

**State of Michigan
Civil Service Commission**

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

Position Code

1. INTCSPL4

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 DHHS
4. Civil Service Position Code Description Info Tech Specialist-4	10. Division Administration & Child Support
5. Working Title (What the agency calls the position) ITS15 – Business Analyst	11. Section Child Support
6. Name and Position Code Description of Direct Supervisor SANDHU, GURPREET; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor KERKSTRA, DUANE; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work Romney Building, 111 S Capitol Ave, Lansing, MI 48933 MI / 8:00am-5:00pm, Monday-Friday / Hybrid

14. General Summary of Function/Purpose of Position

As an Expert IT Specialist Business Analyst (ITS-BA) supporting the MDHHS Office of Child Support, the employee performs a complete range of assignments supporting the technical needs of both internal and agency partner business areas including, but not limited to business needs analysis, requirements elicitation, solution evaluation, solution impact analysis, as is and future state process mapping, gap analysis, work definition and estimation, implementation support, and release management and maintenance support.

In the role of ITS-BA for Child Support, the employee develops and maintains working knowledge of the Child Support agency partner business needs, priorities, supporting IT systems, and data management so their role as the liaison with DTMB and other partners can provide analysis considering the needs of Child Support, as well as to provide guidance related to competing priorities and cross-agency impacts. The ITS-BA will develop relationships with Child Support agency partner executive management and program leads, often participating in strategic discussions to assist with analysis and impact topics for consideration.

The ITS-BA is a key contributor to Agency Services overall customer services and serves as a liaison between DTMB agency partners, and vendors. In this role, the employee is a champion to ease agency, vendor, and team compliance with DTMB policies and practices, following SOM IT Policies, Standards and Procedures (PSPs). This employee will monitor changes to PSPs, security requirements, as well as applicable legislation for Child Support programs to be proactive in the analysis and planning to identify, prioritize and plan for associated changes to related IT systems and vendor agreements. The employee is responsible for reviewing and completing triage on IT Work Requests and working with the various DTMB teams and agency partner contacts to develop a full understanding of the need and related business impact. The ITS-BA will proactively identify related and cross-impact requests to optimize priority and resource assignment considerations. The ITS-BA will serve as the primary DTMB subject matter expert specific to MDHHS Office of Child Support agency partner business knowledge and IT strategy. This employee will participate in DTMB Agency Services discussions related to Child Support work requests, project updates, issue resolution, and planning for IT strategy and priorities. They will support the overall DTMB Agency Services staff working on items for Child Support both regarding expert business analysis tasks, as well as representing overall Child Support business and system knowledge.

This position is assigned direct work items requiring sensitivity and/or are deemed business critical for DTMB and/or Child Support.

Specific to this Division, ITS-BA will also provide guidance, leadership, and mentoring to develop and support the additional ITS-BAs supporting other areas of the Division.

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

Expert IT Specialist Business Analyst for IT solutions supporting MDHHS Office of Child Support internal business operations, public users, partners, and programs.

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.
- 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:****Percentage: 15**

Engage with Child Support in establishing and fulfilling the 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 Child Support managers through expert negotiation, conflict resolution, facilitation skills, project management and change management methods.
- 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:****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 project decisions associated with project management methodology in conjunction with Child Support and DTMB Agency Services and 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 delay 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.
- Occasional overtime may be required.

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?

This position will serve as the primary subject matter expert within DTMB Agency Services related to the IT needs and strategies for the MDHHS Office of Child Support, maintaining a current understanding of Child Support business needs, priorities, supporting IT systems, and data management. This position will be the liaison between DTMB and Child Support to support work requests, priorities and expert analysis related to IT needs.

Competencies (in alphabetical order): Building Strategic Working Relationships, Building Trust, Communication, Customer Focus, Decision Making, Initiating Action, Innovation, Planning & Organizing, Technical/Professional Knowledge

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?

DTMB Agency Services supporting MDHHS Office of Child Support is responsible for providing the automated processes, information technology (IT) solutions, and ongoing maintenance and support needed to meet the business goals and objectives of Child Support in their efforts to serve the citizens of the State of Michigan. This position will serve as a liaison between DTMB service areas, vendors, and Child Support area, to include technical support, application support, business analysis tasks, and prioritization. In addition, this position serves as an advocate for State PSPs and works with Child Support to ease the awareness and use of related processes.

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:

KNOWLEDGE OF:

- System development methods used for development of new systems and enhancements to existing information systems
- Advanced concepts and operating principles of data communications and information systems hardware and software
- Advanced principles, theories, techniques, and methods of information system analysis and programming
- Data processing and data communications concepts and services
- Contemporary and generative programming languages and techniques
- Data communication and transaction-based processing
- Operational and technical problems involved in the administration of a specialized program

ABILITY TO:

- Adapt, integrate, and modify existing or vendor-supplied packaged programs for use with existing information systems
- Use programming procedures and techniques in the implementation of computer programs
- Be organized, creative, adaptable to changing priorities, and dedicated to the security compliance and data management responsibilities of the position
- Analyze multiple and highly complex issues and opportunities
- Effectively communicate complex system details and issues to both technical and business audiences
- plan, resource and lead highly complex projects with broad scope and high impact to Agency business
- Quickly learn and implement new procedures
- Work collaboratively and establish and maintain good rapport with agency staff at all levels

CERTIFICATES, LICENSES, REGISTRATIONS:

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

8/12/2026

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