

State of Michigan
Civil Service Commission

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. INTCSPL4

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) DTMB/Agency Services supporting MDHHS, Health and Aging Services Administration
4. Civil Service Position Code Description Info Tech Specialist-4	10. Division Health and Aging Services Administration
5. Working Title (What the agency calls the position) Expert II Business Analyst	11. Section MMIS Team
6. Name and Position Code Description of Direct Supervisor HURST, SHARITA E; STATE ADMINISTRATIVE MANAGER-1	12. Unit MMIS
7. Name and Position Code Description of Second Level Supervisor MOORE, JOHN A; SENIOR EXEC BUS REL ADMIN	13. Work Location (City and Address)/Hours of Work Grand Tower - 235 S Grand Ave, Lansing, MI 48933 / 8:00-5:00 PM (may vary) hybrid

14. General Summary of Function/Purpose of Position

This position will function as the ITS 15 specialist for the Enrollment Broker application, MI Presumptive Eligibility application (PE), Financials Management System (FMS) and Call Center support. This position will also serve as a backup for the Community Health Automated Medicaid Processing System (CHAMPS).

The specialist is the multi-disciplinary authority responsible for design, planning, implementation and support of SOM Enrollment Broker application, Presumptive Eligibility application and Financial Management application with a major emphasis on Enrollment Broker, interfacing systems and Call Center support. The interfacing systems include, but are not limited to Manage Care providers, CMS, Bridges, and CHAMPS. This position will work with appropriate personnel to ensure that all IT solutions are developed and maintained to meet the requirements for MDHHS's State of Michigan Medicaid requirements. Additionally, this position will be involved in understanding client Agency's business objectives and aligning information technology to support these objectives. This position will provide technical leadership, guidance and direction to MDHHS Medicaid Application Teams, DBA's, MDHHS and vender teams.

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 MDHHS 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, EP MO, 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 MDHHS 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:

- Perform related work as is deemed necessary by the supervisor
- 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.
- 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.

- 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 delay 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):

- | | | | |
|---|------------------------------------|---|-----------------------------------|
| 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 will serve as the primary SME within DTMB Agency Services related to the IT needs and strategies for the MDHHS Medicaid partner agency, maintaining a current understanding of MDHHS Medicaid business needs, priorities, supporting IT systems, and data management. This position will be the liaison between DTMB and MDHHS Medicaid work requests, priorities and expert analysis related to IT for the Maximus systems. 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.
Critical Job Role: Expert IT Business Analyst needs for Maximus related IT Support activities.
Competencies: Adaptability, Customer Focus, Technical and Professional Knowledge and Skills, Communication, Decision Making, Building Strategic Working Relationships, Planning and Organizing Work.

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:

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:

- Advanced knowledge of MDHHS systems.
- Advanced knowledge of Secure Application Development Life Cycle (SADLC) methodology.
- Ability to be organized, creative, adaptable to changing priorities, and dedicated to the security compliance and data management responsibilities of the position.
- Strong skills to analyze multiple and highly complex issues and opportunities
- Strong skills to effectively communicate complex system details and issues to both technical and business audiences.
- Ability to plan, resource and lead highly complex projects with broad scope and high impact to Agency business.
- Ability to quickly learn and implement new procedures.
- Ability to work collaboratively and establish and maintain good rapport with agency staff at all levels.
- Advanced knowledge and understanding on current NIST 800-53 Security Controls
- Advanced knowledge and understanding of CMS MARS-e and IRS Pub 1075 Security Controls

CERTIFICATES, LICENSES, REGISTRATIONS:

Duties may involve 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

3/16/2026

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