

**State of Michigan
Civil Service Commission**

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

Position Code

1. ITPRANAF99N

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 TECH, MGMT AND BUDGET - IT
3. Employee Identification Number 	9. Bureau (Institution, Board, or Commission) Agency Services
4. Civil Service Position Code Description INFO TECH PRGMR ANALYST-A	10. Division Agency Services Supporting DTMB
5. Working Title (What the agency calls the position) Senior IT Business Analyst	11. Section DTMB
6. Name and Position Code Description of Direct Supervisor KUPPUSWAMY, SENTHILKUMAR; INFO TECH MANAGER-3	12. Unit Development Support Unit
7. Name and Position Code Description of Second Level Supervisor SCHLYER-NIAZI, GIGET M; SENIOR EXEC BUS REL ADMIN	13. Work Location (City and Address)/Hours of Work 525 W Allegan St, Lansing, MI 48933 / Monday-Friday 8 - 5 (Hybrid schedule)

14. General Summary of Function/Purpose of Position

This position provides Senior IT Business Analyst support for DTMB Agency customer applications. As a Senior IT Business Analyst, this position will serve as a key liaison between customers and the development team, ensuring effective communication and alignment of project goals. This position is responsible for supporting Agile Scrum activities, including writing user stories, developing and managing test cases, coordinating test processes, and facilitating backlog grooming sessions. The role also involves maintaining and publishing customer-facing content through SharePoint to ensure timely and accurate delivery of information. In addition, the Business Analyst will collect and analyze data from multiple systems—such as Clarity and Azure DevOps (ADO)—to prepare comprehensive, executive-level reports that provide insight and visibility to senior leadership on project progress and performance. Mentors other DTMB staff to resolve client agency IT issues.

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

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.
- Develop Statements of Work (SOW) and Total Cost of Ownership (TCO) for Requests for Proposals (RFP).
- Create, review and update Contract Change Notices (CNN).
- Provide content approval and validate estimates for the entire schedule of the project for the Project Manager to ensure compliance with the SUITE Project Management Methodology (PMM) and the Systems Engineering Methodology (SEM).
- Facilitate requirements gathering/meetings with clients to gather requirements (traditional waterfall and agile) for all IT solutions and to identify impacted business processes and determine best process and IT solution integration.
- Redesign and approve program specifications based on test results.
- 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.
- Coordinate security resources to ensure proper system design based on DTMB and Agency security requirements and standards.
- Participate in Solutions Design Team meetings and assist in creation of the Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), Hosting documents and Firewall Rule requests.
- Design and document IT solutions that utilize State of Michigan standard technology.
- Validate and finalize Local Change Board and Enterprise Change Board documents.
- Ensure proper change management for all requested fixes to production systems.
- Ensure proper change management for all requested changes to system designs and system architecture standards are documented.
- Responsible for development of training content and facilitate training.
- Approves application-wide integration, performance, system, or user acceptance test plans.
- Validate test data and test results.
- Differentiate between defects and new requirements and initiate change requests as necessary.
- Develop and monitor defect tracking logs and facilitate problem resolution.
- Leads post implementation validation of RFCs (application changes, infrastructure changes, etc.)
- Evaluate impact of new development tools, languages, upgrades, and equipment on agency systems and make recommendation to DTMB and/or agency clients.
- Monitors long term IT solution traits and break fix patterns and recommends IT solutions to alleviate persistent problems.
- Validate and finalize Local Change Board and Enterprise Change Board documents. Creates, reviews and conducts impact analysis of RFC activities.
- Review and approve project management documents.
- Serves as Agency Services liaison to outside consultants.
- Serve as a liaison between DTMB and the client concerning application requests, standards, and other program and project matters.
- Actively participate in the development and implementation of assigned client agency's IT strategic direction/plan.
- Develop and maintain an effective communication plan with DTMB, vendors and agency staff relating to project level metrics.
- Takes lead role in audit investigation, security reviews and risk assessment document creation.
- Serve as liaison between DTMB and client concerning ICE audits.
- Perform disaster recovery planning and implementation.
- Evaluate and inform DTMB management and supported client agency of impact and risks to existing IT solutions due to proposed legislation, enhancement requests, changes in governmental processes or procedures.
- Leads assigned task forces, special committees, and/or research groups.

Duty 2

General Summary:

Percentage: 15

Perform special assignments as assigned.

Individual tasks related to the duty:

- Perform IT related training and assistance upon request.
- Attend IT related meetings and seminars upon request.
- Travel for IT related business upon request.
- Serve as technical resource to the Project Manager and liaison to the PMO to resolve project issues.
- Perform other IT related tasks upon request.

Duty 3

General Summary:

Percentage: 15

Participate in project planning using industry standard project management tools and estimating guidelines.

Individual tasks related to the duty:

- Advises DTMB Project Manager and Agency Partners of significant changes in projects affecting schedules, budgets.
- Develops business case justification, as it relates to the Call for Projects.
- Adheres to DTMB's SUITE methodology.
- Communicates with software vendor and technical staff to determine the best approach to meet system design specifications on assigned projects
- Derives options and estimates for the requirements gathering, functional design (waterfall), User Story creation (agile) and contributes to estimates and options for design, development, testing and implementation of software projects.
- Facilitates sessions with Agency Partners to schedule and implement application development projects using Organizational Change Management knowledge.
- Provides proactive communication between the DTMB managers and the Agency Partners managers.

Duty 4

General Summary:

Percentage: 10

Other miscellaneous items

Individual tasks related to the duty:

- Document changes to existing programs using standards established by DTMB management.
- Serve as Agency Service liaison to outside consultants.
- Follow business client's policies for access and distribution of reports and data.
- Maintain work log and status.
- Perform tasks for internal/external compliance and standards review as directed.
- Assists in creation/modification of project management documents.
- Monitor Remedy System problem reporting/tracking log/dashboard.
- Follow DTMB Problem Management processes to resolve client problems reported through Remedy trouble tickets, phone calls and email.

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

- Establish work plans and prioritize course of action for analyzing problems and developing systems. Action is influenced by and may affect legislative action, departmental support and have critical impact upon the functions of other, dependent automated systems, Department/Agency program office personnel, clients and/or customers.
- Respond to inquiries for information regarding functionality and/or production system issues. Timely, informed responses are critical to clients/customers of the automated services.

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

- Implementation of modifications or new development for automated systems.
- Commitment of resources for the investigation of production errors or proposed development.
- Decisions regarding major changes in project scope.
- Decisions that have or may have legislative, legal, or budgetary impact.

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.

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 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"/> 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. |

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

Management prepared.

23. What are the essential functions of this position?

This position implements and consults on any changes made to the systems and ensures that the design of new features and functions integrates with existing architecture. Clear communication with other analysts, project managers and with the client, both listening and lending professional advice. Information relative to the client and the team must be clearly conveyed and received through a variety of media in a manner that is effective, engages the audience and is clearly understood.

We are seeking a Business Analyst with strong proficiency in Agile Scrum methodology and extensive experience in writing user stories, developing test cases, managing testing processes, and conducting backlog grooming. The ideal candidate will also possess SharePoint editing skills to efficiently publish and maintain customer-facing content. In addition, this individual should have proven expertise in collecting and analyzing data from multiple sources—such as Clarity and Azure DevOps (ADO)—and transforming it into concise, executive-level reports for senior leadership.

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.

The duties of the position have expanded to include duties such as business requirement detailing, writing acceptance criteria, guiding test activities, as well as ensuring adherence to the technical and security requirements. The needs of the division require a senior level business analyst that understand system development lifecycle, requirement gathering methodologies, and be the face for the customers.

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

The function of the work area is to provide application testing, requirements definition and other services to the Department of Technology, Management and Budget and the Civil Service Commission. This position is an intricate part of this function and is directly involved in the definition, design, development and implementation of those systems. The function of this administration unit is to analyze user needs and assist in providing appropriate IT software solutions. An employee in this position will, based on the results of this analysis, locate appropriate software packages or develop applications to meet these needs, and will then aid in the conversion and implementation of the new software. They will keep the users informed of new technical and application development pertaining to the client's applications or business.

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 with 21 semester (32 term) hours in computer sciences, data processing, computer information systems, data communication, networking, systems analysis, computer programming, or mathematics.

EXPERIENCE:

Three years of professional experience equivalent to an Information Technology Infrastructure or Programmer/Analyst P11.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge and proven skills in information technology application design and development and industry best practices is required.
- Knowledge of Agile Scrum methodology and its application in software development projects.
- Skill in developing user stories, creating and managing test cases, coordinating testing processes, and facilitating backlog grooming sessions.
- Ability to serve as an effective liaison between customers and the development team to ensure alignment of project goals and deliverables.
- Skill in maintaining and publishing customer-facing content using SharePoint to ensure timely and accurate information dissemination.
- Ability to collect, analyze, and synthesize data from multiple systems—such as Clarity and Azure DevOps (ADO)—into clear, executive-level reports for senior leadership.
- Strong communication, analytical, and organizational skills to support effective collaboration and reporting across teams.
- Knowledge of PC software such as Java, .Net, Oracle database, Discoverer, and SQL database.
- Knowledge of the fundamental concepts and operating principles of data communications and data processing hardware and software.
- Knowledge of computer programming, data modeling, and object-oriented programming procedures and techniques.
- Knowledge of application development environments and related tools.
- Ability to prepare detailed written instructions and documentation.
- Ability to analyze instructions and data.
- Ability to gather and analyze facts, defines problems, and devises solutions.
- Ability to effectively make oral and written reports and presentations and prepare clear and concise graphs and charts.
- Ability to maintain records, prepare reports, and conduct correspondence related to the work.
- Ability to communicate effectively verbally and in writing and to maintain cooperative environment allowing the person to lead special committees
- Ability to communicate technical terminology at a level appropriate to the audience.
- Ability to apply time management skills in regard to workload.
- Ability to provide quality customer service, build trust through integrity of work, and build strategic relationships through teamwork are required.
- Ability to effectively work independently or 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 of MS SQL Server, MS Visio, MS Project and fundamental Project Management Methodology (PMM) is very desirable but not required.

CERTIFICATES, LICENSES, REGISTRATIONS:

Duties may involve the use of a personal vehicle.

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

1/29/2026

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