Position Code
1. ITPRANAE14N

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)** Center for Shared Solutions-eMichigan
4. Civil Service Position Code Description INFO TECH PRGMR ANALYST-A	**10. Division** Content Management Services
5. Working Title (What the agency calls the position) Senior IT Business Analyst	**11. Section** Michigan.gov Support
6. Name and Position Code Description of Direct Supervisor THOMPSON, JOHN F; STATE ADMINISTRATIVE MANAGER-1	**12. Unit**
7. Name and Position Code Description of Second Level Supervisor PAULEY, SUZANNE C; STATE DIVISION ADMINISTRATOR	**13. Work Location (City and Address)/Hours of Work** Romney Building, 111 S. Capital Ave / M-F, 8:00 A.M. – 5:00 P.M. (hours may vary)

14. General Summary of Function/Purpose of Position

This position provides Senior IT Business Analyst support for the DTMB Center for Shared Solutions, eMichigan bureau, supporting the Michigan.gov WCMS Environment. As a Senior IT Business Analyst, the employee performs a complete range of information system analyst assignments including, but not limited to, designing, developing, testing, and implementing computer systems and applications for the DTMB eMichigan organization. This individual will be looked upon to provide technical support to other team members and evaluate new development tools and agency systems. Evaluate, document, and inform DTMB management and supported client agency of impact and risks, including disaster recovery planning, to existing IT solutions due to proposed legislation, enhancement requests, or changes in governmental processes or procedures. Actively participate in the development and implementation of assigned client agency's IT strategic direction/plan. Mentors other DTMB staff to resolve client agency IT issues. The Senior IT Business Analyst will work closely with the Solution Architect to assist with the development and maintenance of system-level architecture components and the design repositories, as well as supporting projects related to architecture component design and development across multiple platforms, including but not limited to public cloud platform offerings (Azure, AWS, GCP, etc.). The Senior IT Business Analyst provides technical architecture knowledge as it relates to the integration of systems, security, middleware, database design, hardware/server and tools, IT projects, business and technical requirement sessions, and system implementation.

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**

In a Senior IT Business Analyst capacity, manage the enterprise level system and infrastructure components for systems and projects. Assist with the planning, development and administration of system design related policies and procedures.

Individual tasks related to the duty:

- Redesign and approve program specifications based on test results.
- Lead 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.
- Participate in Solutions Design Team meetings and assist in creation of the Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), Hosting documents and Firewall Rule requests.
- Validate and finalize Local Change Board and Enterprise Change Board documents.
- Design and document IT solutions that are State of Michigan standard technology.
- Ensure proper change management for all requested changes to system designs and system architecture standards are
- documented.
- Leads post implementation validation of RFCs (application changes, infrastructure changes, etc.)
- Validate and finalize Local Change Board and Enterprise Change Board documents. Creates, reviews and conducts impacts analysis of RFC activities.
- Monitors long term IT solution traits and break fix patterns and recommends IT solutions to alleviate persistent problems
- Perform disaster recovery planning and implementation. · Evaluate and inform DTMB management and supported client agency of impact and risks to existing IT solutions due to proposed legislation, enhancement requests, changes in governmental processes or procedures.
- Design and document IT solutions when new technology is involved with guidance and review from the solutions architect (SA) to ensure the software architecture aligns with the hardware architecture and other DTMB enterprise guidelines.
- Assist Architect or DBA to draft technical database model that:
- Complies with audit separation of duty requirement
- Captures requirements of data elements
- Designs data elements to best meet application needs
- Reviews and approves updates to systems documentation.
- Ensure project alignment with DTMB Strategic Plans.
- Participate in project review meetings and project workgroups.
- Create, update, and maintain systems and IT programs documentation, including system specs and flow diagrams.
- Test the system and associated design to ensure compliance with the business rules which govern the system.
- Maintain and upgrade systems as a result of tool/environment upgrades.
- Document identified problems and analyze to determine root cause and provide root cause analysis.
- Follow change management procedures and provide input to execute change management.
- Represents DTMB as a technical resource at meetings.
- Performs assigned tasks for internal/external security and standards review and development.
- Identify potential impacts of changes.

Duty 2

General Summary: **Percentage: 15**

Create, update, and maintain system documentation.

Individual tasks related to the duty:

- Maintain and update system documentation
- Create and maintain runbook and troubleshooting documentation for system components

Duty 3

General Summary: **Percentage: 10**

Other duties as assigned by management

Individual tasks related to the duty:

- Decisions and/or provide consultation concerning tasks for assigned Information Technology projects.
- Decisions and/or provide consultation and resolution regarding day-to-day production issues.
- Decision and/or provide consultation and resolution regarding priorities of customer application needs.

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

- Decisions and/or provide consultation concerning tasks for assigned Information Technology projects.
- Decisions and/or provide consultation and resolution regarding day-to-day production issues.
- Decision and/or provide consultation and resolution regarding priorities of customer application needs.

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

- Setting priorities.
- Changing deadlines.
- Deviations from practices, standards, or written policies.
- Decisions affecting the budget and/or agency policy.
- When there is no clear directive on which to make a decision.
- Decisions political in nature.
- Deviations regarding major changes in project scope.

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.
- Involves stress and pressure to resolve problems quickly and effectively.
- 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?

The essential duties of this position are to serve as the WCMS System Administrator for the Michigan.gov WCMS and to handle system administration, troubleshooting, and documentation work related to supporting the agency's business needs with this system. This position implements and consults on any changes made to the systems and ensures that the design of new features and functions integrates with existing architecture.

Clear communication with other analysts, 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: System Administrator

Competencies: Technical/Professional Knowledge & Skills, Customer Focus, Initiating Action, Communication

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

The duties and responsibilities of this position have transitioned to those of a System Administrator to support the Solution Architect, due to the increased complexity and demands of the current WCMS environment.

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

This division is responsible for providing system and programming development to multiple program areas within the client agency. The division must assess user problem/needs, design, develop, program, implement, maintain, enhance, manage and control numerous computer systems. It must perform these activities in compliance with state and federal regulations, in adherence to prevailing division policy, procedures, and standards, while maintaining operational effectiveness. For effectiveness in system development, decisions regarding the systems architecture are critical.

The main function of this work area is to administer new and maintain existing information technology systems and computer programs for the client agency, which has local, state and federal mandates and impacts.

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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 12
Two years of professional experience equivalent to an Information Technology Infrastructure or Programmer/Analyst P11.

Alternate Education and Experience

Information Technology Programmer/Analyst P11 - 12
Possession of an associate's degree with 16 semester (24 term) credits in computer science, information assurance, data processing, computer information, data communications, networking, systems analysis, computer programming, IT project management, or mathematics and two years of experience as an application programmer, computer operator, or information technology technician; or two years (4,160 hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

OR

Completion of high school and four years of experience as an application programmer, computer operator, information technology technician, or four years (8,320 hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Required:

- Ability to troubleshoot application issues under pressure.
- Effective at completing highly complex assignments in a high stress work environment.
- Knowledge of both web-based and client server-based systems architecture.
- Experience and Knowledge of cloud-based systems architecture.
- Experience and Knowledge of Networking, DNS, Certificate Management
- Experience in administering, implementing and supporting web-based and client/server applications in Microsoft/Windows platform. (ASP.NET, framework 4.5 or higher)
- Experience writing Structured Query Language (SQL) and stored procedures.
- Experience in performing analysis and requirements gathering with customers.
- Knowledge of application and database development and access methods.
- Ability to prepare detailed written instructions and documentation.
- Ability to effectively make oral and written reports and presentations and prepare clear and concise documentation.
- Ability to establish and maintain effective relationships with clients and matrix support teams.
- Ability to resolve complex problems in a timely manner and seeks optimum solutions.
- Ability to communicate technical terminology at a level appropriate to the audience.

Highly Desirable:

- Experience in SOLR - indexing technology used by Sitecore
- Experience with Azure DevOps.
- Experience with Akamai Content Delivery Network.
- Experience with Azure Cloud Implementation and Administration.
- Experience with Content Delivery Network.
- Experience with Application Program Interface (Data).
- Experience producing deliverables using the Systems Engineering methodology (SEM).

CERTIFICATES, LICENSES, REGISTRATIONS:

Duties may involve the use of a personal 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.

SHANITRA FLUELLEN	8/19/2025
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**