

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 PRGMR ANALYST-A	10. Division MDCR, MCSC, & MiLEAP/MDE & CEPI Infrastructure
5. Working Title (What the agency calls the position) Senior Application Developer	11. Section MDCR, MCSC, & MiLEAP Application Support
6. Name and Position Code Description of Direct Supervisor SMITH, JENNIFFER L; INFO TECH MANAGER-3	12. Unit MDCR & MCSC Development
7. Name and Position Code Description of Second Level Supervisor ERHARDT, CHANTAL Z; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 525 W. Allegan St. Lansing, MI 48933 / 8:00 am – 5:00 pm, Monday – Friday Hybrid

14. General Summary of Function/Purpose of Position

As a Senior Application Developer, the employee performs a complete range of information system analyst assignments including, but not limited to, designing, developing, testing, and implementing computer systems and applications for Michigan Department of Civil Rights (MDCR), Michigan Civil Service Commission (MCSC) and Lifelong Education, Advancement, and Potential (MiLEAP) with primary support being provided for MCSC. This individual will be looked upon to provide technical support to other team members and evaluate new development tools and agency systems. This person will provide application support for existing applications and look for modernizing applications utilizing Microsoft Dynamics 365 Customer Relationship Management (CRM), Customer Engagement (CE), and Microsoft Power Platform.

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

As a Senior Level Web Application Developer, this position is responsible for Browser-based system or application-level analysis, design, development and maintenance responsibilities. Serve as team lead and resource directing the programming, testing, and implementation of new and existing complex web-enabled or client/server data system applications following industry and DTMB development standards. Develop or approve plans for testing and implementation of web-enabled or client/server data system applications, evaluate impacts of changes and new technology, recommend solutions to persistent problems, and server as Agency Services liaison to external consultants. This developer will work with Cloud-based solutions including Dynamics 365 and Power Platform.

Individual tasks related to the duty:

- With the Business Analyst, takes a lead role in presenting the information gathered to the Project Review Board and/or Project Sponsors during project review meetings, project workgroups and to the Technical Review Board providing clarification and answers to questions.
- Design and document IT solutions when new technology is involved with guidance and review from the solutions architect (SA) to ensure the software architecture aligns with the hardware architecture and other DTMB enterprise guidelines.
- Assist Architect or DBA to draft technical database model that:
 - o Complies with audit separation of duty requirement.
 - o Captures requirements of data elements.
 - o Designs data elements to best meet application needs.
- Reviews and approves updates to systems documentation.
- Serves as a team lead and resource, directing the code development, providing advice and guidance to other development staff.
- Reviews and approves recommended design solutions.
- Develop/design the coding standards and integration processes/objects/ framework that can be leveraged for an IT solution and identify opportunities for programming standardization.
- Lead code review to ensure strategies and applications adhere to State and agency policies, standards or guidelines.
- Participate in department wide coding standards review.
- Work with the solutions architect to setup guidelines/processes on code review.
- Maintain source code within the standard version control tool.
- Evaluate and identify development exception needs.
- Work with a Solutions Architect to gain required approval.
- Review and approve application test plans with Business Analyst.
- Incorporate all levels of security, which were identified as system requirements, into test plans.
- Develop and monitor defect tracking logs and facilitate problem resolution.
- Design scripts and coordinate application peer testing, load testing and system integration testing.
- Develop plans and coordinate implementation of tool/environment upgrades with guidance and review from the solutions architect (SA).
- Monitors long term IT solution trends and recommends IT solutions to alleviate persistent problems.
- Validate and finalize Local Change Board and Enterprise Change Board documents.
- Provide input to procedures and ensure proper change management for all requested fixes to production systems.
- Communicate changes to DBA, Configuration Management (CM), Development team to complete the release to production.
- Create build using proper code source from the standard version control tool.
- Work with CM team to release the build to appropriate environments as Agency Services liaison to internal/external vendors/consultants/partners.
- Work with vendors to integrate COTS applications with State standard solutions.
- Consult with agency clients to explain complex IT processes, DTMB standards, and solutions, developing and maintaining an effective communication plan within DTMB and agency clients relating to project level metrics, bureau level project reporting, etc.

- Represent DTMB Agency Services on internal/external security policy and standards review teams with guidance and review from the solutions architect (SA).
- Prepare documentation for disaster recovery planning and implementation.
- Gather, review, and analyze potential impacts of changes and inform DTMB management and supported client agency of impact and risks to existing IT solutions due to proposed legislation requests, changes in processes or procedures.
- Evaluate impact of new development tools, languages, upgrades and equipment on agency systems and make recommendations to DTMB and/or agency clients in collaboration with the solutions architect (SA).

Duty 2

General Summary:

Percentage: 30

Works with the team to research, evaluate and recommend new solutions and/or software technologies for application modernization, maintenance and enhancements. Follow policies and practices, modify them as needed, or propose new policies or practices. This position is expected to mentor and/or train less experienced analysts and serve as a technical resource for others.

Individual tasks related to the duty:

- Research, collaborate, test, and recommend new development tools, languages, upgrades, and equipment for added value for our partners.
- Formulate findings in written and verbal form for presentation to supervisor staff and/or clients.
- Design, document and/or validate IT solutions that are State of Michigan standard technology using recommended technologies.
- Evaluate requests for modifications and enhancements for impact on existing applications.
- Participate in and facilitate project review meetings and project workgroups with team members and customers as needed.
- Produces Local Change Board documents.
- Provide professional technical expertise to the DTMB IS PMO Managers and client agency managers and supervisors in IT project planning, development, testing, scheduling, and execution.
- Ensures project documentation follows the SUITE standard methodologies.
- Identify, communicate, and remediate potential impacts of changes.
- Perform or assist with assigned tasks for internal/external security and standards review and development.
- Validate, create, update, and maintain systems and IT programs documentation, including system specs and flow diagrams.
- Document, review and analyze identified problems to determine root cause and provide root cause analysis.
- Facilitate meetings with clients to determine the requirements, scope of the project, review and finalize all documents. Offer suggestions on automating any processes as much as possible.
- Evaluate technical design documentation, facilitate review with other team members and finalize with the client.
- Mentor and train less experienced analysts, serving as a technical resource for others.
- Follow all version control standards.
- Train customers on the functional use of application, or team members as needed.
- Collaborate with vendors who provide IT solutions.

Duty 3

General Summary:

Percentage: 10

Other duties as assigned.

Individual tasks related to the duty:

- Continuous training and monitoring of new technologies, methodologies, and trends to maintain and update technical skills.
- Test and evaluate software.
- All other tasks necessary and proper for a resource in this type of role.

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

- Decisions related to application changes being aware that these changes affect users as well as other systems.
- Decisions regarding resolution for critical system errors.
- During absence of the immediate supervisor, unless instructed otherwise, take necessary independent action to keep assigned computer systems operational.

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

- Setting priorities.
- Changing deadlines.
- Deviations from practices, standards, or written policies.
- Decisions affecting the budget and/or agency policy.

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):

- | | |
|---|--|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work. |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work. |
| <input type="checkbox"/> Approve leave requests. | <input type="checkbox"/> Review work. |
| <input type="checkbox"/> Approve time and attendance. | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand. | <input type="checkbox"/> 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?

As a senior level applications developer, supporting the Department of Civil Rights, (MDCR) the Michigan Civil Service Commission (MCSC) and Michigan Lifelong Education, Advancement, and Potential (MiLEAP), will provide support for application maintenance, enhancements, integrations and modernization needs.

Critical Job Role: Application Development

Competencies: Customer Focus, Technical and Professional Knowledge and Skills, Communication, Decision Making, Building Strategic Working Relationships, 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.

PD update, the essential duties and tasks remain the same the update is using current templates.

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

The function of the work area is to provide application design, development and implementation services to the MDCR, MCSC & MiLEAP with primary support being provided for MCSC. This position as a senior worker is an intricate part of this function and is directly involved in the definition, design, development and implementation of those systems. The function of this development and integration work area is to analyze user needs and provide appropriate IT software solutions. An employee in this position will, based on the results of this analysis, locate appropriate software packages or develop applications to meet these needs, and will then aid in the conversion and implementation of the new software. They will keep the users informed of new technical and application development pertaining to the client's applications or business. In addition to this they will represent the section, when necessary, on departmental and statewide committees which require persons with these skills.

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:

- Ability to plan, coordinate and expedite work projects.
- Extensive knowledge and experience of advanced principles, theories, techniques, and methods in the development and design of web applications using multiple software systems.
- Extensive knowledge of web system architecture and security issues.
- Ability to independently resolve complex problems and to guide other staff in problem resolutions.
- Ability to analyze business information processes and customer needs and design appropriate solutions to meet business goals and objectives.
- Ability to plan and organize tasks and execute project plans.
- Ability to quickly learn and implement new technologies and procedures.
- Ability to work as a team on projects using Agile SCRUM, and traditional waterfall methodologies.
- Ability to mitigate application-level security risks and remediate vulnerabilities.

Knowledge Desired:

- Azure DevOps
- MS Dynamics 365 CRM and CE
- MS Power Platform, specifically Power Automate, Power Pages and Power BI
- Continuous Integration/Continuous Delivery (CI/CD) Pipelines

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

4/2/2026

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