

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 Health & Aging Services/Bureau of Audit/OIG
5. Working Title (What the agency calls the position) ITPA12 – Senior Business Analyst	11. Section Health & Medicaid Services
6. Name and Position Code Description of Direct Supervisor VALENTINE, DAVID B; INFO TECH MANAGER-3	12. Unit Business Planning
7. Name and Position Code Description of Second Level Supervisor HURST, SHARITA E; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work Grand Tower, 235 S Grand Ave, Lansing, MI 48933 / 8:00am-5:00pm, Monday-Friday / Hybrid

14. General Summary of Function/Purpose of Position

As a Senior IT Business Analyst (ITPA 12) supporting the Michigan Department of Health and Human Services (MDHHS) Enrollment Broker program and other Medicaid systems, the employee performs the full range of business and information system analysis activities required to sustain and enhance Enrollment Broker systems and processes. Responsibilities include conducting business analysis; gathering and documenting functional and technical requirements; performing data analysis; and applying strong analytical and communication skills to support system changes, operational needs, and stakeholder requests. The position develops Statements of Work, project documentation, regulatory and compliance materials, quality assurance artifacts, and problem resolution analysis. Additional duties include developing business and technical inputs for procurement related planning efforts, contributing effort and cost analysis for project planning, preparing documentation that supports vendor related project activities, and drafting change related project materials to support system modifications. The role also includes participating in audit and security reviews, developing risk assessment documentation, and tracking financial status information to support oversight of vendor supported Maintenance and Operations work for Enrollment Broker services.

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) for Requests for Proposals (RFP).
- 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.
- Facilitate meetings with clients to gather requirements 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.
- Review and approve design. Ensure security standards are adhered to.
- Design and document IT solutions when new technology is involved.
- 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.
- Obtains client sign off on test plans after client concurs with test plan results.
- Presents the information gathered to the Project Review Board and/or Project Sponsors during project review meetings, project work groups and to the Technical Review Board providing clarification and answers to questions.
- Review and approve application test plans.
- Approves application-wide integration, performance, system, or user acceptance test plans.
- Review and approve application test plans. Ensures all levels of security, into test plans, which were identified as system requirements.
- Develop and monitor defect tracking logs and facilitate problem resolution.
- 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.
- Review and approve project management documents.
- Serve as a liaison between DTMB and the client concerning requests, standards, and other program and project matters.
- Actively participate in the development and implementation of assigned client agency's IT strategic direction/plan.
- 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: 25

Provide Agency and Vendor support as assigned.

Individual tasks related to the duty:

- Apply state government processes to systems that support MDHHS.
- Apply agency business rules to system and program design.
- Document changes to existing programs using standards established by DTMB management.
- Develop and maintain an effective communication plan with DTMB, vendors and agency staff relating to project level metrics and reporting, etc.
- Serves as liaison with State of Michigan employees/users concerning requests and other developmental matters
- Serve as Agency Services liaison to outside consultants.
- Monitors applications during peak production times.
- Technical resource for DTMB at meetings.
- Follow client's policies for access and distribution of reports and data.
- Maintain work log and status.
- Perform tasks for internal/external security and standards review.
- Evaluate/recommend equipment & software to purchase for agency staff use.
- Independently research, test, and recommend new development tools, languages, and upgrades.
- Evaluate impact of new development tools, languages, and upgrades on Agency systems.
- 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, enhancement requests, changes in government requests, changes in governmental processes or procedures.
- Perform disaster recovery planning and implementation.

Duty 3

General Summary:

Percentage: 10

Perform special assignments as assigned.

Individual tasks related to the duty:

- 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, enhancement requests, changes in government requests, changes in governmental processes or procedures.
- Leads assigned task forces, special committees, and/or research groups.
- Develop and coordinate technical standards to coincide with the agency's strategic plan
- 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).
- Actively participate in the development and implementation of assigned client agency's IT strategic direction/plan.
- 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.
- Perform other IT related tasks upon request.

Duty 4

General Summary:

Percentage: 5

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

Individual tasks related to the duty:

- Attendance at staff meetings.
- Contributing ideas on continuous improvement of IT processes.
- Staying abreast of new technology and advanced concepts through training, reading magazines, internet, periodicals and books.
- Create standards and templates for DTMB application programmer/analysts to use in developing application specifications and programs.
- Lead assigned task forces, special committees and/or research groups.
- Provide internal DTMB Agency Services and/or research groups

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

The decisions that establish work plans and prioritize courses of action for analyzing problems and developing systems. Action is influenced by and may affect legislative action, departmental support and have critical impact upon the functions of other, dependent automated systems, Department/Agency program office personnel, clients and/or customers. Decisions regarding responses 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.

- Implementation of modifications or new development for automated systems.
- Commitment of resources for the investigation of production errors or proposed development.
- Changes or decisions relevant to the priority of a project or direction of project development.
- 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.

Position is located within a standard office location or standard conference room settings
A minimum amount of effort may be required to walk or drive to locations other than primary work location
Position 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?

An IT business analyst position responsible for the development and implementation of MDHHS-Medicaid, data system applications in a web-enabled environment. This position must be able to assess problems and needs of the client/customer community and design, develop, test, implement, and maintain highly complex computer applications in response to the informational and managerial needs of clients/customers. The individual must be able to design and develop complex statewide applications with interfaces to multiple hardware platforms including Client Server (Oracle) and Web. The individual is expected to be able to effectively communicate both orally and in written correspondence with clients/customers, staff, vendors, and management. Must be able to train or coordinate the training for the staff and customers. The individual must also be capable of taking on leadership roles on task forces, special committees and research groups

Competencies (in alphabetical order): Building Strategic Working Relationships, Communication, Customer Focus, Decision Making, Initiating Action, Innovation, Meeting Participation, 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?

Each area within the Customer Services/MDHHS Medicaid section develops, implements, and maintains the computer systems required by the Medicaid area within the Department of Health and Human Services. The work area must perform these activities in compliance with State and Federal regulations, mandated legal priorities and deadlines and in compliance with prevailing policy/procedures/standards. The computer systems implemented by this work area must meet the operational effectiveness as outlined in the Agency Partnership Agreement.

This position is part of the support structure of a service-oriented organization. Knowledgeable, technical staff are needed to meet the commitments of the Department/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:

KNOWLEDGE OF:

- Information technology application design and development, and industry best practices
- Structured programming, data modeling, object-oriented and event programming procedures, techniques, and methodology
- PC software such as Java, .Net, Oracle database, Discoverer, SQL database

ABILITY TO:

- Attend IT related meetings and seminars upon request
- Service on IT related advisory groups and interview panels upon request
- Perform other IT related tasks upon request
- Review customer's requests for service to determine requirements
- Work in multiple environments, client server and web, analyze specifications, develop system applications, coordinate testing in development and staging areas, and install in production
- Thoroughly understand and work with multiple complex applications
- Prepare detailed written instructions and documentation
- Communicate effectively, verbally and in writing
- Work independently and as part of a team
- Understand network architectures and assist other technical staff with network design
- Produce hardware and resource cost estimations for projects
- Gather and analyze facts, defines problems, and devise solutions
- Conduct interviews and establish and maintain effective relationships with systems users
- Communicate technical terminology at a level appropriate to the audience allowing the person to train or coordinate training for the analysts or customers
- Provide quality customer service, build trust through integrity of work, and build strategic relationships through teamwork are required
- Effectively work with a software development team/vendor to make decisions related to assigned tasks, analyze business requirements, create design specifications, and construct and test computer systems
- Troubleshoot and resolve development problems, and calmly and rationally assess situations

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

9/14/2026

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