Position Code
1. ITPRANAK06N

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** LARA Lansing
5. Working Title (What the agency calls the position) Senior Agency Support Programmer Analyst	**11. Section** Enterprise Support Section
6. Name and Position Code Description of Direct Supervisor GATIEN, ROSS; INFO TECH MANAGER-3	**12. Unit**
7. Name and Position Code Description of Second Level Supervisor ARNOLD, PHILIP G; STATE ADMINISTRATIVE MANAGER-1	**13. Work Location (City and Address)/Hours of Work** 222 N WASHINGTON SQ; LANSING, MI 48933 / MON-FRI: 8:00 A.M. – 5:00 P.M.

14. General Summary of Function/Purpose of Position

This senior level position is responsible for managing and administering agency specific and enterprise agency applications and tools. Activities include the verification of the architectural integrity of the application environment, recommends solutions based on the results of technical impact analysis on all proposed infrastructure changes to ensure feasibility and cost effectiveness and develops and manages configuration management standards, processes, and policies. This individual will be looked upon to provide technical support to other team members and evaluate new agency applications and tools.

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: 85**

Manages and administers agency specific or enterprise application software and tools. Activities include the installation, configuration, tuning, monitoring, updating, and patching.

Individual tasks related to the duty:

• Research, evaluate, and recommend selection of application environment architectures, technologies, standards, services, and tools, in coordination with other architects, by leveraging the EA Workshops and documenting through the EA Solution Assessment.
• Research, evaluate, and recommend the design of the application environment architecture, hardware, software, and license requirements.
• Validate application/solution architecture design meets requirements established with the use of SUITE deliverables and through structured walk-throughs.
• Review Enterprise Architecture Solution Patterns/Reference Models for specific agency application system. Analyze EA Solution Assessments cataloged in EA SA Library for similar system design guidelines (inside.michigan.gov/DTMB/Work Resources/EA – Solution Assessments).
• Complete EA Solution Assessment for agency application system and submit through EA Core Team representative.
• Create, maintain and verify system level design.
• Verify the architectural integrity of the application environment.
• Review and approve test plans. Incorporate all levels of security, which were identified as system requirements, into test plans.
• Recommend solutions based on the results of technical impact analysis on all proposed infrastructure changes to ensure feasibility and cost effectiveness.
• Facilitate/lead team members for any application environment consolidation, migration, or integration efforts.
• Assist the expert level in the planning, design, and development of the disaster recovery capabilities.
• Assist the development team with the implementation of the security design including secure coding practices, application security, network security, firewall rules, etc.
• Recommend action to increase application performance i.e., uptime, response time, throughput, reliability, scalability, etc.
• Research and develop procedures and guidelines.
• Research, develop and recommend standards and policies.
• Verify implementation. Manage and administer agency specific or enterprise software and tools including the installation, configuration, testing, tuning, monitoring, updating and patching.
• Develop guidelines and procedures for middleware performance i.e., uptime, response time, through-put, reliability, scalability, etc.
• Develop the guidelines and procedures for performance tuning.
• Evaluate and recommend software fixes to resolve problems.
• Make recommendations to the application developers on software integration for existing software.
• Design, develop, and document capacity management plan.
• Coordinate incident management response tasks and assist facilitation of incident management response activities across multiple groups.
• Audit the software security administration access.
• Coordinate with and provide technical advice to the Project Manager to develop project plan.
• Research, evaluate, and recommend ALM tools including but not limited to requirements management tools, source code management tools, issue/defect tracking tools etc.
• Develop and manage configuration management standards, processes, and policies.
• Design Change Management repositories (example source code repository).
• Provide remediation for escalated CI issues.
• Perform scheduled configuration audits to check that the physical IT inventory is consistent with the CMDB and initiate any necessary corrective action.
• Define qualitative and quantitative Key Performance Indicators for the Change Management process.
• Design reports based on various internal and external audit requirements.
• Manage and track the licensing for the IT development tools and middleware.
• Facilitate Change Control Board meetings.
• Agrees to follow all policy, standards and procedures of DTMB.

Duty 2

General Summary: **Percentage: 15**

Training/Other duties as assigned

Individual tasks related to the duty:

• On a regular basis attend training seminars, classes, or web based training to learn and maintain skills for the latest software and advanced system support techniques.
• Duties as required by management or administration.

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

This position will make decisions for the design, objectives, alternatives, and constraints of client needs. Wrong decisions may cause delays and added expense. The clients and general public these systems serve may be adversely affected by these decisions. Clients are affected in their work methods, speed and efficiency of processing data and responding to client requests. Position will also determine technologies and tools to be used such as databases and interfaces.

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

- Decisions related to project priority or funding authorization
- Decisions regarding major changes in project direction.
- Decisions that involve staff time outside the unit
- Decisions that may have legislative, legal, security or budgetary impact.
- Decisions impacting priorities or goals of the Agency and DTMB
- Deviations from standards, practices and policies of DTMB or the state.

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):

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 support position is responsible as the key technical contact for several statewide information technology systems. There is significant impact to the program areas, client groups and general public if the systems are not functioning or properly maintained. It requires the technical expertise to perform the analysis, design, and advanced system support and implementation of major projects and to monitor the tasks associated with the projects. This includes project reporting, developing work plans, providing technical guidance for team members, and taking corrective actions when needed to insure project success.

Critical Job Role: Application Support

Competencies:
- Technical /Professional Knowledge and Skills
- Customer Focus
- Contributing to team success
- Building Trust
- Continuous Learning

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

This position has evolved into a senior level support analyst due to the technical nature of the work being completed and statewide project impact to client groups and the general public.

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 support the department clients in developing and maintaining multiple client server applications and to assist them in determining system needs based on current hardware/software technology. This position

will provide leadership and technical direction for projects by being a part of the systems development process, being responsible for completion of the work, the reporting, and communicating with all areas involved.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Information Technology Programmer/Analyst 9

Possession of an Associate's degree with 16 semester (24 term) credits in one or a combination of the following: computer science, data processing, computer information systems, data communications, networking, systems analysis, computer programming, information assurance, IT project management or mathematics.

Information Technology Programmer/Analyst P11/12

Possession of a 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 communications, networking, systems analysis, computer programming, information assurance, IT project management or mathematics.

EXPERIENCE:

Information Technology Programmer/Analyst 12
Two years of professional experience equivalent to an Information Technology Infrastructure or Programmer/Analyst P11.

Alternate Education and Experience

Information Technology Programmer/Analyst P11 - 12
Possession of an associate's degree with 16 semester (24 term) credits in computer science, information assurance, data processing, computer information, data communications, networking, systems analysis, computer programming, IT project management, or mathematics and two years of experience as an application programmer, computer operator, or information technology technician; or two years (4,160 hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

OR

Educational level typically acquired through completion of high school and four years of experience as an application programmer, computer operator, information technology technician, or four years (8,320 hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

• Knowledge of computer technical tools, database design, interfacing with networks, client server concepts and system development methodologies.
• Ability to think logically and concise.
• Good written and verbal communication skills
• Knowledge of Windows and Unix server support administration.
• Knowledge of concepts of computer system detailed network hardware and software structure and support.

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.

KELLI HOWER   11/8/2017

| 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 |