

State of Michigan
Civil Service Commission
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Federal privacy laws and/or state
confidentiality requirements protect a
portion of this information.

POSITION DESCRIPTION

This form is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties sign and date the form. If the position is vacant, the supervisor and appointing authority should complete the form.

This form will serve as the official classification document of record for this position. Please take the time to complete this form as accurately as you can since the information in this form is used to determine the proper classification of the position.

THE SUPERVISOR AND/OR APPOINTING AUTHORITY SHOULD COMPLETE THIS PAGE.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency Technology, Management & Budget
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Agency Services supporting DHHS
4. Civil Service Classification of Position Information Technology Specialist-3	10. Division Children's Services & State Hospitals
5. Working Title of Position (agency title of position) ITS14 – Salesforce Application Architect	11. Section Children's Services
6. Name and Classification of Direct Supervisor Tao Pei, SAM15	12. Unit Architects
7. Name and Classification of Next Higher-Level Supervisor Lina Alarie, SDA17	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 schedule

14. General Summary of Function/Purpose of Position

This position functions as a Salesforce Application Architect 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.

The architect is responsible for leading the design, development, and implementation of enterprise-grade Salesforce solutions, ensuring architectural integrity, platform optimization, and alignment with MDHHS's strategic and operational goals. This includes transitioning legacy systems to a modern Salesforce-based platform, with a focus on Sales Cloud, Service Cloud, Experience Cloud, and Field Service Lightning (FSL).

Key responsibilities include: Leading end-to-end architecture and technical design of Salesforce solutions that support case management, field service operations, and user engagement; Conducting org health checks and platform assessments, and delivering actionable recommendations based on Salesforce best practices; Participating in Design & Discovery sessions and promoting the adoption of Salesforce's Well-Architected Framework; Supporting the parallel operation and phased migration of MiSACWIS to the new CCWIS platform, ensuring minimal disruption to critical services; Providing technical leadership and mentorship to development teams, including state employees and contractors; Collaborating with business analysts, product owners, and stakeholders to translate complex business requirements into scalable, maintainable Salesforce solutions; Overseeing proof-of-concepts (POCs) to validate technical feasibility and business value of proposed solutions; Ensuring secure application development lifecycle (SADLC) practices are followed throughout all phases of development and deployment.

This is an advanced-level ITS14 position requiring deep technical expertise across multiple platforms and technologies, including Salesforce, Oracle, SQL, Java, JavaScript, Provar, TestComplete, ADO, and mobile frameworks. The architect will also work with infrastructure and integration technologies such as IBM WebSphere, OpenShift, Linux, and Windows. The position plays a critical role in: Setting the technical direction for MDHHS Child Welfare applications; Designing and maintaining multi-platform integrations to ensure seamless data exchange and system interoperability; Supporting 24/7 operations of Tier 2 applications like MiSACWIS, which serve over 8,000 users across state and private agencies; Ensuring compliance with security, performance, and regulatory standards. This role is essential to the success of MDHHS's digital transformation efforts and directly supports the agency's mission to protect and serve Michigan's most vulnerable populations.

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15. Please describe your assigned duties, percent of time spent performing each duty, and explain what is done to complete each duty. List your duties in the order of importance, from most important to least important.

Duty 1

General Summary of Duty 1: 80 % of Time

Serve as the development specialist responsible for the design, development, testing and documentation of the technical software solutions. Solve system design problems and programming issues. Ensure that the solutions are integrated and enhanced to meet the needs of the agency's business plan.

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 2

General Summary of Duty 2: 15 % of Time

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

Individual tasks related to the duty.

- Work with teams and product owners to refine SADLC, prioritize agile backlogs, and maintain release readiness/schedule.
- Ensure compliance with ECM standards and procedures across development, system test, user acceptance testing, security, and production environments, includes coordinating, creating, approving, and monitoring required work items.
- Make technical recommendation(s) and/or decision(s) for changes to the Bridges application based on user requirements.
- Solve complex system design and programming problems which ensure high security is addressed for client level of data.
- Plan for coordination, development, testing and integration of systems and data with Bridges.
- Research up to date programming techniques used in software development to recommend appropriate architecture.
- Work with vendors, contractors, and other agency staff to evaluate and implement new technologies.
- Analyze/Resolve escalated issues with departments and outside agencies' technical environment and hosting solutions.

- Recommend and ensure software development best practices for maintenance, speed, dependability, and reliability.
- Ensure that strategies and designs adhere to State and agency policies, laws, standards, and guidelines.
- Develop and enforce all policies and standards related to the technical aspects of Bridges system.
- Recommend programming best practices for maintenance, speed, dependability, and reliability.
- Assist agency client to plan for and prioritize system and/or enterprise technical initiatives to meet business needs and align with the client strategic plan.
- Mentoring team developers on programming standards and guidelines.
- Provide technical expertise and leadership to agency clients and its external groups.
- Serve as a technical liaison between DTMB and the agency.

Duty 3

General Summary of Duty 3: 5 % of Time

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 you make independently in your position and tell who and/or what is affected by those decisions. Use additional sheets, if necessary.

- 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 your 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 do you use in your position? What environmental conditions are you physically exposed to in your position? Indicate the amount of time and intensity of each activity and condition. Refer to instructions on page 2.

- Work is performed in a business office setting/typical office environment.
- Involves heavy workloads, mandatory deadlines, stress, and pressure to resolve problems quickly and effectively.
- Occasional overtime may be required.

19. List the names and classification titles of classified employees whom you immediately supervise or oversee on a full-time, on-going basis. (If more than 10, list only classification titles and the number of employees in each classification.)

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>

20. My responsibility for the above-listed employees includes the following (check as many as apply):

 N Complete and sign service ratings.

 N Assign work.

 N Provide formal written counseling.

 N Approve work.

 N Approve leave requests.

 N Review work.

 N Approve time and attendance.

 N Provide guidance on work methods.

 N Orally reprimand.

 N Train employees in the work.

21. *I certify that the above answers are my own and are accurate and complete.*

Signature

Date

NOTE: Make a copy of this form for your records.

TO BE COMPLETED BY DIRECT SUPERVISOR

22. Do you agree with the responses from the employee for Items 1 through 20? If not, which items do you disagree with and why?

Yes, prepared by management.

23. What are the essential duties of this position?

This position is an advanced information technology architect 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 standards and procedures in all areas under their own responsibility, navigation, data storage, data retrieval, data validation, data manipulation, printing and other processes.

Competencies (in alphabetical order): Building Trust, Continuous Learning, Contributing to Team Success, Customer Focus, Technical/Professional Knowledge

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

There have been no changes since last reviewed.

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 **technical leadership and architectural expertise** for the modernization and support 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 Architect ensures that system designs are scalable, secure, and aligned with both business objectives and compliance requirements.

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. In your opinion, what are the minimum education and experience qualifications needed to perform the essential functions of this position?

EDUCATION:

Possession of a bachelor's degree with not less than 21 semester (32 term hours) 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:

Three years of professional experience equivalent to an Information Technology Infrastructure or Programmer/Analyst P11 or one year equivalent to an Information Technology Infrastructure or Programmer Analyst 12.

Note: Equivalent combinations of education and experience that can be shown to provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

KNOWLEDGE, SKILLS, AND ABILITIES:**KNOWLEDGE OF:**

- 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)
- cations 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 personal vehicle.

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.

27. *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's Signature

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

28. Indicate any exceptions or additions to the statements of the employee(s) or supervisor.

29. *I certify that the entries on these pages are accurate and complete.*

Appointing Authority's Signature

Date