

**State of Michigan
Civil Service Commission**
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code
1. DEPTALTA

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 MDHHS-DPT OF HUMAN SVC CNTL OF
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Children's Services Administration
4. Civil Service Position Code Description Departmental Analyst-A	10. Division CCWIS
5. Working Title (What the agency calls the position) Child Welfare Business Operations Subject Matter Expert	11. Section BUSINESS INTEGRATION
6. Name and Position Code Description of Direct Supervisor COOLEY, BETH L; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor WILLIAMS, HEATHER A; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 235 S GRAND AVE; LANSING, MI 48933 / Monday-Friday; 8:00 – 5:00

14. General Summary of Function/Purpose of Position

This position functions as a recognized resource with the expertise of child welfare business operations to support the development and maintenance of the Comprehensive Child Welfare Information System (CCWIS). This position represents child welfare business/program end-users by presenting the business side of Security and Administration. The position leads the development of business engagement activities and provide actionable feedback to management. The position works within the product team for the discovery, design, and implementation of the CCWIS – Security and Administration module as well as on-going maintenance and operations (M&O) and enhancements following implementation. The position develops procedures and tools to improve end-user engagement in CCWIS - Security and Administration, actively seek end-user feedback, and provide end-user perspectives to the project team to maintain a holistic focus on end-user needs in the development and enhancements of CCWIS. This position works collaboratively with CCWIS project staff and stakeholders to ensure end users' needs are addressed.

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**

Support the assessment of child welfare business processes and enhancement needs surrounding the CCWIS – Security and Administration Module, and development and maintenance as part of an agile product team while providing expertise in child welfare business practice.

Individual tasks related to the duty:

- Participate in all discovery, design, and implementation sessions as well as maintenance and operations, and on-going enhancements following implementation, providing business area subject matter and operations expertise for CCWIS –Security and Administration Module.
- Analyze feedback and content of sessions and provide recommendations and determine action items.
- Determine activities for follow-up or additional engagements necessary to thoroughly conduct county/case management operations for CCWIS – Security and Administration Module.
- Provide innovative suggestions and ideas on business process redesign utilizing expertise and information gathered from end user and stakeholder engagements.
- Provide information and/or analysis on policy, data, dashboards and reporting needs from a business operations and end user perspective and obtain additional information in these areas when necessary.
- Facilitate and engage discussions on business processes, needs and strengths of the processes.
- Utilize business area expertise to provide insights and training to product team and support resources to increase their understanding of utilizing in their role.
- Correspond, consult, and aid end users and internal project staff on system functions.
- Supports and participates in Organizational Change Management (OCM) and Human Centered Design (HCD) and training activities.
- Make recommendations on system access based on business operational needs.
- Engage routinely with resources from the existing support teams, such as training, the help desk and Security.
- Contributes to the creation of user stories, acceptance criteria and other agile ceremonies and activities.
- Analysis of end user feedback and recommendations for system and implementation improvements.
- Serve as a delegate for the Intake & Investigation Product Owner.
- Assist in assuring that all known data issues and concerns, as well as data improvement planning is updated and maintained.
- Coordinate logistics with internal and external partners and end users for business process assessment.
- Expertise and experience an agile team/agile IT development.
- Prioritize user stories and advocate for most impactful business needs.
- Expertise in relationship between data and the business process.

Duty 2**General Summary:****Percentage: 30**

Support and oversee end-user engagement activities to support the CCWIS – Security and Administration Module of the application.

Individual tasks related to the duty:

- Provide insight to support the planning of end user and business owner engagement to ensure complete business processes and programs are represented.
- Lead in the planning and facilitating of stakeholder and user meetings to maintain communication between stakeholders, business area and program staff including demo creation.
- Collaborate with CCWIS and local office staff as it relates to representing end user needs.
- Develop processes to monitor and track system changes that would enhance usability for end users.
- Coordinate with CCWIS project staff to complete assessment of usability for the application.
- Provide recommendations for resolutions and interim business processes for defects and/or on usability issues.
- Analyze end user feedback and recommendations for system implementation.
- Assess training requests and provide available resources and support to assist end users.
- Collaborate with data reporting and data quality resources to assure end user needs are understood and represented.
- Responsible for analysis of end user requests, coordination of meetings with program office, Business Service Center and local office staff to assure end user requests are understood.
- Provide recommendations on functionality and end user needs to the Product Owner.
- Lead collaborative efforts with project staff to develop and communicate known system issues to end users.
- Collaborate with Business Implementation team to coordinate logistics for internal and external training and site support.
- Act as end user liaison in development activities.
- Provide user acceptance testing for application changes.
- Responsible for maintaining an organized repository of business process and related documents and information that is readily accessible for the product team and support roles.
- Responsible for assisting in the review, validation, and creation and of materials that may be needed to train end and Help Desk staff on new functionality.
- Collaborate with policy resources to assess impact and needs to change or add policy.
- Collaborate with data reporting and data quality resources to assure end user needs are understood and represented.
- Support and oversee end user engagement activities to support the CCWIS application in the CCWIS – Security and Administration Module Correspond, consult, and provide technical assistance to end users.
- Lead end user engagement activities for CCWIS – Security and Administration Module.

Duty 3**General Summary:****Percentage:** 10

Supports other duties as assigned.

Individual tasks related to the duty:

- Serves on committees or work groups, develops, conducts and/or participates on various projects and initiatives.
- Attends meetings as assigned.
- Participate in status meetings and trainings as required to complete project related tasks.
- Assist in completion of status updates, metrics gathering and obtaining satisfaction information.

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

The position makes decisions related to CCWIS system use and access, data quality, gap analysis, user session establishments, and user acceptance test scenarios and acceptance criteria.

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

Issues or problems that have program-wide implications. Decisions which may establish precedence. Decisions that may be in contradiction to decisions of the Product Owner.

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.

This position primarily uses telecommuting practices including the frequent use of Microsoft Teams or Zoom platforms for meetings and discussions. The position requires extended periods of computer use. There may be activities in a general office environment, primarily a Lansing location, with the potential for occasional in-state travel. When sitting in a normal office environment, standing and bending may be required. There is potential for frequent, stressful conditions due to the high-priority nature of the work and short timeframes.

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 functions as the Child Welfare Business Operations, Subject Matter Expert assisting in the child welfare system support to internal and external staff and partners. This includes, but is not limited to, troubleshooting user problems, testing, training end users, and analysis of trends/defects. This position has mature knowledge of the child welfare community and business operations, policy, MiSACWIS system, and application support procedures.

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

New

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

This position functions as the recognized resource of business and local office operations to support the development of the Comprehensive Child Welfare Information System (CCWIS). This position represents child welfare business/program end-users by presenting the business side of Security and Administration. The analyst position directly impacts the development of the CCWIS, the primary electronic case management tool of the Children's Services Administration (CSA). This position is within the CSA and actively engages in the coordination and the development of the CCWIS application replacing the Michigan Statewide Automated Child Welfare Information System (MiSACWIS) application. CSA is responsible for overseeing all programs, policy, and systems development of child welfare programs. CSA is responsible for implementation of quality automation to support the business program and the efforts of the department's child welfare services staff of which this position supports. Post-implementation, CSA is primarily responsible for informing systems modifications, while the application support team from CSA assures the modifications and upgrades are implemented and provides direct technical support to the County office based on federal, state, and MiSEP requirements.

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 in any major.

EXPERIENCE:

Departmental Analyst 12

Three years of professional experience, including one year of experience equivalent to the experienced (P11) level in state service.

Preferred candidates will have 2+ years of experience in social/community services, human services, public health, public administration, or similar professional background and within child welfare licensing. Experience related to implementing projects and engagements with broad groups of county staff and stakeholders is helpful.

KNOWLEDGE, SKILLS, AND ABILITIES:

As listed on the Civil Service job specification. In addition:

High attention to detail.

Strong coordination skills to organize groups and facilitate engagement.

Strong communication (both oral and written), customer service and project management skills.

Advanced knowledge of Children's Welfare policy, business, and child welfare operations, data, system knowledge, and security.

Ability to:

- handle multiple tasks simultaneously.
- prioritize tasks.
- translate technical business data into clear, concise information.
- identify business trends utilizing real data.
- Work under tight deadlines.

The MDHHS mission is to provide opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient. We are committed to ensuring a diverse workforce and a work environment whereby all employees are treated with dignity, respect and fairness.

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.

NA

I certify that the entries on these pages are accurate and complete.

LORA WILLIAMS

12/16/2025

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