

<b>1. Position Code</b>
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**State of Michigan**  
**Civil Service Commission**  
Capitol Commons Center, P.O. Box 30002  
Lansing, MI 48909

Federal privacy laws and/or state confidentiality requirements protect a portion of this information.

**POSITION DESCRIPTION**

This form is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties sign and date the form. If the position is vacant, the supervisor and appointing authority should complete the form.

This form will serve as the official classification document of record for this position. Please take the time to complete this form as accurately as you can since the information in this form is used to determine the proper classification of the position. **THE SUPERVISOR AND/OR APPOINTING AUTHORITY SHOULD COMPLETE THIS PAGE.**

<b>2. Employee's Name (Last, First, M.I.)</b>	<b>8. Department/Agency</b> Technology, Management and Budget
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Agency Services supporting MDHHS
<b>4. Civil Service Classification of Position</b> Information Technology Specialist 14	<b>10. Division</b> Public Health Agency Services
<b>5. Working Title of Position (What the agency titles the position)</b> Expert IT Business Analyst	<b>11. Section</b> Application Development Area 1
<b>6. Name and Classification of Direct Supervisor</b> Sandhya Rani Muppa, ITM 14	<b>12. Unit</b> Application Development Team 5
<b>7. Name and Classification of Next Higher Level Supervisor</b> Vinod Narmat, SAM 15	<b>13. Work Location (City and Address)/Hours of Work</b> Grand Tower Building, 235 S. Grand Ave, Lansing, MI 8:00 A.M. – 5:00 P.M. M-F (may vary)

**14. General Summary of Function/Purpose of Position**  
This position will serve as expert IT business analyst resource for optimum design, maintenance and operation of highly complex MDHHS Public Health applications. The Public Health business area rely on information technology systems to track and document vital events, analyze, investigate infectious disease, diagnose health conditions, and promote health for the population. This position functions as an expert business analyst, for Communicable Disease and Immunization business area IT systems with skillset in tool like FIGMA, Devops, MS Word, Visio, MS office to review technical design document, flow diagrams, mockup screen, prototypes, detailed requirements for OpenShift React web applications but not limited to Michigan Disease Surveillance System (MDSS), Michigan Care Improvement Registry(MCIR) applications within a team of technology professionals.

MDHHS has internal and external customers including Michigan laboratories, local and health services organizations and local disease tracking organizations using the applications. This position will be responsible for coordination and planning needed to expand these systems to meet growing federal and

state regulations and guidelines; design, support and maintain system interoperability necessary to meet the growing demands of Michigan's public health community; provide a dynamic and holistic approach to maintain an overall understanding of the complexity and interrelatedness of the public health reporting environments that encompass national and international health care organizations and the sharing of information at local, state and national levels.

For Civil Service Use Only

**15. Please describe your assigned duties, percent of time spent performing each duty, and explain what is done to complete each duty.**

**List your duties in the order of importance, from most important to least important. The total percentage of all duties performed must equal 100 percent.**

Duty 1

**General Summary of Duty 1**

**% of Time 80**

Expert IT Business Analysis for MDHHS Public Health mission critical 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, provide 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.
- Serve 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.
- Researches, 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.
  - Researches, 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 of Duty 2**

**% of Time 15**

In cooperation with the Agency Services Project Management Office, support project related activities.

**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 vendor 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 of Duty 3

% of Time 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.
- Assure quality of business systems and processes through documenting and organizing current and future business processes.
- Ensures that team members follow applicable State of Michigan SDLC and SEM processes on all projects and small enhancements.
- Responsible for developing and maintaining process, models, specifications, diagrams, and charts that depicts all supported applications for program area.
- Provides real-time troubleshooting to supported applications within the program area.
- Provides feedback on resources to supervisor or manager.

Duty 4

General Summary of Duty 4

% of Time \_\_\_\_\_

**Individual tasks related to the duty.**

16. Describe the types of decisions you make independently in your position and tell who and/or what is affected by those decisions. Use additional sheets, if necessary.

Project decisions associated with project management methodology in conjunction with MDHHS.  
 Decide solution and resolutions to manage and resolve service requests.  
 Day-to-day duties that do not affect work outside of the team.

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

Matters that affect the budget.  
 Updates on enterprise, multiple-agency, and major projects.  
 Major changes in project scope.  
 When decision results in a business process change.  
 When a decision impacts MDHHS goals or priorities.

18. What kind of physical effort do you use in your position? What environmental conditions are you physically exposed to in your position? Indicate the amount of time and intensity of each activity and condition. Refer to instructions on page 2.

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 classification titles of classified employees whom you immediately supervise or oversee on a full-time, on-going basis. (If more than 10, list only classification titles and the number of employees in each classification.)

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>

20. My responsibility 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.      |

21. I certify that the above answers are my own and are accurate and complete.

\_\_\_\_\_  
 Signature

\_\_\_\_\_  
 Date

**NOTE: Make a copy of this form for your records.**

**TO BE COMPLETED BY DIRECT SUPERVISOR**

22. Do you agree with the responses from the employee for Items 1 through 20? If not, which items do you disagree with and why?

Yes

23. What are the essential duties of this position?

- This position must have expert business analysis of IT projects for MDHHS.
- This position must work with clients to solve complex IT issues in the assigned areas of MDHHS.
- Leads the selection of the IT strategies, policies, programs, and procedures impacted by the proposed business requirements for achieving the business objectives and goals.
- Serve as IT resource to the Project Manager, liaison to the PMO, ITPA 11 and ITPA 12 to resolve escalated project issues.
- Provides IT oversight, guidance, and approval of SOW and RFP. Serve as an active member of Joint Evaluation Committees (JECs).
- Validates and/or provides subject matter expertise into IT project plans and provides oversight of project schedule created by other Business Analysts staff for large, multi-agency, or enterprise projects.

**Critical Job Role:** Specialist Business Analyst

**Competencies:** Aligning Performance for Success, Continuous Learning, Building Trust, Technical/Professional Knowledge, Decision Making.

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

This position's duties and responsibilities have remained unchanged since that time.

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

This area is responsible for the Public Health systems that support Michigan's vital records, immunization records, cancer registries, disease tracking, maternal and infant health, Women, infant and children programs and overall interoperability for public health systems. Due to the many Health Care IT Initiatives being propagated by the Federal Government, the need to have a highly skilled and experienced IT Business Analyst has arisen. This position will be responsible for the coordination and guidance in the design and development of enhancements to existing systems and for the development of new applications to ensure all the public health systems have the ability to relay accurate and timely information across programs internal and external to the State of Michigan; works with client and IT staff to meet growing state and federal requirements that that impact public health data; manage the relationship with the Application and Solution Architecture resources to ensure framework and enterprise solution requirements are maintained; and function as a mentor to less senior staff to assist with employee development and training; and maintain the overall standards needed to ensure system interoperability for Michigan's public health data. The position will also have responsibility for training and mentoring of less senior staff.

26. In your opinion, 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 21 semester (32 term) credits in computer science, data processing, computer information systems, data communications, networking, systems analysis, computer programming, or mathematics.

**EXPERIENCE:**

Four years of professional experience equivalent to an Information Technology Infrastructure or Programmer/Analyst P11.

NOTE: Equivalent combinations of education and experience that can be shown to provide the required knowledge, skills and abilities will be evaluated on an individual basis.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of fundamental Project Management Methodology (PMM).
- Ability to use Figma, Visio, and MS Office tools to prepare Prototypes, wireframes for requirement and data flow validations
- Knowledge of Agile Software development methodologies
- Knowledge of MS Project or other project tracking tools.
- Knowledge of structured programming methodology.
- Knowledge of personal computers and personal computer software.

- Knowledge of file maintenance and report generation methods.
- Knowledge of data communication and transaction-based processing.
- Knowledge of the fundamental concepts and operating principles of data communications and data processing hardware and software.
- Knowledge of computer programming, data modeling, and object-oriented programming procedures and techniques.
- Knowledge of application development environments and related tools.
- Ability to prepare detailed written instructions and documentation.
- Ability to analyze instructions and data.
- Ability to convert specifications to computer language.
- Ability to gather and analyze facts, define problems, and devise solutions.
- Ability to plan and develop basic and detailed mechanical and clerical procedures for use in data processing systems.
- Ability to use programming procedures and techniques in the implementation of computer programs.
- Ability to effectively make oral and written reports and presentations and prepare clear and concise graphs and charts.
- Ability to conduct interviews and establish and maintain effective relationships with systems users.
- Ability to maintain records, prepare reports, and conduct correspondence related to the work.
- Ability to communicate technical terminology at a level appropriate to the audience.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

Duties may involve the use of a personal vehicle.

*NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.*

**27. 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's Signature**

\_\_\_\_\_

**Date**

**TO BE FILLED OUT BY APPOINTING AUTHORITY**

**28. Indicate any exceptions or additions to the statements of the employee(s) or supervisor.**

**29. I certify that the entries on these pages are accurate and complete.**

\_\_\_\_\_

**Appointing Authority's Signature**

\_\_\_\_\_

**Date**