Position Code
1. ITPRANA

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** Public Health
5. Working Title (What the agency calls the position) ITPA12 – Senior Business Analyst	**11. Section** Bureau of Laboratories
6. Name and Position Code Description of Direct Supervisor GADDY, KEVIN P; INFO TECH MANAGER-3	**12. Unit** Team 4 – App Development & Business Analyst Team
7. Name and Position Code Description of Second Level Supervisor GADDY, KEVIN P; 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 schedule

14. General Summary of Function/Purpose of Position

This position will serve as a senior level Business Analyst (BA) supporting Michigan Department of Health and Human Services (MDHHS). This position will support the MDHHS Public Health Administration Bureau of Laboratories (BOL) area. This position will serve as a technical consultant to MDHHS clients to develop solutions for streamlining critical business processes according to MDHHS' strategic plan. This position is integral to developing and maintaining MDHHS' automated processes, streamlining critical business processes, data integrity, and securing MDHHS systems. This position will perform as an information technology (IT) professional participating in a variety of analytical assignments that provide for the enhancement, integration, maintenance, and implementation of information systems.

The BOL IT systems track and perform analysis on all lab tests done in Michigan. The Newborn Screening Lab System (NBS) tracks information on disorders such as Metabolic Endocrine or Sickle Cell from specimen entry through testing and reporting to clients throughout Michigan. StarLIMS is the laboratory information management system used by BOL and the regional laboratories. This system manages all testing and results for Michigan Public Health Laboratories.

This position will be responsible for leading application development responsibilities during all phases of the software development lifecycle. This position will be responsible for checking the work of project team members, including state employees and contractors, and providing guidance and mentoring to less senior analysts.

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**

Acts as 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 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).
• 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 (SEM).
• 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.
• 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 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.
• Validate and finalize Local Change Board (LCAB) and Enterprise Change Board (ECAB) documents.
• Ensure proper change management (CM) procedures are followed 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.
• Present information gathered during meetings and/or workgroups, provide clarification, and answer questions.
• Review and approve application test plans.
• Approve application-wide integration, performance, system, or user acceptance test plans.
• Develop and monitor defect tracking logs and facilitate problem resolution.
• Evaluate impact of new tools, languages, upgrades, and equipment on systems and make recommendations.
• Monitor long term IT solution traits and break fix patterns and recommend IT solutions to alleviate persistent problems.
• Review and approve project management documents and designs. Ensure security standards are adhered to.
• Serve as liaison to consultants 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.

Duty 2

General Summary: **Percentage:** **30**

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

Individual tasks related to the duty:

• Apply state government processes to systems that support MDHHS, and agency rules to system and program design.
• Document changes to existing programs using standards established by DTMB management.
• Develop/Maintain effective communication with DTMB, vendors, and agency staff relating to metrics, reporting, etc.
• Monitor applications during peak production times.
• Serve as a technical resource for DTMB at meetings.
• Follow client's policies for access and distribution of reports and data.
• Perform tasks for internal/external security and standards review.
• Evaluate/Recommend equipment and 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, inform management/agency of impact/risks to IT solutions due to proposed legislation, enhancement requests, changes in government requests, processes, or procedures.

Duty 3

General Summary: **Percentage:** **10**

Perform special assignments as required.

Individual tasks related to the duty:

- Attend staff meetings and lead 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. Make recommendations to DTMB and/or 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.
- Contribute ideas on continuous improvement of IT processes.
- Create standards and templates for DTMB application programmer/analysts to use in developing application specifications and programs.
- Provide internal DTMB Agency Services staff training.
- Perform other IT related tasks upon request.
- Other duties as assigned.

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

As a senior level position, all assignments and work will be performed under the guidance of the first-line supervisor. Decisions made can affect area staff, other division staff, end users (central office, agency management, local office staff, other agencies, and the public). Consequences may involve inaccurate agency data, loss of federal funding, non-compliance with legislative mandates, and inappropriate agency management decisions based on incorrect information.
Decisions made independently include decisions that:
- Establish work plans and prioritize courses of action for analyzing problems and developing systems
- Respond to inquiries for information regarding functionality and/or production system issues
- Involve the research of current system operations
- May lead to the proposition of alternatives and recommendations for new processes
- Are in support of DTMB supporting DHHS.
- Involve situations when urgency is necessary (in instances where delay would be detrimental to the agency's business goals and objectives)

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

Decisions that require supervisor's review include decisions:
- Impacting other agency systems
- Regarding major changes in the scope of a project
- Resulting in a business process change
- Impacting DTMB/AS/DHHS goals and objectives
- Impacting legislative, legal, and/or budgetary matters

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 within an office environment. Use of personal computer using keyboard and mouse to perform trouble shooting, create and edit technical materials, communicate with staff and clients, and complete and distribute reports. A minimum effort may be required to walk or drive to other locations. Majority of work is performed sitting at a 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):

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.

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 serves as a Senior Business Analyst supporting MDHHS and is responsible for the development and implementation of MDHHS data system applications in web-enabled or client/server environments. 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 and Web. The individual is expected to be able to effectively communicate both orally and in written correspondence with clients/customers, staff, 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 within task forces, special committees, and research groups.

Competencies: Building Trust, Communication, Continuous Learning, Contributing to Team Success, Customer Focus, Planning and Organizing, Technical/Professional Knowledge

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

Establishment

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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 computer systems required by the administrations within MDHHS, 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 policy/procedures/standards and maintaining operation effectiveness. 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.

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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/event programming procedures, techniques, and methodology
• PC software such as Java, .Net, Discoverer, Oracle and SQL databases
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SKILLED/EXPERIENCE IN:
• Microsoft Office Suite (Word, Excel, PowerPoint, Access)
• Visio
• Microsoft Project
• Project Management Methodology (PMM)
ABILITY TO:
• Review customer's request for service to determine requirements
• Work in multiple environments (client server and web) to analyze specifications, develop system applications, coordinate testing in development and staging areas, and install in production
• Thoroughly understand and work with multiple complex applications
• Analyze instructions and data and convert specifications to computer language
• Prepare detailed written instructions and documentation
• Communicate effectively, verbally and in writing, and maintain a cooperative environment
• Work independently
• Gather and analyze facts, define problems, and devise solutions
• Conduct interviews, as well as 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
• Effectively work with a software development team, make decisions related to assigned tasks, analyze business requirements, create design specifications, and construct and test computer systems
• Troubleshoot and resolve development problems
• Calmly and rationally assess situations

CERTIFICATES, LICENSES, REGISTRATIONS:

Duties may involve the use of a personal 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   1/27/2026

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**