understand feasible approaches that meet system design specifications.
- Prepares estimates for business analysis activities (requirements gathering, functional design, user story creation) and provides requirement based input that may inform downstream project estimates.
- Provides proactive communication between the DTMB managers and the Agency Partners managers

Duty 4

General Summary:

Percentage: 10

Perform miscellaneous functions as needed to contribute to the overall operation and objectives of DTMB Agency Services and the client.

Individual tasks related to the duty:

- Meeting attendance.
- Contributing continuous improvement ideas as they related to IT processes.
- Staying informed of new technologies and advanced concepts through training, study, and research.
- Provide staff training as needed
- Lead assigned task forces, special committees, and/or research groups
- Create standards and templates.

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

- This position makes project decisions associated with project management methodology in conjunction with the client agency.
- This position makes decisions regarding solutions and resolutions to manage and resolve service requests.

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

- Implementation of modifications or new development for automated systems.
- Commitment of resources for the investigation of production errors or proposed development
- Decisions regarding major changes in project scope
- 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?

This position implements and consults on any changes made to the systems and ensures that the design of new features and functions integrates with existing architecture. Clear communication with other analysts, project managers and with the client, both listening and lending professional advice. Information relative to the client and the team must be clearly conveyed and received through a variety of media in a manner that is effective, engages the audience and is clearly understood.

Business Analyst with strong proficiency in Agile Scrum methodology and extensive experience in writing user stories, developing test cases, managing testing processes, and conducting backlog grooming. The ideal candidate will also possess SharePoint editing skills to efficiently publish and maintain customer-facing content. In addition, this individual should have proven expertise in collecting and analyzing data from multiple sources—such as Clarity and Azure DevOps (ADO)—and transforming it into concise, executive-level reports for senior leadership.

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

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 function of the work area is to provide application testing, requirements definition and other services to the Department of Technology, Management and Budget and the Civil Service Commission. This position is an intricate part of this function and is directly involved in the definition, design, development and implementation of those systems. The function of this administration unit is to analyze user needs and assist in providing appropriate IT software solutions. An employee in this position will, based on the results of this analysis, locate appropriate software packages or develop applications to meet these needs, and will then aid in the conversion and implementation of the new software. They will keep the users informed of new technical and application development pertaining to the client's applications or business.

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:

- Knowledge and proven skills in information technology application design and development and industry best practices is required.
- Knowledge of Agile Scrum methodology and its application in software development projects.
- Skill in developing user stories, creating and managing test cases, coordinating testing processes, and facilitating backlog grooming sessions.
- Ability to serve as an effective liaison between customers and the development team to ensure alignment of project goals and deliverables.
- Skill in maintaining and publishing customer-facing content using SharePoint to ensure timely and accurate information dissemination.
- Ability to collect, analyze, and synthesize data from multiple systems—such as Clarity and Azure DevOps (ADO)—into clear, executive-level reports for senior leadership.
- Strong communication, analytical, and organizational skills to support effective collaboration and reporting across teams.
- Knowledge of PC software such as Java, .Net, Oracle database, Discoverer, and SQL database.
- Knowledge of the fundamental concepts and operating principles of data communications and data processing hardware and software.
- Knowledge of computer programming, data modeling, and object-oriented programming procedures and techniques.
- Knowledge of application development environments and related tools.
- Ability to prepare detailed written instructions and documentation.
- Ability to analyze instructions and data.
- Ability to gather and analyze facts, defines problems, and devises solutions.
- Ability to effectively make oral and written reports and presentations and prepare clear and concise graphs and charts.
- Ability to maintain records, prepare reports, and conduct correspondence related to the work.
- Ability to communicate effectively verbally and in writing and to maintain cooperative environment allowing the person to lead special committees
- Ability to communicate technical terminology at a level appropriate to the audience.
- Ability to apply time management skills in regard to workload.
- Ability to provide quality customer service, build trust through integrity of work, and build strategic relationships through teamwork are required.
- Ability to effectively work independently or with a software development team, make decisions related to assigned tasks, analyze business requirements, create design specifications, and construct and test computer systems.
- Ability to troubleshoot and resolve development problems, and calmly and rationally assess situations.
- Knowledge of MS SQL Server, MS Visio, MS Project and fundamental Project Management Methodology (PMM) is very desirable but not required.

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

8/12/2026

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