

## Position Summary

This summary describes the organization, duties, and requirements of a State of Michigan vacancy.

**Position Code:** DEPTALTEQ81Y

**Civil Service Class and Level:** DEPARTMENTAL ANALYST-E

**Working Title (What the agency calls the position):** Integration Analyst

**Name and Position Code Description of Direct Supervisor:** BINEGAR, MICHAEL; DEPARTMENTAL MANAGER-3

**Department/Agency:** LEO-MSHDA

**Bureau (Institution, Board, or Commission):**

**Division:** Technology Services and Information Security

**Section:** IT Project and Support

**Unit:**

**Work Location (City and Address)/Hours of Work:** 735 E Michigan Ave - Lansing, MI 48912 / M-F 8:00am-5:00pm

**General Summary of Function/Purpose of Position:** This position serves as an analyst in the Technical Support Services section. This position will participate in quality assurance and project management, communications, training, test plan development, test script development, scenario development, evaluation of tests and scenarios including documentation and working with various MSHDA business areas, the Department of Technology, Management & Budget (DTMB) and vendor partners to effectively implement critical IT projects for the Agency. This position will also identify errors during systems testing prior to implementation. Finally, this position will provide training in all aspects of the work requirements and will include the development of expertise in knowing the various housing divisions, active grants, loans, financial transactions, and the various Housing software used within the Agency.

### **Assigned duties and tasks for each duty.**

**Duty 1:** Designs and implement testing scenarios and scripts as a participant in the IT requirements gathering, functional specification design and blueprinting process for assigned IT projects that include production support changes as well as new IT project implementations and enhancements. This will include the following as it relates to the various critical projects as defined by the Agency.

- Participate as a member of the requirements gathering, functional specification and blueprint design leadership teams.
- Analyzes functional specifications, forms, and blueprints to determine the testing requirements and make recommendations for changes.
- Review test documents and training materials to determine accuracy and outputs.
- Perform testing duties on scripts as assigned.
- Reviews the testing plan to determine if all business rules, errors, and new fields have been adequately tested.
- Research problems identified during testing by working with the developers to determine if there is a system problem or a testing issue. Also determine any resulting system enhancements.
- Participate in overall project management support for the business areas impacted by critical IT project design and implementation.
- Assist in defining requirements of routine system changes using current technologies.
- Participate in performing complete analysis of testing scripts written to ensure all areas of testing are completed and effectively communicate outcomes to business areas impacted, governing structure, division management and DTMB personnel.

**Duty 2:** Identifies, designs, and develops system requirements and high level business rules for implementation of new processes. Maintains a tracking system for documenting results from assigned projects.

- Compiles and reviews data collected from various areas within MSHDA for high level business requirements.
- Makes recommendations for potential ways to improve processes.
- Participate in the review of applicable grants, loans, and housing programs to ensure projects are within the guidelines of the statute.
- Creates databases and inputs relevant statistical information using Excel, Access, and other tools.
- Submits recommendations for project changes, with supporting data.
- Takes appropriate actions to maintain security and safeguard confidential information.
- Initiates change controls when needed.
- Review form changes to determine the impact on system design
- Initiates issue trackers on behalf of the project when needed.

**Duty 3:** Develop and retain regression testing scenarios for all assigned systems.

- Working with Subject Matter Experts (SMEs) and other TSS Analysts, develop Regression Test Cases for all critical MSHDA IT Systems that are assigned.
- In conjunction with MSHDA's Project Manager and Application Support Specialists, ensure that no IT Projects or existing system enhancements are implemented in Production without thorough Regression testing.
- Document regression test results for each implementation, notating any bugs/failures and whether those issues were deemed critical to deployment.
- Retain Regression Testing results as artifacts against future system failures in Production.
- Working with SMEs update Regression Tests to reflect system enhancements, version changes or business process modifications, as needed.
- Ensure that Regression Tests are available to end-users in a central location, such as the Intranet, but are secure from non-MSHDA users to protect the confidential information contained within them.
- Ensure that backup copies of current and legacy Regression tests are retained for redundancy and audit purposes.
- Work with end-users to ensure that appropriate testing methodologies are followed.
- Attend project or enhancement team meetings, as necessary.

**Duty 4:** Develop communications materials for both internal and external stakeholders. This includes participation in the development of change management plans, training, business process reviews, and all other aspects of the development of a successful project. This communication plan will be an integral part of the roll out of every critical project completed by MSHDA.

- Participate in developing, implementing, and designing communications plans.
- Participate in developing, implementing, and designing training plans for internal and external stakeholders
- Participate in business process reviews for critical projects as assigne
- Participate in developing, implementing, and designing an overall change management plan for projects as assigned.

**Duty 5:** Develop and conduct training seminars, demonstrations, presentations and hands on one-on-one training. Because of the complexity of this work, and the every changing world of technology, this position will require training on a regular basis with a higher intensity training experience to be expected on initial hire.

- Change Management
- Quality Assurance
- Housing Systems
- Development of Test Scenarios
- Testing Strategies
- Effective Scenario and Script Development
- Communication Plan Development
- Business Process Reviews
- Functional Specification Design
- Requirements Gathering Process

**Duty 6:** Other duties as assigned

- Other projects as assigned by management.

**Types of decisions made independently and whom or what those decisions affect:** Decisions made independently include: setting work priorities for one's own work, creation of communications plans, testing scenarios and test documents, working with MSHDA business areas, DTMB and vendor partners to resolve errors discovered during testing and implementation.

**Types of decisions that require the supervisor's review:** Decisions that would result in a policy change. Any recommendations involving modification of computer programs or applications used by the MSHDA business area that would be a change to current business rules or processes.

**Physical effort used to perform this job and environmental conditions of this position:** Work is primarily sedentary in a standard office environment with minimal physical effort, involving computer use, meetings, occasional walking, and infrequent light lifting of office or IT equipment. No regular exposure to hazardous conditions or strenuous activity.

**Names and classes and levels of employees whom this position immediately supervises:**

**The essential functions of this position:** This position serves as an analyst in the Technical Support Services section. This position will participate in quality assurance and help facilitate project management, communications, training, test plan development, test script development, scenario development, evaluation of tests and scenarios including documentation and working with various MSHDA business areas, the Department of Technology, Management & Budget (DTMB) and vendor partners to effectively implement critical IT projects for the Department.

**The function of the position's work area and how it fits into that function:** The Technical Support Services area provides user support as well as oversees the implementation of all IT projects approved by the Michigan State Housing Development Authority.

**Minimum education, experience, and credentials typically needed to perform the position's essential functions:**

**EDUCATION:**

Possession of a bachelor's degree in any major.

**EXPERIENCE:**

**Departmental Analyst 9**

No specific type or amount is required.

**Departmental Analyst 10**

One year of professional experience.

**Departmental Analyst P11**

Two years of professional experience, including one year of experience equivalent to the intermediate (10) level in state service.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Ability to analyze, synthesize and evaluate a variety of data for use in program development and analysis.

Ability to analyze and assess operations from the standpoint of management controls, systems and procedures.

Ability to formulate plans, procedures and controls in a program or service area.

Ability to communicate effectively.

Ability to effectively use all Microsoft Office Products.

Ability to learn with appropriate training opportunities.

Desire to learn and ability to research critical components related to this position.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

N/A