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| CS-214  REV 8/2007 |  | 1. Position Code  TEMPLATE |
|  | 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 |  |

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| 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.** | |
| 2. Employee’s Name (Last, First, M.I.) | 8. Department/Agency  DEPARTMENT OF TECHONOLGY, MANAGEMENT AND BUDGET |
| 3. Employee Identification Number | 9. Bureau (Institution, Board, or Commission)  DTMB |
| 4. Civil Service Classification of Position  INFORMATION TECHNOLOGY SPECIALIST 14 | 10. Division  Agency Services supporting LARA |
| 5. Working Title of Position (What the agency titles the position)  EXPERT IT BUSINESS ANALYST | 11. Section |
| 6. Name and Classification of Direct Supervisor  Jon A. Rogozinski, SAM 15 | 12. Unit |
| 7. Name and Classification of Next Higher Level Supervisor  Stuart Willard, SDA 17 | 13. Work Location (City and Address)/Hours of Work  Hybrid Work Location, 2 days onsite at 611 W. Ottawa, Lansing, MI 48933 / 3 days remote work, 8AM – 5PM (or approved alternate schedule. |
| 14. General Summary of Function/Purpose of Position  This position will serve as a senior level business analyst supporting the Michigan Department of Licensing and Regulatory Affairs (LARA). This position will serve as a technical consultant to LARA clients to develop solutions for streamlining critical business processes according to LARA’s strategic plan. This position is integral to developing and maintaining LARA’s automated processes using MS Playwright, streamlining critical business processes, data integrity, and securing systems. Position performs as an information technology professional participating in a variety of analytical assignments that provide for the enhancement, integration, maintenance, and implementation information systems. This position will be responsible for leading application development responsibilities during all phases of the software development lifecycle. This position will be responsible for checking the work of project team members, including state employees and contractors, and providing guidance and mentoring to less senior analysts. This position will be responsible for providing maintenance and operations support for several applications used by Bureau of Health Services, and other areas under LARA. This Position will be responsible for developing Requests for Information (RFI), Statements of Work (SOW) for Requests for Proposals (RFP). | |
| 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 Analyst for Agency’s mission critical, multi-bureau integrated 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, 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 of Duty 2 % of Time 15%**  Engage with the Agency in establishing and fulfilling the Agencies 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 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. | |

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| 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. * Other duties as assigned. |

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| 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.  This position makes 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 your 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 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.) | | | |
| NAME | CLASS TITLE | NAME | CLASS TITLE |
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| 20. My responsibility 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.** | | | |
| 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.**

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| 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?  Manager prepared. |
| 23. What are the essential duties of this position?  The duties stated in section 15 of this document must be performed with expert business analysis, accurately and independently.  This position will assist LARA in writing system security plans, creating disaster recovery plans, creating computer system requirements, drafting program functional specifications, validate test data and results. System IT liaison with the LARA client on a regular basis to ensure quality system support  Research must be meticulous; all alternatives must be presented without bias; project planning documents must be developed with attention to detail; system designs must follow structured or object-oriented techniques; implementation coordination must be well planned to consider political, financial and quality implications.  Thorough program and system testing is essential to ensure the integrity of data and the quality of the communications.  This position must work well in a team-focused environment and promote the integrity of the department.  In performing these duties, the Expert IT Business Analyst must be an initiator who is always ready to act as the liaison for all IT matters on behalf of the client agency.  Clear communication with application programmer/analysts/managers, project managers and with the client, both listening and lending professional advice.  Information relative to the client and the team must be clearly conveyed and received through a variety of media in a manner that is effective, engages the audience and is clearly understood.  **Critical Job Role:** Expert IT Business Analyst.  **Required Competencies:** Customer Focus, Technical/Professional Knowledge and Skills, Communication, Decision Making, Building Strategic Working Relationships, and Building Trust. |
| 24. Indicate specifically how the position’s duties and responsibilities have changed since the position was last reviewed.  Updated to reflect change in business needs and applications supported. |
| 25. What is the function of the work area and how does this position fit into that function?  The Expert IT Business Analyst is responsible to provide the automated processes and IT solutions needed to meet the business goals and objectives of the client agencies, in their implementation of required interfaces to/from the (being developed) LARA enterprise application. This division designs and coordinates the IT systems and operations for the client and as a result, requires the services of an Expert IT Business Analyst in this position. This Expert IT Business Analyst is responsible to provide the automated processes; interface designs/use cases and IT solutions needed to meet the business goals and objectives of the client agencies, in their implementation of required interfaces to/from the (being developed) LARA applications. This division designs and coordinates the IT systems and operations for the client and as a result, requires the services of an Expert IT Business Analyst in this position. |
| 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 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:  Four 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:  Experience of systems development lifecycle methodologies used in the development and maintenance of computer systems. Knowledge of the principles, theories, techniques and methodologies of data processing systems analysis. Ability to recognize, gather, assemble, correlate and analyze facts; draw conclusions; investigate and define problems; and devise solutions and alternatives for automated information technology systems. Ability to effectively make oral and written reports and prepare clear and concise presentations. Ability to conduct effective requirements gathering interviews and establish and maintain effective relationships with system users. Ability to communicate effectively with others particularly technical terminology at a level appropriate to the audience. Experience with COTS software such as Datacap. Experience with System Security Plans. Experience with Oracle and MS SQL database. Experience with SharePoint and Web applications. Ability to follow and implement the SUITE process of documentation. Experience with Azure DevOps. Ability to organize and clearly present information, both verbally and in writing, Ability to manage multiple projects/deadlines and determine priorities. |
| CERTIFICATES, LICENSES, REGISTRATIONS: |
| *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** |