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)
	Office of the Chief Technology Officer

4. Civil Service Position Code Description	10. Division
Info Tech Prgmr Analyst-E	Business Operations Support Services

5. Working Title (What the agency calls the position)	11. Section
IT Business Analyst	Information Technology Asset Management (ITAM)

6. Name and Position Code Description of Direct Supervisor	12. Unit
RAYNAK, NICOLE L; INFO TECH MANAGER-3	Hardware Asset Management

7. Name and Position Code Description of Second Level Supervisor	13. Work Location (City and Address)/Hours of Work
BRADISH, RANEE A; STATE ADMINISTRATIVE MANAGER-1	Operations Center, 7285 Parsons Drive, Dimondale, MI 48821 / Monday-Friday, 8:00 am to 5:00 pm (hours may vary)

14. General Summary of Function/Purpose of Position

As an IT Business Analyst, the employee assists with a complete range of ITAM hardware system analyst assignments including, but not limited to, designing, developing, testing, and implementing ITAM hardware systems and applications. Program under the direction of the team's developers. Responsibilities include conducting data analysis from the over 12 systems relating to the asset management life cycle. This position builds skills in developing, managing and maintaining quality assurance reporting. This position assists in maintaining accurate inventory for SOM IT assets including, but not limited to workstations, servers, network gear, etc

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: 75**

Under the direction of management and developers, the primary duty of this position is to act as a liaison between technical and CTO business stakeholders to elicit, analyze, communicate, test and validate requirements for changes to ITAM systems, business processes, and policies. Collaborating with a professional business analyst, the development teams and CTO business clients, this position assists in the collection, clarification, communication and translation of asset management business requirements into design documentation, from which ITAM hardware applications and solutions are developed.

Individual tasks related to the duty:

- Assist with research and provide input in the creation of sprint plans, SUITE and SEM documentation.
- Assist in differentiating between defects (bugs) and new requirements.
- Log bugs in Azure DevOps when discovered.
- Provide defect tracking log entry information in Azure DevOps.
- Work with development staff to implement test plans for applications or subsystems.
- Test updates to ITAM applications for functionality and usability using detailed test plans created by senior level staff.
- Assist in the collection of test data to determine the accuracy of ITAM application logic to produce desired results.
- Vet recommended program specifications based on test results with senior staff.
- Assist and support the development team with documentation of application changes and testing outcomes.
- Assist with design and document IT solutions that are State of Michigan standard technology.
- Draft Local Change Board documents for approval by management.
- Populate Local Change Board documents under the guidance of senior staff.
- Assist with post implementation of RFCs (application changes, infrastructure changes, etc.)
- Maintain/update system documentation as a result of system upgrades. Disseminate system and training documentation to customers as appropriate.
- Under the direction of a professional business analyst, assist in creation/modification of project management documents by applying DTMB project management methodology to IT solutions that support the client agency(s).
- Under the direction of a professional business analyst, work in collaboration with technical staff and division clients to gather, organize and communicate requirements for ITAM solutions.
- Under the direction of a professional business analyst, identify, organize and document modernization opportunities for ITAM applications based on agency user requirements for enhanced user experience.
- Engage in and document continuous improvement opportunities for enhancements and modernization of ITAM applications to meet CTO business needs.
- Track, validate with senior staff and execute updates to ITAM applications in response to agency provided data in a way that meets ITAM program data requirements in a timely manner.
- Participate in the evaluation of impact and risks to existing ITAM solutions due to proposed legislation, enhancement requests, changes in governmental processes or procedures.
- Assist in audits.
- Identify security requirements and standards and review with senior staff for implementation.
- Perform tasks for internal/external security and standards review under the guidance of senior staff.
- Assist in the development and dissemination of training content.
- Develop and create system operational manuals and training manuals for ITAM processes and procedures with senior staff.
- Communicate ITAM customer impacting data to agencies. Assist in outreach communications for the ITAM program.
- Draft, distribute, and respond to communications specific to ITAM program data requirements under the guidance of senior staff.
- Assist in maintaining effective communication with DTMB vendors and agency staff relating to ITAM application-level metrics.
- Participate in data cleansing and validation activities prior to biannual ITAM Device billings under the guidance of senior staff.

Duty 2

General Summary: **Percentage: 20**

Manage documentation for IT Hardware Asset Management.

Individual tasks related to the duty:

Assist the IT Hardware Asset Management team with managing documentation, including:

- Record and distribute detailed notes during ITAM strategy meetings.
- Track and follow up on action items assigned to staff during ITAM meetings.
- Develop the skills required for documenting complete and accurate business requirements under the guidance of an experienced business analyst.
- Track and manage ITAM Standard Operating Procedures as the ITAM Document Repository Controller.
- Manage notifications for review of Standard Operating Procedures.
- Ensure all Standard Operating Procedures are reviewed and updated at the documented frequency required.
- Assist senior level staff in meeting the department's goals of reducing audit findings, cost savings, customer service, and operational efficiency.
- Support services that guide DTMB towards ITIL best practices and system automation/enhancement to better align IT resources and serve agency clients.
- Conduct data analysis and communicate with all agency partners relating to the asset management lifecycle under the guidance of the program specialist.
- Manage and maintain quality assurance reporting, leveraging Azure DevOps to provide support for all impacted personnel. Assist the program specialist with development of reporting processes.
- Produce reports and meeting minutes for quality assurance assignments and deliverables and provide to the program specialist. This position will maintain risk assessments and reviews for State of Michigan including, but not limited to workstations, software, servers, and network gear.
- Assist with facilitating meetings with clients to gather requirements for all IT solutions, identify impacted business processes, determine best process, and IT solution integrations.
- Participate in the development of training content and facilitate training under the guidance of the program specialist.
- Assist with developing defect tracking logs and facilitate problem resolution. Monitor and maintain the defect tracking logs, bringing high priority items to the attention of the program specialist.

Duty 3

General Summary: **Percentage:**   5

Complete special assignments and projects as assigned by the Business Operations Support Services management.

Individual tasks related to the duty:

- Participate in assigned task forces, special committees, and/or research groups.
- 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.

Decisions include working with Senior Level Staff to ensure that applications run in an efficient manner and recommend and implement technical strategies/solutions. If these tasks are not completed in a timely manner, there may be adverse impact to agency. The ITPA 9 works with both administrative and technical staff to fully vet all recommendations before implementation.

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

The supervisor must review all modifications that need to be made to any production environment. Decisions that are politically sensitive in nature, have a major budget or financial implications and have strategic technical implications must be approved by the supervisor.

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?

As an IT Business Analyst, the employee assists with a complete range of ITAM hardware system analyst assignments including, but not limited to, designing, developing, testing, and implementing ITAM hardware systems and applications. Program under the direction of the team's developers. Responsibilities include conducting data analysis from the over 12 systems relating to the asset management life cycle. This position will build skills in developing, managing and maintaining quality assurance reporting. This position will assist in maintaining accurate inventory for SOM IT assets including, but not limited to workstations, servers, network gear, etc

Competencies: Adaptability, Customer Focus, Tech/Prof Knowledge & Skills, Valuing Diversity & Inclusion, Work Standards

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

New position

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

Information Technology Asset Management (ITAM) Hardware is responsible for developing and managing the ITAM applications that are used to track all State of Michigan IT assets through the asset lifecycle, from receipt of delivery through disposal. The work area acts as a liaison between DTMB-IT, DTMB-Financial Services, DTMB-AS and Client Agencies for biannual device rate billings. This position handles technical responsibilities associated with the ITAM service.

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:

- Knowledge of:
  - ◦ design methods and support utilities.
  - ◦ the fundamental principles, theories, techniques, and methodologies of systems analysis.
- Ability to:
  - ◦ prepare detailed written instructions and documentation.
  - ◦ analyze instructions and data.
  - ◦ gather and analyze facts, define problems, and devise solutions.
  - ◦ effectively make oral and written reports and presentations and prepare clear and concise graphs and charts.
  - ◦ establish and maintain effective relationships with systems users.
  - ◦ maintain records, prepare reports, and conduct correspondence related to the work.
  - ◦ communicate technical terminology at a level appropriate to the audience.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Must acquire ITIL Foundations Certification within one (1) year of being hired into the position.

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.

STACI ERICKSON	2/28/2025
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**