

1. Position Code

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

Federal privacy laws and/or state confidentiality requirements protect a portion of this information.

POSITION DESCRIPTION

This form is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties sign and date the form. If the position is vacant, the supervisor and appointing authority should complete the form.

This form will serve as the official classification document of record for this position. Please take the time to complete this form as accurately as you can since the information in this form is used to determine the proper classification of the position. **THE SUPERVISOR AND/OR APPOINTING AUTHORITY SHOULD COMPLETE THIS PAGE.**

2. Employee's Name (Last, First, M.I.)	8. Department/Agency Technology, Management & Budget
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Agency Services
4. Civil Service Classification of Position Information Technology Programmer Analyst 11	10. Division MDOT
5. Working Title of Position (What the agency titles the position) IT Business Analyst	11. Section Business & IT Support Services
6. Name and Classification of Direct Supervisor Tejaswi Kakarla, ITM 14	12. Unit Business Analysis and Design Unit
7. Name and Classification of Next Higher Level Supervisor Amy Dickenson, SAM 15	13. Work Location (City and Address)/Hours of Work 425 W. Ottawa Street, Lansing 48917

14. General Summary of Function/Purpose of Position

This position will serve as a business analyst with the Department of Technology, Management, and Budget (DTMB) Agency Services supporting the Michigan Department of Transportation (MDOT). The employee performs a complete range of information system analyst assignments including, but not limited to, analyzing complex business processes, developing detailed business process flows, gathering and management of business requirements, facilitating requirements gathering sessions, trace and validate requirements, assist in system user acceptance testing, user documentation creation, and participate in the pre- and post-system implementation support as needed.

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15. Please describe your assigned duties, percent of time spent performing each duty, and explain what is done to complete each duty.

List your duties in the order of importance, from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary of Duty 1 **% of Time** 80%

The primary duty of this position is to act as a liaison among technical and business stakeholders to elicit, analyze, communicate, and validate requirements for changes to information systems, business processes, and policies, as applicable. Collaborating with both the Information Technology (IT) project teams and business clients, this position collects, clarifies, and translates business requirements into design documentation, from which applications and solutions are developed.

Individual tasks related to the duty

- Ensure project alignment with DTMB Strategic Plans.
- Assist with the selection of the strategies, policies, programs and procedures for achieving the objectives and goals of the development needs.
- Facilitate requirements gathering/meetings with clients to gather requirements for all IT solutions and to identify impacted business processes and determine best process and IT solution integration.
- Provide research and input for the development of Statements of Work (SOW) and for Requests for Proposals (RFP).
- Assist with the Contract Change Notices (CCN).
- Serves as Agency Services liaison to outside consultants.
- Serves as a liaison between DTMB and the client concerning application requests, standards and other program and project matters.
- Work with division clients to gather and organize requirements for Agile IT solutions.
- Participate in 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.
- Maintain As-Is and To-Be system documentation as a result of system upgrades.
- Assists in creation/modification of project management documents by applying DTMB project management methodology to IT solutions that support the client agency(s).
- 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.
- Design and document IT solutions that utilize State of Michigan standard technology.
- Ensure proper change management for all requested changes to system designs and system architecture standards are documented.
- Assist as needed in validating test data and test results.
- Review and understand project management documents related to assigned work.
- Assist in application-wide integration, performance, system or user acceptance testing.
- Redesign and approve program specifications based on test results.
- Monitor Defect tracking log and ensure problem resolution in timely manner.
- Assist in differentiating between defects and new requirements. Ensure proper gap analysis is done.
- Assist in development of training content and facilitation of training sessions.
- Evaluate impact of new development tools, languages, upgrades and equipment on agency systems and make recommendations to DTMB and/or agency clients.
- Monitors long term IT solution traits and break fix patterns and recommends IT solutions to alleviate persistent problems.
- Assist in preparing reviews, and conducts impact analyses for finalized Local Change Board and Enterprise Change Board documents.
- Assist in maintaining effective communication with DTMB vendors and agency staff relating to project-level metrics.

- Participates in assigned task forces, special committees, and/or research groups

Duty 2

General Summary of Duty 2 % of Time 20%

Participating in meetings and structured walkthroughs to fulfill the Agency goals and objectives through excellent delivery of IT Services and perform other duties as assigned

Individual tasks related to the duty.

- Attend mandatory DTMB/Division/Section/Unit/Team meetings.
- Attend Structured Walkthroughs for Business Analyst team.
- Participate in the peer review process for Business Analyst team.
- Ensure relevant administrative functions are complete and accurate (payroll timesheets, project time tracking, etc.
- Inform management of issues and risks as they arise and statuses in a timely manner as they change.
- Perform additional duties as assigned by management.
- Attend training as needed to keep current skills in Business Analysis.
- Maintains records, prepare reports and correspondence related to work including status reports.
- Participate in any DTMB or statewide IT initiatives as necessary, appropriate, and required by supervisor

16. Describe the types of decisions you make independently in your position and tell who and/or what is affected by those decisions. Use additional sheets, if necessary.

This position makes decisions regarding solutions and resolutions to manage assigned project related deliverables.

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

Decisions that create exceptions to the DTMB standards, including the SUITE SEM methodology.

- Decisions that impact other bureau systems would require approval by the next level of management.
- Collaboration must occur not only with the DTMB management but also among the management of all involved systems to determine the priority of the work.
- Decisions that is political in nature.
- Decisions that deviate from the state's or DTMB standards and policies.
- Decisions regarding major changes in project scope.
- Decisions that result in a business process change.
- Decisions that impact agency goals and objectives.
- In addition, when there are significant budget impacts, should seek management input.

18. What kind of physical effort do you use in your position? What environmental conditions are you physically exposed to in your position? Indicate the amount of time and intensity of each activity and condition. Refer to instructions on page 2.

Standard office environment. Use of personal computer using keyboard and mouse to perform trouble shooting, create and edit technical materials, communications with staff and clients, and reports. A minimum effort may be required to walk or drive to other locations. Majority of work is performed sitting at an ergonomic prepared workstation suitable for a personal computer or attending meetings in standard conference room settings. This position is subject to stress and pressure to resolve problems quickly and effectively.

19. List the names and classification titles of classified employees whom you immediately supervise or oversee on a full-time, on-going basis. (If more than 10, list only classification titles and the number of employees in each classification.)

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>

20. My responsibility for the above-listed employees includes the following (check as many as apply):

- | | |
|---|--|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work. |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work. |
| <input type="checkbox"/> Approve leave requests. | <input type="checkbox"/> Review work. |
| <input type="checkbox"/> Approve time and attendance. | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand. | <input type="checkbox"/> Train employees in the work. |

21. I certify that the above answers are my own and are accurate and complete.

Signature

Date

NOTE: Make a copy of this form for your records.

TO BE COMPLETED BY DIRECT SUPERVISOR

22. Do you agree with the responses from the employee for Items 1 through 20? If not, which items do you disagree with and why?
 Manager prepared.

23. What are the essential duties of this position?

This position is responsible for ensuring the delivery of the client agency's applications based on services, including planning, design, development, testing, and implementation. This position requires knowledge of the business analyst methods and techniques required to collect and document requirements and create process flow documentation. This position must be able to communicate with other analysts, project managers, developers, designers, quality assurance analysts, technical writers, and the business client, both listening and lending professional advice. This position must work in a team focused environment.

Critical Job Roles: Business Analysis, Requirements/Process Flows

Competencies: Customer Focus, Technical and Professional Knowledge and Skills, Communication, Decision Making, Building Strategic Working Relationships, Planning and Organizing Work, Innovation and Initiating Action.

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

This position is a backfill based on a recent vacancy.

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

The primary function of the work area is to provide business analyst support on MDOT projects. This position will assist to solicit, collect and document requirements in the format of EPICS, Features, and User Stories. The position is also responsible for working with the customer to document as-is and to-be process flow documents. This position collaborates closely with UI/UX designers, data developers and technical leads to translate business requirements into effective solutions and wireframe designs.

26. In your opinion, what are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

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 communication, networking, systems analysis, computer programming, information assurance, IT project management or mathematics.

EXPERIENCE:

No specific amount or type is required

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of information technology application design and development, and industry best practices
- Ability to review customer’s request for service to determine requirements
- Ability to thoroughly understand and work with multiple complex applications.
- Ability to analyze instructions and data and convert specifications to computer language.
- Ability to prepare detailed written instructions and documentation
- Ability to communicate effectively verbally and in writing and to maintain cooperative environment allowing the person to lead special committees.
- Ability to work independently
- Ability to gather and analyze facts, defines problems, and devise solutions
- Ability to provide quality customer service, build trust through integrity of work, and build strategic relationships through teamwork are required.
- Ability to effectively work with a software development team, make decisions related to assigned tasks, analyze business requirements, create design specifications, and construct and test computer systems.
- Ability to troubleshoot and resolve development problems, and calmly and rationally assess situations. Knowledge and experience working with MS Visio is desired.

CERTIFICATES, LICENSES, REGISTRATIONS:

Duties may involve the use of a personal vehicle.

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.

27. 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’s Signature _____
Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

28. Indicate any exceptions or additions to the statements of the employee(s) or supervisor.

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

Appointing Authority’s Signature _____
Date