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** Children's Services & State Hospitals
5. Working Title (What the agency calls the position) ITPA12 – Senior Business Analyst	**11. Section** State Hospitals
6. Name and Position Code Description of Direct Supervisor ALCOTT, DOUGLAS; INFO TECH MANAGER-3	**12. Unit** Business Analyst Support Team
7. Name and Position Code Description of Second Level Supervisor ALARIE, LINA M; 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 functions as a Senior IT Business Analyst for the DHHS State Hospital Services area. This advanced position provides production support, evaluates possible solutions, develops alternative solutions, recommends functional and technical modifications, designs, and support for all applications across multiple platforms. This position has the responsibility to analyze, document, and maintain the State Hospital application suite. This application is a highly complex EMR management system employed to monitor and protect the well-being of patients withing the State of Michigan Hospital system. The position will provide guidance and recommendations to leadership on the evaluation and use of new development tools and agency systems and will serve as the liaison between contracted vendors and DTMB. The employee will also actively lead the development and implementation of assigned client agency IT strategic direction and planning, as well as mentor other DTMB staff to resolve client agency IT issues. This position performs as an information technology professional participating in a variety of analytical assignments that provide for the enhancement, integration, maintenance and implementation of information systems.

Skill sets used in this area include State Hospital EMR (Electronic Medical Records) program services, and other application support areas such as Time Tracking/Work force scheduling along with Food Service Automation. Azure Dev Ops, MS Office products, XML and vendor relationship management.

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. Collaborating with IT project teams and 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) for Requests for Proposals (RFP).
• Create, review, and update Contract Change Notices (CNN).
• 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/Agency security requirements/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 technology.
• Validate and finalize Local Change Board and Enterprise Change Board documents.
• Ensure proper change management for all requested fixes to production systems.
• Responsible for development of training content and facilitate training.
• Approve application-wide integration, performance, system, or user acceptance test plans.
• Validate test data and test results.
• Obtain client sign off on test plans after client concurs with test plan results.
• Differentiate between defects and new requirements and initiate change requests as necessary.
• Develop and monitor defect tracking logs and facilitate problem resolution.
• Lead post implementation validation of RFCs (application changes, infrastructure changes, etc.).
• Evaluate impact of new development tools, languages, upgrades, and equipment on agency systems and make recommendations to DTMB and/or agency clients.
• Monitor long term IT solution traits and break fix patterns and recommend IT solutions to alleviate persistent problems.
• Validate and finalize LCAB and ECAB documents. Creates, reviews, and conducts impact analysis of RFC activities.
• Review and approve project management documents.
• Serve as Agency Services liaison to outside consultants.
• Serve as liaison between DTMB and the client on application requests, standards, and other program and project matters.
• Serve as liaison between DTMB and vendors who provide IT solutions to DTMB or DHHS.
• Actively participate in the development and implementation of assigned client agency's IT strategic direction/plan.
• Develop/Maintain effective communication plan with DTMB, vendors, and agency staff relating to project level metrics.
• Take lead role in audit investigation, security reviews and risk assessment document creation.
• Serve as liaison between DTMB and client concerning ICE audits.
• Perform disaster recovery planning/implementation. Lead task forces, special committees, and/or research groups.
• 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**

Engage with Agency in establishing and fulfilling their strategic goals and objectives through exemplary delivery of IT services.

Individual tasks related to the duty:

• Develop and manage the relationship and expectations of the client agency managers through expert negotiation, conflict resolution, and facilitation skills.
• Direct activities of Requirements Gathering team on software development with DTMB staff and outside consultants by enforcing DTMB's SUITE methodology.
• Direct the activities necessary to develop and maintain requirements and functional design documentation of customer applications.
• Create, review, and update wireframes, prototypes, mockups, context diagrams, benefits realizations, and other supporting documentation to ensure the application of human centered design principles.
• Communicate with software vendors and technical staff to determine the best approach in system design specifications.
• Derive 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.
• Determine the need for and coordinates the involvement of other internal DTMB divisions.
• Facilitate sessions with business partners to schedule and implement various application development projects.
• Provide proactive communication between the DTMB managers and the Client agency managers.
• Develop an approach to accomplish special assignments as requested by the DTMB manager or the Client Agency.
• Advise DTMB manager, project manager, and Client Agency managers of significant changes in projects impacting timing of implementation, budget overruns, or dramatic increases in staffing.
• Develop business case justification, as it relates to the Call for Projects, for mission critical systems.
• Configure defect tracking system and facilitates all testing efforts.

Duty 3

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

Perform additional duties as assigned.

Individual tasks related to the duty:

• Perform related work as is deemed necessary by the supervisor and/or management.
• 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.
• Perform IT-related training and assistance upon request.
• Serve on IT related advisory groups and interview panels upon request.

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

Decisions made independently include decisions that:
• Involve researching current system operations
• Lead to the proposition of alternatives and recommendations for the new processes
• Involve the preparation of specifications, configuration of software, and/or program code evaluation and/or testing
• Supporting the decisions of DTMB and DTMB/AS/DHHS

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

Decisions that require supervisor's review include decisions:
• Impacting legislative, legal, and/or budgetary matters
• Resulting in a business process change
• Affects other systems and/or business units
• Regarding the relevancy of a project's priority, direction, or development

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 is an advanced IT Business Analyst and technical resource on the State Hospitals Business Analyst 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 our platforms. The primary duty of this position is to act as a 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 the 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.

Competencies: Building Trust, Continuous Learning, Contributing to Team Success, Customer Focus, 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?

The Administration area provides operational support for the State Hospitals division supporting DHHS. This position 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.
This position is part of the support structure of a service-oriented organization. Knowledgeable, technical staff is needed to meet the commitments of the 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, development, and industry best practices
• Fundamentals of Project Management Methodology
• Computers, software, and current technologies
• Needs assessment and requirement elicitation methods
• Agile methodology
• Human-centered design principles
• Business Analysis techniques including SWOT analysis, Gap analysis, RACI, ROI, Root Cause analysis, business process modeling, process flow diagrams, creating use case scenarios, writing user stories and acceptance criteria

SKILLED/EXPERIENCE IN:
• Microsoft Office Suite (Word, Excel, PowerPoint, Access)
• Visio
• Microsoft Project
• Project Management Methodology (PMM)
• Complex problem solving, time management, negotiation, and deductive reasoning

ABILITY TO:
• Review requests for service to determine requirements
• Thoroughly understand and work with multiple complex applications
• Prepare detailed written documentation
• Communicate effectively, both verbally and in written form, and to maintain a cooperative environment
• Work independently and within a team
• Gather and analyze facts, define problems, and propose solutions
• Communicate technical terminology at a level appropriate to an audience
• Provide quality customer service, build trust, and strategic relationships
• Effectively work with a software development team, make decisions related to assigned tasks, analyze business requirements, and create design specifications

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	3/17/2026
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**