Position Code
1. INFOTMGRD10N

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 MANAGER-3	**10. Division** Eligibility
5. Working Title (What the agency calls the position) ITM14 – Development and Testing	**11. Section** Operations & Support
6. Name and Position Code Description of Direct Supervisor HART, JOHN R; STATE ADMINISTRATIVE MANAGER-1	**12. Unit** Bridges Development Team
7. Name and Position Code Description of Second Level Supervisor SRIVASTAVA, SANJAY; SENIOR EXEC BUS REL ADMIN	**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 serves as a first-line Information Technology Development Manager for the Eligibility/Bridges Business & Testing area within Agency Services supporting MDHHS. The position leads a cross-functional development team responsible for designing, building, testing, releasing, and supporting complex, high-impact applications that determine eligibility for department programs. The manager plans and prioritizes work using Agile practices; ensures solutions are secure, reliable, and compliant with State and Federal requirements; coordinates closely with business partners, program leadership, and external vendors; and hires, develops, and evaluates staff to deliver modern, user-centered digital services that support timely and accurate eligibility decisions.

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**

Provide overall leadership, supervision, and direction for the development team and its portfolio of Eligibility/Bridges applications.

Individual tasks related to the duty:

• Provide day-to-day leadership and oversight for the development team, including state staff and contract resources, to deliver enhancements, new capabilities, and ongoing support for Bridges and related eligibility solutions.
• With staff and product owners, define the requirements needed to design and deliver systems that meet program requirements, improve customer experience, and use cost-effective, sustainable technologies.
• Maintain and continuously improve internal team standards and procedures for solution design, coding, code review, configuration management, automated testing, documentation, deployment, and ongoing support.
• Plan and manage project and operational work using Agile / iterative methods, including establishing priorities, sprint goals, milestones, and realistic delivery dates.
• Monitor project and production activities, track progress against commitments, and direct corrective action to enable prompt, predictable, and high-quality delivery.
• Providing oversight and direction to scrum masters, and technical leads, to ensure requirements are understood, designs are viable, and solutions align with enterprise standards and patterns.
• Direct, coordinate, and monitor the activities of technical control staff, and developers, in the analysis, development, testing, implementation, and maintenance of IT solutions supporting Eligibility.
• Oversee and enforce the Agile SDLC and related governance processes to ensure traceability, documentation, and compliance with DTMB and Agency policies and standards.
• Manage the change control process for assigned applications, including active participation in the Local Change Board and ensuring that changes are well-analyzed, tested, communicated, and scheduled.
• Lead communications and relationship management with business partners, program areas, and vendors, including regular status meetings, issue resolution, and expectation setting.
• Review and finalize estimating activities for assigned projects to ensure that scope, cost, and schedule are realistic and aligned with available resources and priorities.
• Ensure all issues, risks, and action items related to assigned projects and production systems are documented, owned, and resolved or mitigated in a timely manner.
• Lead risk management activities for the development team, including identifying, analyzing, tracking, and closing risks related to schedule, scope, quality, security, and operational stability.
• Manage the overall quality assurance (QA) process for assigned development efforts, including participation in QA reviews, evaluation of test results, and follow-up on deviations, waivers, and defects.

Duty 2

General Summary: **Percentage: 10**

Perform special projects/assignments as needed.

Individual tasks related to the duty:

• Lead or participate in agency or division task forces and workgroups focused on modernization, digital transformation, data integration, or process improvement initiatives.
• Serve as acting area manager for Eligibility when the area manager is unavailable, ensuring continuity of leadership, communication, and decision-making.
• Sponsor or coordinate pilots and proof-of-concept efforts to evaluate new tools, platforms, or practices that could improve delivery, security, performance, or user experience.
• Represent the Eligibility / Bridges area on cross-program or enterprise governance forums, sharing impacts, risks, and needs from the development perspective.
• Prepare briefings, presentations, and recommendations for leadership regarding strategic initiatives, technology direction, and investment options.

Duty 3

General Summary: **Percentage: 10**

Select and train employees for the team.

Individual tasks related to the duty:

• Manage administrative aspects of the development team, including workload-balancing, time and attendance approvals, training needs, and support for staff well-being.
• Interview and select candidates for vacancies within the division, using structured, competency-based hiring practices that support diversity, equity, and inclusion.
• Coordinate and provide onboarding and ongoing training for staff and application programmers in tools, technologies, secure coding practices, DevOps processes, and business domain knowledge.
• Set clear performance expectations, appraise and monitor the performance and development of individual team members, and provide regular coaching and feedback.
• Collaborate with staff on individual development plans, identifying training, stretch assignments, mentoring, and career progression opportunities.
• Consult in development efforts by helping staff translate policy and business rules into accurate, maintainable system logic and configurations.
• Mentor staff with less experience in areas such as database design, security, testing, documentation, and troubleshooting.
• Recommend advancement, special assignments, and recognition for high-performing staff, and address performance issues fairly and promptly in accordance with State and department policies.

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

This position independently makes day-to-day decisions about how best to organize, direct, and execute the work of the development team. This includes prioritizing assignments; selecting technical approaches consistent with architecture and security standards; assigning staff and contractor resources; setting timelines; approving solution designs, test strategies, and implementation plans; resolving production incidents; and determining when changes are ready for release. These decisions directly affect team members, other Agency Services staff, vendors, and business partners, as well as MDHHS field and central office staff who rely on the systems to perform their work. Because Eligibility / Bridges applications influence decisions about benefits and services to Michigan residents, independent decisions in this role can also impact the accuracy and timeliness of program determinations for the public.

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

Decisions that materially affect overall program direction, agency priorities, budget, or organizational structure require supervisor review. This includes approval of large or high-risk projects, significant changes to scope or timelines that affect external commitments, adoption of new enterprise technologies or tools, exceptions to architecture or security standards, major contract or vendor performance issues, and recommendations involving reorganization or reclassification of positions. The supervisor is also consulted on sensitive personnel actions, long-term staffing strategies, and matters where DTMB or Agency policy guidance is needed.

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.

NAME	CLASS TITLE	NAME	CLASS TITLE
SOLIZ, JULIE K	INFO TECH PRGMR ANALYST-A 12	HAWKINS, DENISE M	INFO TECH PRGMR ANALYST-A 12
SISSON, EVELYN E	INFO TECH PRGMR ANALYST-A 12	WITHERSPOON, MARRIANNE	INFO TECH PRGMR ANALYST-A 12
KARES, DOMINIC	INFO TECH PRGMR ANALYST-E P11		

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

Y	Complete and sign service ratings.	Y	Assign work.
Y	Provide formal written counseling.	Y	Approve work.
Y	Approve leave requests.	Y	Review work.
Y	Approve time and attendance.	Y	Provide guidance on work methods.
Y	Orally reprimand.	Y	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?

All duties listed are essential to the position; specific to providing overall supervision and control for work functions performed by the team.

Competencies (in alphabetical order): Building Partnerships, Communication, Customer Focus, Delegating Responsibility, Developing Others, Technical/Professional Knowledge

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

PD update: This position has transitioned to fit the role necessary for the divisional section as new technologies have come in to the
area. Essential duties of providing supervision have not changed.

25. What is the function of the work area and how does this position fit into that function?

Each area within the Agency Services MDHHS, CSES, MISACWIS, MIBRIDGES develops, implements, and maintains the automated data processing systems required to support specific realm of services to the Bureau and Offices within the Department of Human Services. It must perform these activities in compliance with ever changing State and Federal regulations and mandated legal priorities and deadlines while adhering to prevailing division policy/procedures/standards and maintaining operation effectiveness.
First-line supervisors are responsible for meeting the system needs for multiple Federal and State welfare and communications programs and providing the leadership, atmosphere, policies, procedures, control, and direction to ensure effective utilization of a system staff responsible for extremely large, dynamic, and complex automated applications.

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 not less than 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 Manager 14 - 15
Three years of professional experience equivalent to an Information Technology Infrastructure, Programmer/Analyst or IT Project Coordinator P11 or one year equivalent to an Information Technology Infrastructure, Programmer/Analyst or IT Project Coordinator 12.

Alternate Education and Experience

Information Technology Manager 14 - 15
Three years of experience as a computer programming supervisor or Information Technology Supervisor may be substituted for the education and experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

KNOWLEDGE OF:
• Principles and techniques of management, communication, organization, and planning.
• Agile development experience, along with strong analytical background.
• Systems analysis techniques, problem/need identification and assessment, objective/goals definition, and system testing, implementation, and performance review.
• State/Federal legal requirements, privacy and security laws, and agency programs and policy objectives.
SKILLED/EXPERIENCE IN:
• The awareness of technological advances and willingness and ability to pursue and support that technology on behalf of the agency.
ABILITY TO:
• Maintain control of the environment in high-pressure 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   2/10/2026

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**