

**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) Office of Chief Technology Officer
4. Civil Service Position Code Description Info Tech Prgmr Analyst-E	10. Division Network Services
5. Working Title (What the agency calls the position) IT Business Analyst	11. Section Unified Communications
6. Name and Position Code Description of Direct Supervisor MASSEY, GERARD M; INFO TECH MANAGER-3-FZN	12. Unit Internal Management
7. Name and Position Code Description of Second Level Supervisor MASSEY, GERARD M; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 608 W. Allegan Street, Lansing, MI 48933 / Monday - Friday; 8:00 am to 5:00 (hybrid)

14. General Summary of Function/Purpose of Position

As an IT Business Analyst for Network Services, the employee performs a range of assignments including, but not limited to, designing, developing, testing, and implementing network solutions for all SOM Agencies. The employee acts as a liaison between technical and business stakeholders to gather technical requirements, create technical documentation, assign technical resources, and manage the daily operations and tasks for network projects.

A large degree of autonomy is required in prioritization of assignments based on detailed knowledge of business and technical needs. This position must be able to function with a minimum of direct supervision and requires a high degree of direct contact with Agency Program Directors, BRMs, Client Specialists, General Managers, as well as Infrastructure Services Management, Security Management, CSS Management, and Enterprise Project Management Office (EPMO) on enterprise-wide projects.

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

The primary duty of this position is to act as a liaison among technical and business stakeholders to elicit, analyze, communicate, and validate requirements for network solutions. Collaborating with both the network technical teams and business clients, this position collects, clarifies, and translates business requirements into design documentation, from which network solutions are developed.

Individual tasks related to the duty:

- Assist with the selection of the strategies, policies, programs and procedures for achieving the objectives and goals of the development needs.
- Provide research, input and documentation for the development of network solution cost estimates.
- Work with division clients to gather and organize requirements for network solutions.
- Revise network solutions based on test results.
- Identify and document security requirements and standards.
- Assist in differentiating between defects and new requirements for network solutions.
- Maintain/update documentation as a result of network system upgrades.
- Assist in maintaining effective communication with technical teams and agency staff relating to project-level metrics.
- Assist in evaluation of impact and risks to existing IT solutions due to proposed legislation, enhancement requests, changes in governmental processes or procedures.

Duty 2

General Summary:

Percentage: 30

Oversee all business and technical processes for Network Services. Oversee all policies, standards and procedures. Create and maintain all documentation for changes, assessments, standards, exceptions and technical reviews. Act as the liaison between Network Services, Infrastructure Services, Agency Services and the Project Management Office.

Individual tasks related to the duty:

- Participate in artifact reviews with peers, system specialists, Enterprise Security and other DTMB entities to ensure IT solutions and applications adhere to DTMB and agency policies, standards or guidelines.
- Assist technical team with requesting Enterprise Architecture Solution Assessment (EASA), Standard Exception Request (SXR), Technical Review Board (TRB), Hosting document and Firewall Rules.
- Review of Local Change Board documents.
- Assist with pre and post implementation of RFCs (application changes, infrastructure changes, etc.).
- Document network solutions that are State of Michigan standard technology.
- Research and create project plans, SUITE and SEM documentation.
- Assists in creation/modification of project management documents by applying DTMB project management methodology to network solutions that support the client agency(s).

Duty 3

General Summary:

Percentage: 10

Complete special assignments and tasks for Network Services as assigned by Management.

Individual tasks related to the duty:

- Work with CTO, Agency Services, and security partners to identify new requirements and develop services to facilitate IT needs of Agency Proper.
- Develops approach to accomplish special assignments requested by Agency Proper, Agency Services, including strategic direction, work plans, and analyses.
- Provides communication on infrastructure availability based on RFC, internal, and impromptu communications.
- Provide problem resolution and issue management between Infrastructure Services and Business Relationship Managers.

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

Independent decisions include prioritizing work, managing relationships and expectations, and providing overall accountability of the delivery of leveraged network services.

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

Decisions having strategic technical implications, conflicts between technical directions or staff organizations, and any other design or change having significant impact to department staff.

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.

Standards 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 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):

- | | |
|---|--|
| ☐ Complete and sign service ratings. | ☐ Assign work. |
| ☐ Provide formal written counseling. | ☐ Approve work. |
| ☐ Approve leave requests. | ☐ Review work. |
| ☐ Approve time and attendance. | ☐ Provide guidance on work methods. |
| ☐ Orally reprimand. | ☐ 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 for Network Services, the employee performs a range of assignments including, but not limited to, designing, developing, testing, and implementing network solutions for all SOM Agencies. The employee acts as a liaison between technical and business stakeholders to gather technical requirements, create technical documentation, assign technical resources, and manage the daily operations and tasks for network projects.

A large degree of autonomy is required in prioritization of assignments based on detailed knowledge of business and technical needs. This position must be able to function with a minimum of direct supervision and requires a high degree of direct contact with Agency Program Directors, BRMs, Client Specialists, General Managers, as well as Infrastructure Services Management, Security Management, CSS Management, and Enterprise Project Management Office (EPMO) on enterprise-wide projects.

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.

New position

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

The Internal Management unit is responsible for business and technical processes, policies, documentation, communication, training, and coordination for Network Services. The work area acts as liaisons between internet technical teams, stakeholders, customers, leadership and external partners. This role will primarily be responsible for technical and business processes, policies and standards, translating business requirements into documentation, and collaboration between the network technical teams and business clients.

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:
 - structured programming methodology
 - design methods and support utilities
 - fundamental principles, theories, techniques, and methodologies of systems analysis
- Ability to:
 - prepare detailed written instructions and documentation
 - analyze technical 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:

- Duties may involve 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.

STACI ERICKSON

Appointing Authority

9/25/2026

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