

**State of Michigan  
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002  
Lansing, MI 48909

**Position Code**

1. DEPTALTE

## 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.

|                                                                                                                           |                                                                                                                         |
|---------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| <b>2. Employee's Name (Last, First, M.I.)</b>                                                                             | <b>8. Department/Agency</b><br>LEO-MSHDA                                                                                |
| <b>3. Employee Identification Number</b>                                                                                  | <b>9. Bureau (Institution, Board, or Commission)</b>                                                                    |
| <b>4. Civil Service Position Code Description</b><br>Departmental Analyst-E                                               | <b>10. Division</b><br>Operations                                                                                       |
| <b>5. Working Title (What the agency calls the position)</b><br>Integration Analyst                                       | <b>11. Section</b><br>Technical Support Services                                                                        |
| <b>6. Name and Position Code Description of Direct Supervisor</b><br>SHULTZ, CHRISTOPHER L; DEPARTMENTAL MANAGER-3        | <b>12. Unit</b>                                                                                                         |
| <b>7. Name and Position Code Description of Second Level Supervisor</b><br>WHITAKER, MARK; STATE ADMINISTRATIVE MANAGER-1 | <b>13. Work Location (City and Address)/Hours of Work</b><br>735 E Michigan Ave - Lansing, MI 48912 / M-F 8:00am-5:00pm |

**14. 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.

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: 30

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. This will include the following as it relates to the various critical projects as defined by the Agency.

Individual tasks related to the duty:

- 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
- Review test documents and training materials
- 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.

#### Duty 2

General Summary:

Percentage: 30

Identifies, designs, and develops system requirements for new processes. Maintains a tracking system for documenting results from assigned projects.

Individual tasks related to the duty:

- 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.
- Review form changes to determine the impact on system design.

#### Duty 3

General Summary:

Percentage: 15

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.

Individual tasks related to the duty:

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

#### Duty 4

General Summary:

Percentage: 15

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.

Individual tasks related to the duty:

- 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 5****General Summary:****Percentage: 10**

Other duties as assigned.

**Individual tasks related to the duty:**

Other projects as assigned by management.

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

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.

**17. Describe the 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.

**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.**

Typical office environment, involving desk day for most of a typical day. Some repetitive motion tasks. The position requires use of a telephone and extensive use of a personal computer.

**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?**

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.

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

Downgrading for recruitment purposes.

**25. What is the function of the work area and how does this position fit 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.

**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 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

*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.*

AMBER MARTIN

4/11/2023

\_\_\_\_\_  
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