

## POSITION DESCRIPTION

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|--|---|
| 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.   |   |
| <b>2. Employee's Name (Last, First, M.I.)</b>  | <b>8. Department/Agency</b><br>TECH, MGMT AND BUDGET - IT   |
| <b>3. Employee Identification Number</b>   | <b>9. Bureau (Institution, Board, or Commission)</b><br>Customer Service  |
| <b>4. Civil Service Position Code Description</b><br>Info Tech Prgmr Analyst-E   | <b>10. Division</b><br>Agency Services – MDOS   |
| <b>5. Working Title (What the agency calls the position)</b><br>Information Technology Programmer/Analyst 9  | <b>11. Section</b><br>Systems Development   |
| <b>6. Name and Position Code Description of Direct Supervisor</b><br>FLETCHER, CHRISTOPHER O; INFO TECH MANAGER-3  | <b>12. Unit</b><br>Application Development  |
| <b>7. Name and Position Code Description of Second Level Supervisor</b><br>DEVEREAUX, TRACY J; STATE ADMINISTRATIVE MANAGER-1  | <b>13. Work Location (City and Address)/Hours of Work</b><br>430 W. Allegan St., Lansing, MI / Hybrid- 2 Days a week in the office 8am to 5pm |
| <b>14. General Summary of Function/Purpose of Position</b><br><br>This position will serve as a programmer/analyst in support of the Michigan Department of State (MDOS). The individual performs as a member of a dynamic team focusing on the technical efforts supporting mission critical systems comprised of Internal/External Web applications, with responsibilities that have a major impact on the client's business objectives. This position will provide new development, maintenance and support, which encompasses programming, testing, implementation and documentation activities. |   |

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: 55**

Programming & systems support.

**Individual tasks related to the duty:**

- Use appropriate programming languages and development tools to develop and maintain specified systems as required, using various technologies.
- Troubleshoot system problems when production errors occur. Learn to use software debugging tools to isolate problems.
- Document all system changes.
- Participate in the system design and development methodology meetings with other developers and analysts.
- Assist in gathering business requirements.
- Participate in code reviews.
- Learn and understand the client's business process.
- Follow State and Agency standards, methodologies, policies and procedures when developing and maintaining applications.
- Work with other DTMB team members when tasks call for a cross-team solution.
- Learn and understand the client's business process.
- Adhere to internal and organizational processes and procedures

**Duty 2**

**General Summary:** **Percentage: 25**

Quality Check and Quality Assurance

**Individual tasks related to the duty:**

- Works with other developers to learn the methods of developing test components or plans necessary to ensure that all new system development changes are tested.
- Create test data and execute tests to determine the accuracy of program logic to produce desired results.
- Test and/or review peer code from the development perspective
- Execute test plans approved by senior programmer analyst or team members.
- Validate the functional requirements of a system through regression testing or otherwise.
- Participate in system/component walk-throughs and bi-weekly demonstrations of new features or systems changes/updates

**Duty 3**

**General Summary:** **Percentage: 15**

Research, planning, and documentation.

**Individual tasks related to the duty:**

- Document application requirement for assigned projects.
- Maintain and update system and project documentation.
- Utilize the department's development methodology to research, build, test, document, and implement assigned tasks.
- Prepare presentation materials for technical review meetings, approval sessions, and application demonstrations.
- Provide a documentation trail of module modifications so that any team member can step in a troubleshoot problems for a specific module.
- Maintain and escort work activities through the Agile process, leveraging Azure DevOps as the main tracking mechanism

**Duty 4**

**General Summary:** **Percentage: 5**

Other duties as assigned by management.

**Individual tasks related to the duty:**

- Provide ongoing customer support.
- Performs other related assignments to support the Agency Services division.
- Maintains records, prepare reports and correspondence related to work including status reports.
- Participate in on-call support coverage, as scheduled, during active early voting and election cycles

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

This position will work under the guidance of a mentor. Decisions will be made by the incumbent will involve:

- Decisions involving the research of current system operations.
- Decisions in support of DTMB standards.

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

- Decisions in support of DTMB standards
- When the decision results in a business process change.
- When the decision results in a change in direction or scope of current DTMB projects.
- When the decision impacts matters that affect the budget.
- When the decision impacts action to be taken in the event of a major security problem.
- When the decision impacts the Agency's IT strategic direction.

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.

- Routine office environment.
- Travel to off-site conferences and meetings.
- On-call support (possible after hours or weekends) during active election cycles
- Occasional overtime may be required outside of elections cycles
- Occasional travel may be required by all mode of transportation, in-state and out-of-state.

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):

- |                            |                                    |                            |                                   |
|----------------------------|------------------------------------|----------------------------|-----------------------------------|
| <input type="checkbox"/> N | Complete and sign service ratings. | <input type="checkbox"/> N | Assign work.                      |
| <input type="checkbox"/> N | Provide formal written counseling. | <input type="checkbox"/> N | Approve work.                     |
| <input type="checkbox"/> N | Approve leave requests.            | <input type="checkbox"/> N | Review work.                      |
| <input type="checkbox"/> N | Approve time and attendance.       | <input type="checkbox"/> N | Provide guidance on work methods. |
| <input type="checkbox"/> N | Orally reprimand.                  | <input type="checkbox"/> 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 development, testing and implementation of new and updated software applications are an essential element of this position.
- Adhering to agency standards and state methodologies is critical to team success.

**Critical Job Role:**

Applications Development

**Competencies:** Technical/Professional Knowledge and Skills, Planning and Organizing, Continuous Learning, Customer Focus, Building Trust, Contributing to Team Success, and Communication

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

New Establishment

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

DTMB/Agency Services support client IT systems.

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/Training in C#.NET, ASP.NET, HTML, MS Visual Studio, and MS Office Suite.
- Knowledge/Training in the analysis, design, programming, testing, implementing and supporting web based applications and/or client/server applications.
- Knowledge/Training with the object oriented design techniques and .N-Tier application architecture
- Knowledge/Training in Web Services.
- Knowledge/Training in SQL Server.
- Knowledge/Training of systems development methodology utilized in the development of new systems and enhancements.
- Knowledge/Training in analysis and requirements gathering.
- Knowledge/Training in development of test plans and components, and conducting unit, system and user acceptance testing.
- Basic understanding of Agile methodologies and software development lifecycle
- Ability to prepare detailed written instructions and documentation.
- Effective oral and writing skills.
- Time management skills.

**Highly Desirable:**

- Knowledge/Training in T-SQL
- Knowledge/Training in Azure DevOps
- Knowledge/Training in Microsoft Windows Server
- Knowledge/Training in IIS, CSS, JavaScript and XML.
- Knowledge/Training of Project Management Methodologies

**CERTIFICATES, LICENSES, REGISTRATIONS:**

None

***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

6/2/2026

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