

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 MDE, CEPI, MDCR, MCSC, & MiLEAP
4. Civil Service Position Code Description INFO TECH SPECIALIST-3	10. Division MDE, CEPI
5. Working Title (What the agency calls the position) IT Business Analyst Specialist	11. Section MDE Application Support
6. Name and Position Code Description of Direct Supervisor AYOTTE, MATHEW G; INFO TECH MANAGER-3	12. Unit Assessments
7. Name and Position Code Description of Second Level Supervisor STROM, SEAN; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 608 W. Allegan St., Lansing, MI 48933 / 8:00 AM-5:00 PM Mon - Fri Hybrid

14. General Summary of Function/Purpose of Position

This specialist is recognized as the IT Business Analyst for high priority assignments and projects for the Michigan Department of Education (MDE) Office of Educational Assessment and Accountability (OEAA), and any other MDE program offices as needed. OEAA is responsible for politically and time sensitive summative assessments for the state of Michigan.

The applications supported by this position are highly visible, mission-critical, and integral to the success of the OEAA business objectives. These initiatives often involve complex project schedules, seamless integration with multiple systems, and coordination with external vendors to ensure timely and effective delivery.

This specialist will collaborate closely with MDE clients and DTMB professionals to define system requirements, conduct analysis, recommend improvements to business and process workflows, and build consensus on both business and technical specifications. This role also provides technical guidance to team members, evaluates new development tools and agency systems, and assesses potential impacts and risks, communicating findings to DTMB management and client agencies. Responsibilities include ensuring com) and with DTMB standards, obtaining documentation for the System Security Plan (SSP) and Disaster Recovery Plan (DRP), and serving as the primary advocate for business needs throughout the software development life cycle.

This position will be supporting the following Program offices within the MDE, and any other program offices as needed: The Office of Assessment and Accountability (OEAA) designs and manages statewide assessments that help Michigan educators determine what students know and what students are able to do at key checkpoints during their academic career. Hundreds of educators from across the state help in the development and ongoing improvement of our assessments. These assessments include English Language Proficiency Assessment (ELPA), Michigan Student Test of Educational Progress (M-STEP), Michigan Merit Exam (MME) and Michigan's Alternative Assessment Program (MI-Access).

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

IT Business Specialist for Agency's 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.
- Serves 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.
- Research, 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.
- Research, 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 Agencies' 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 vendors 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 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"/> N | Complete and sign service ratings. | <input type="checkbox"/> N | Assign work. |
| <input type="checkbox"/> N | Provide formal written counseling. | <input type="checkbox"/> N | Approve work. |
| <input type="checkbox"/> N | Approve leave requests. | <input type="checkbox"/> N | Review work. |
| <input type="checkbox"/> N | Approve time and attendance. | <input type="checkbox"/> N | Provide guidance on work methods. |
| <input type="checkbox"/> N | Orally reprimand. | <input type="checkbox"/> 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 taking into account political, financial and quality implications.
- Thorough program and system testing is essential to ensure the integrity of data and the quality of communication with the taxpayers 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 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 business 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: IT Business Analyst

Required Competencies: Customer Focus, Technical/Professional Knowledge and Skills, Communication, 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.

PD update, the essential duties and tasks of this position have not changed, the update is the PD has been approved by the IT Committee and using the template PD for Business Analyst.

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

DTMB Agency Services is responsible to provide 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 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 Microsoft applications such as Office, DevOps, 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, written and communication skills

CERTIFICATES, LICENSES, REGISTRATIONS:

Certified Scrum Master certification is highly desired.
Duties may involve the 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

4/27/2026

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