

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

Position Code 1. INTCSPL3H63N

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) MDE, CEPI
4. Civil Service Position Code Description Info Tech Specialist-3	10. Division CEPI & Educator Workforce
5. Working Title (What the agency calls the position) IT Business Analyst Specialist	11. Section
6. Name and Position Code Description of Direct Supervisor WANG, ZHENG; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor CRAWFORD, KIMBERLY L; SENIOR EXEC BUS REL ADMIN	13. Work Location (City and Address)/Hours of Work 702 W. Kalamazoo St., Lansing, MI / 8:00 A.M. TO 5:00 P.M., M – F Hybrid

14. General Summary of Function/Purpose of Position

This specialist is recognized as the Expert IT Business Analyst for high priority assignments and projects for the Center for Educational Performance and Information (CEPI) that includes the Office of Systems and Technology, the Office of Analytics and Reporting, and the Office of Integration & Support. CEPI coordinates collections, connections and reporting of education data in Michigan. CEPI safeguards student privacy and confidentiality at every stage of data collection.

The specialist is required to collaborate with CEPI clients and DTMB professionals to develop system requirements, perform analysis activities, make recommendations for process and business flows, and develop consensus on both business and systems requirements. This position serves as the primary contact to champion of needs of the business clients and ensure adherence to DTMB standards throughout the software development life cycle.

As a Business Analyst Specialist, the employee performs a complete range of information system analyst assignments including, but not limited to, designing, developing, testing, and implementing computer systems and applications for Center for Educational Performance and Information (CEPI). This individual will be looked upon to provide technical support to other team members and evaluate new development tools and agency systems. Evaluate, document, and inform DTMB management and supported client agency of impact and risks, including DTMB System Security Plan (SSP) and Disaster Recovery Plan (DRP), to existing IT solutions due to proposed legislation, enhancement requests, or changes in governmental processes or procedures. Actively participate in the development and implementation of assigned client agency's IT strategic direction/plan. Mentors other DTMB staff to resolve client agency IT issues.

The applications supported by this position are Educational Entity Master (EEM), Michigan Student Data System (MSDS), MiSchool Data, Michigan Student Longitudinal Data System (MSLDS), Financial Information Database (FID), School Infrastructure Database (SID), Michigan Postsecondary Data Inventory (MPDI), Michigan Education Key (Mi-Key) and the CEPI Unified Education Data System once complete.

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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: 80

Expert IT Business Analyst for the Center for Educational Performance and Information (CEPI) mission critical, multi-bureau integrated applications.

Individual tasks related to the duty:

- Leads the selection of the IT strategies, policies, programs and procedures that satisfy proposed business requirements and fulfill the business objectives and goals of projects.
- Applies User Interface (UI) Design expertise on high visibility enterprise wide, web based, and mobile applications.
- Serves as liaison to escalate project related issues identified by ITPA 11s, ITPA 12s to the Agency PMO, EPMO, Project Managers and Agency Partners.
- Reviews, provides input and guidance, and approval of requirements both functional and non-functional that are the basis for development of Requests for Proposal (RFP) and subsequent Statements of Work (SOW).
- Contributes BA expertise in the review and approval of RFP's and SOW language.
- Serve as an active member of Joint Evaluation Committees (JECs) and has voting rights as necessary.
- Provides oversight of the creation and validation of estimates, and schedules created by Business Analyst staff for the requirements and test activities for large, multi-agency, or enterprise projects.
- Plans, directs and facilitates Joint Application Development (JAD) sessions for department or enterprise projects identifying common business processes in order to streamline solution integration.
- DTMB process subject matter expert in leading the development of program level requirements for large, multi-agency, or enterprise projects utilizing both traditional requirement definition and decomposition techniques (waterfall) and User Story Mapping, Theme, and EPIC identification and decomposition techniques (agile).
- Reviews and approves functional design requirements that include sensitive data types (such as highly confidential data, PCI, PII, etc...) and/or the creation of security design requirements for large, multi-agency, or enterprise projects.
- Researches, identifies, and leverages strategic solutions and applies the reuse of functionality.
- Reviews and assesses the impact of enterprise Requests for Change (RFCs) to agencies systems.
- Gathers, validates and participates in presenting project related information to the Project Review Board and/or Project Sponsors during project review meetings, project workgroups, Technical Review Board (TRB), and to the Executive TRB providing clarification and answers to questions.
- Reviews, and provides feedback on enterprise Program and Project Test Strategy's, ensures completion of detailed test plans, maintenance of the traceability matrices, and compilation of test results for enterprise wide integration, performance, system or user acceptance testing on large, multi-agency, or enterprise projects.
- Leads and facilitates sessions to define implementation plan requirements and details. Validates and approves IT implementation plans and results for large, multi-agency, or enterprise projects.
- Researches and recommends new tools for requirement repositories, interactive prototyping, UI simulation to verify functional requirements before system design and coding occurs.
- Researches, selects and pilots emerging techniques for identifying and documenting requirements.
- Assesses the impacts of upgrades to software versions and equipment on agency systems and works with project technical staff to gain approval of revised Enterprise Architect Solutions Assessment (EASA).
- Leads cross-functional teams to evaluate approaches to improve application sustainability as a result of system changes and approves recommendations to alleviate problems.
- Serves as Agency Services liaison to outside IT consultants/vendors supporting multi-vendor solutions and/or mission critical systems for large, multi-agency, or enterprise projects.
- Serves as the IT system owner representing the Agency in reviewing and assessing the impact of requests for change to IT standards, policies and processes on projects in flight or applications in production.
- Ensures client agencies and program area's IT strategic direction/plan aligns with State of Michigan (SOM) IT strategic direction/plan and applicable Executive Orders.
- Reviews, approves, and ensures that the system disaster recovery plan adheres to the SOM policy/standards.
- Identifies opportunities for collaborative partnerships with other internal/external entities on proposed legislation, enhancement requests, or changes in governmental processes or procedures.
- Recommends and identifies resources for the creation of IT task forces, special committees, and/or research groups.
- Reviews and approve identified opportunities, plans, and recommendations to gain efficiencies by reengineering business processes.
- Reviews and approves data flow models, business process flow models, etc.
- Resolves escalated issues that impacts business processes related to mission critical, multi-agency, or enterprise systems.
- Evaluates and recommends internal IT processes for application development sustainability to improve service delivery.

Duty 2

General Summary:

Percentage: 15

Engage with the Agency in establishing and fulfilling the Center for Educational Performance and Information (CEPI) 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: 5

Other duties as assigned.

Individual tasks related to the duty:

- 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.
- Facilitates DBA team development cycle and Configuration Management team change request management as Scrum Master.
- Generate monthly DTMB-AS-CEPI DBA team Demand vs Capacity report.
- Create and update Clarity project, idea, and resource allocation.
- Provides internal staff training.
- Perform related work as is deemed necessary by the supervisor.
- Serve as backup business analyst for the MiEdWorkforce system.
- Serve as backup business analyst supporting the Education Data Unit.

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

- This position makes decisions regarding solutions and resolutions to manage and resolve service requests.
- This position makes independent decisions when those decisions impact the design of the assigned systems, particularly within the assigned development team.
- This expert also acts independently in operational break-fix situations when immediacy is necessary, and delays would be detrimental for the bureau to meet their business goals and objectives.

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

- Decisions that impact other bureau systems would require approval by the next level of management.
- Collaboration must occur not only with the DTMB management but also among the management of all involved systems to determine the priority of the work.
- Decisions regarding major changes in project scope.
- Decisions that result in a business process change.
- Decisions that impact Treasury goals and objectives.
- In addition, when there are significant budget impacts, the specialist should seek management input.

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.

- Work is performed in a business office setting
- Typical Office Environment
- Requires extensive use of VDT and keyboard.
- Involves equipment setup for system demonstration and training.
- Involves heavy workloads and mandatory deadlines.

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. |

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.

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?

The duties stated in section 15 of this document must be performed with expert business analysis, accurately and independently.

Research must be meticulous; all alternatives must be presented without bias; project planning documents must be developed with attention to detail; system designs must follow structured or object-oriented techniques; implementation coordination must be well planned to take into account political, financial and quality implications.

Thorough program and system testing is essential to ensure the integrity of data and the quality of the communication with the stakeholders of the State of Michigan.

This position must work well in a team-focused environment and promote the integrity of the department.

In performing these duties, the expert business analyst must be an initiator who is always ready to act as the liaison for all IT matters on behalf of the client agency.

Clear communication with other application programmer/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.

Critical Job Role: Expert IT Business Analyst

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

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?

DTMB, Agency Services, is responsible for providing the automated processes and IT solutions needed to meet the business goals and objectives of the client agencies, in their attempt to serve the citizens of the State of Michigan. This division designs and coordinates the IT systems and operations for the client and as a result, requires the services of an Expert IT Business Analyst in this position.

26. 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 at least 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 Specialist 14 - 15

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.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Experience in the design, development, testing and implementation of business processes and software solutions.
- Knowledge of business analysis methodologies.
- Experience in planning and forecasting projects and documenting and gathering business, functional or technical requirements for software projects.
- Project management skills and knowledge in project management and related methodologies (e.g. PMI, or other industry

accepted standard).

- Knowledge of the Software Development Lifecycle and related methodologies (e.g. Agile, CMMI, or other industry standard).
- Advanced proficiency with all MS Office applications, MS Project and Visio.
- Experience interfacing with technology leadership as well as the business client.
- Ability to conduct training & information sessions, communicate at a level appropriate to the audience, make oral and written reports and presentations.
- Strong facilitation, writing and communication skills.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

Certified Scrum Master certification is highly desired.

Duties may involve 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

11/25/2025

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