

**State of Michigan
Civil Service Commission**

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

Position Code

1. ITPRANE

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
4. Civil Service Position Code Description Info Tech Prgmr Analyst-E	10. Division Data, Analytics, and Visualizations
5. Working Title (What the agency calls the position) Agency Support Programmer Analyst	11. Section Health Services Analytics
6. Name and Position Code Description of Direct Supervisor HART, SHERILYN M; INFO TECH MANAGER-3	12. Unit Medicaid Reporting
7. Name and Position Code Description of Second Level Supervisor AHMAD, AWAIS; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work Elliott-Larsen Building, Lansing MI 48933 / 8:00am-5:00pm, Monday-Friday / Hybrid

14. General Summary of Function/Purpose of Position

This position is responsible for the design, maintenance, development and enhancement of the agency applications. Assignments will provide for the development, testing and deployment of application releases, updates and modifications within a client/server and web server environment. Project assignments and activity will be executed within the framework of the State of Michigan System Engineering Methodology (SEM).

This Information Technology Programmer/Analyst position supports Medicaid reporting for the Department of Health and Human Services. The position performs a complete range of assignments including, but not limited to, designing, developing, testing, and implementing a variety of automated data warehouse applications located on the State of Michigan's Teradata data warehouse platform. In addition, this person will work with other data warehouse developers to review existing data warehouse policies and practices, modify them as needed, or propose new policies or practices. Knowledge of one or more of the following is required: SQL, ETL, Data Warehousing, Teradata, Linux, Crystal Reports, and Business Objects.

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: 85

Design, develop, test, and implement adaptations and modifications to agency applications.

Design, develop, test, and implement new and existing complex web-enabled or client/server data system applications following industry and DTMB development standards. Develop plans for testing and implementation of client/server data system applications and serve as Agency Services liaison to external consultants.

Individual tasks related to the duty:

- Review current application/solution architecture environment and validate alignment to business technical requirements for application environment with SOM technology standards. Identify any issues with technology standards and technology that may be near end-of-life or frozen as documented in the EA Technology Life Cycle Roadmaps.
- Create test scenarios. Design and develop test plans, applications, or subsystems.
- Analyze infrastructure changes to identify impact to agency system(s).
- Monitor key business continuity and disaster recovery indicators: 1) Application Criticality Level, 2) Recovery Time Objective (RTO), and 3) Recovery Point Objective (RPO) for agency systems.
- Install and configure software and tools (application server, document management, configuration management software, etc.) in compliance with the application architecture guidelines. Coordinate with Infrastructure Services for operating system upgrades and patches.
- Monitor middleware performance metrics.
- Implement the authorized software fixes, upgrades, new releases and enhancement.
- Implement and manage the environment in alignment with capacity management plan.
- Implement authorized incident resolution.
- Implement authorized security changes.
- Implement Application Lifecycle Management (ALM) tools. Train and assist development teams on ALM processes and tools.
- Develop, implement, and manage configuration management procedures and guidelines. (Example: Deploy/provision software artifacts into higher environments, and change management plans)
- Implement, configure, and manage Change Management repositories.
- Monitor the lifecycle of configuration items in the repository.
- Monitor and resolve CI information on a regular basis or in response to triggering events.
- Create and maintain software portfolio and coordinate with Infrastructure Configuration Management Database (CMDB).
- Monitor and control the Configuration Management process using qualitative and quantitative Key Performance Indicators
- Execute reports based on various internal and external audit requirements.
- Review and approve software builds for promotion.
- Deploy/provision software builds or artifacts into higher environments (DEV, QA, and Production).
- Agrees to follow all policy, standards and procedures of DTMB.

Duty 2

General Summary:

Percentage: 15

Perform special assignments as required.

Individual tasks related to the duty:

- 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. Leads assigned task forces, special committees, and/or research groups.
- Travel for IT related business upon request.
- Prepare and deliver presentations to system users, Agency management, representatives from other State Departments/Agencies, and technical industry gatherings.
- Provide consultation to management regarding current and new technology.
- Evaluate and inform DTMB management and supported client agency of impact and risks to existing IT solutions due to proposed legislation, enhancement requests, and changes in governmental processes or procedures.
- Perform other assignments and duties as assigned.

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

Establish work plans and prioritize courses of action for analyzing problems and developing systems/reports. Action is influenced by and may affect legislative action, departmental support, and have critical impact upon the functions of other, dependent automated systems, Department/Agency program office personnel, clients, and/or customers. Respond to inquiries for information regarding functionality and/or production system issues. Timely, informed responses are critical to clients/customers of the automated services.

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

1. Implementation of modifications or new development for automated systems.
2. Commitment of resources for the investigation of production errors or proposed development.
3. Changes or decisions relevant to the priority of a project or direction of project development.
4. Decisions that have or may have legislative, legal, or budgetary impact.

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.

Standard office environment. Use of personal computer using keyboard and mouse to perform trouble shooting, create and edit technical materials, communications with staff and clients, and reports. A minimum effort may be required to walk or drive to other locations. Majority of work is performed sitting at an ergonomic prepared 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?

An IT programmer/analyst is responsible for the development and implementation of MDHHS data warehouse reports using Teradata, Business Objects, and Crystal Reports. This position must be able to assess problems and needs of the client/customer community and design, develop, test, implement, and maintain highly complex reports in response to the informal and managerial needs of clients/customers. The individual must be able to design and develop complex reports using multiple hardware/software platforms. The individual is expected to be able to effectively communicate both orally and in written correspondence with clients/customers, staff, and management. The individual must also be capable of taking on leadership roles on task forces, special committees, and research groups.

Competencies: Customer Focus, Technical/Professional Knowledge and Skills, Communication, Building Strategic Working Relationships, Contributing to Team Success, Planning and Organizing Work, Innovation, and Initiating Action.

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 Data, Analytics, and Visualization Division develops, implements, and maintains the automated data warehouse processing systems required by the Bureau and Offices within the Department of Health and Human Services. The teams must perform these activities in compliance with ever-changing State and Federal regulations and mandated legal priorities and deadlines while adhering to prevailing agency policy/procedures/standards and maintaining operational effectiveness. This position is part of the Health Services Data Warehouse technical staff needed to develop and support system applications.

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 9

No specific amount or type is required.

Information Technology Programmer/Analyst P11

No specific type or amount is required.

Alternate Education and Experience

Information Technology Programmer/Analyst 9

Educational level typically acquired through the completion of high school and two years of experience as an application programmer, computer operator, IT Technician, or two years (4,160 hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Required:

- Knowledge of information technology application design and development, and industry best practices.
- Ability to review customers' requests for service to determine requirements.
- Ability to work in multiple environments, analyze specifications, develop, coordinate testing in development and test areas, and install in production.
- Ability to thoroughly understand and work with multiple complex applications.
- Ability to prepare detailed written instructions and documentation.
- Ability to communicate effectively, verbally and in writing, to maintain a cooperative environment and lead special committees.
- Ability to work independently.
- Ability to gather and analyze facts, define problems, and devise solutions.
- Ability to conduct interviews and establish and maintain effective relationships with systems users.
- Ability to communicate technical terminology at a level appropriate to the audience allowing the person to train or coordinate training for the analysts or customers.
- Ability to communicate effectively, orally and in writing, with programmers, analysts, immediate supervisor, management, project leaders, system users, operations, other state agencies, and private sector.
- Ability to provide quality customer service, build trust through integrity of work, and build strategic relationships through teamwork are required.
- Ability to 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/reports.
- Ability to troubleshoot and resolve development problems, and calmly and rationally assess situations.
- Knowledge of SQL
- Knowledge of Data Warehousing
- Knowledge of relational database theory.
- Knowledge of Teradata
- Knowledge of ETL
- Customer Focused

Desired:

- Knowledge of Linux
- Knowledge of Crystal Reports
- Knowledge of Business Objects

CERTIFICATES, LICENSES, REGISTRATIONS:

None

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

7/24/2026

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