Position Code
1. ITPRANAL08N

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, DNR, EGLE and MDARD
5. Working Title (What the agency calls the position) Senior Business Analyst	**11. Section** Quality Assurance, Business Analysis & Process Architecture
6. Name and Position Code Description of Direct Supervisor CLARK, JEANETTE; STATE ADMINISTRATIVE MANAGER-1	**12. Unit**
7. Name and Position Code Description of Second Level Supervisor BRANCHEAU, LAURA M; SENIOR EXEC BUS REL ADMIN	**13. Work Location (City and Address)/Hours of Work** 525 W. ALLEGAN, CONSITUTION HALL, LANSING, MI / 8:00 am to 5:00 pm

14. General Summary of Function/Purpose of Position

As a Senior IT Business Analyst, the employee performs a complete range of information system analyst assignments including, but not limited to: Business needs analysis, Human Centered Design (HCD) and User Experience (UX) analysis, requirements elicitation, solution evaluation, solution impact analysis, As is and future state process mapping, gap analysis, work/scope definition and estimation, implementation support, release management and maintenance support, organizational Change Management (OCM) support and scrum master. The Senior IT Business Analyst is a key contributor to Agency Services' overall customer service and serves as a liaison between DTMB and agency partners. In this role, the employee will champion to ease agency compliance with DTMB policies and practices, following SOM IT Policies, Standards, and Procedures (PSPs).

This individual will be looked upon to provide technical support to other team members, mentor other DTMB staff, and evaluate new development tools and agency systems. As prompted by proposed legislation, enhancement requests, or changes in governmental process or procedures; this employee will evaluate, document, and inform DTMB management and supported agency partners of impact and risks, including disaster recovery planning, to existing IT solutions. Employee will actively participate in strategic discussions related to application roadmaps as well as overall business goals and direction.

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 and SOM PSPs.
- Develop Statements of Work (SOW) and Total Cost of Ownership (TCO) for solicitations (e.g. Requests for Proposals (RFP), Requests for Solutions (RFS).
- 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 agency partners to gather requirements (waterfall and agile) for all IT solutions and to identify impacted business processes and determine best process and IT solution integration.
- Maintain proficiency in the use of tools supporting the management and support of applications, Division documentation and work management.
- Leverage Human Centered Design (HCD) and User Experience (UX) best practices and tools related to requirements gathering and needs analysis.
- Interview & observe the client doing their job to better understand and/or discover needs, pain points/frustrations, short-cuts being used, etc. during design phase.
- Use of *Rapid Prototyping* principle to present mock-ups, design ideas, demos, flows, etc. early and iteratively during design phase before development begins.
- 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.
- 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 partners.
- 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 agency partners concerning application requests, standards, and other program and project matters.
- Actively participate in the development and implementation of assigned agency partner'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 agency partner concerning ICE audits.
- Perform disaster recovery planning and implementation.
- Evaluate and inform DTMB management and supported agency partner 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:**   **20**

Participate in project initiation and planning using standard SUITE processes and guidelines. Provide guidance for DTMB team and customers in SUITE processes and expectations. Responsible for keeping management and the Project Manager informed of progress and potential delays relation to assignments and deadlines.

Individual tasks related to the duty:

- Establish working communication and status reporting with immediate supervisors as well as other appropriate levels of management.
- Prepare project methodology documents as requested by the Project Manager (scope, requirements, program specifications, test plans, and test scenarios).
- Review and guide junior level analysts and outside vendors with DTMB System Engineering processes and tools.
- Develop, Design, Review, Approve, Validate, and implement test plans for applications or subsystems incorporating all levels of security which were identified as system requirements into test plans.
- Develop application process definitions, procedures, data files, and reports for information technology systems.
- Create, update, and maintain system and IT program documentation, including system specs and flow diagrams.
- Review DTMB and agency policies to provide input on application design requirements.
- Develop training documents and conduct training for users in the operation of the application.
- Provide content approval and validate estimates for the entire schedule of the project for the Project Manager to ensure compliance with SUITE Project Management Methodology (PMM) and the Systems Engineering Methodology (SEM).
- Represents DTMB as a technical resource and agency partner liaison by developing and maintaining effective, timely communication.
- Lead agile teams and facilitate agile ceremonies in the role of a scrum master

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Duty 3

General Summary: **Percentage: 10**

Conduct and document gap analysis. Actively recognize gaps between current work products/deliverables and requirements and work with project team members and agency partners to determine appropriate next steps needed to mitigate impacts and manage expectations.

Individual tasks related to the duty:

- Maintain working understanding of applicable requirements, to include agreements with third parties for related services and solutions and SOM PSPs.
- Develop understanding of system and work product scope and functionality, to include work represented in product backlogs and roadmaps.
- Conduct and document gap analysis between:
- As is and to be business needs
- System features and requirements
- System features and contract scope
- Contract/agreement scope and requirements
- Conduct and document impact analysis for considered work to address gaps.
- Work with agency partners and project team members to determine actions to address gaps.
- Support statement of work development, change notice development and organizational change management activities in support of actions to address gaps.

Duty 4

General Summary: **Percentage: 10**

Performing special assignments as required.

Individual tasks related to the duty:

- Individual tasks related to the duty.
- Ability to work independently.
- Able to gather and analyze facts, define problems, and devise solutions.
- Knowledge of information technology application design and development and industry best practices.
- Ability to thoroughly understand and work with multiple complex applications.
- Provide input to the creation and modification of procedures.
- Ensures proper change management for all requests.
- Contributes ideas on continuous improvement of IT processes.
- Attend training as required and/or research opportunities for free or low-cost training.
- Perform demonstrations, web research, activities that increase the knowledge of this position and/or of other team members.
- Attend staff meetings.
- Lead assigned to task forces, special committee meetings, and/or research groups.
- Understand and educate others on the tenants of Organization Change Management (OCM); contribute to and support OCM initiatives.
- All other tasks, as necessary and proper for a resource in this type of role.

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

- Decisions involving the research of current system operations.
- Decision on prioritizing assigned work to meet deadlines.
- Decisions leading to the proposition of alternatives and recommendations for new processes.
- Decisions involving preparations of specifications, configuration of software, program code evaluation and testing.

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

- Purchase of software/hardware.
- Commitment of time and resources.
- Requests for training or conference attendance.
- Final approval of design and development and/or maintenance strategy.
- Final approval of system design and documentation.
- Monetary or budget impacts.
- Decision that results in a business process change.
- When the decision impacts other systems and business units.
- When the decision impacts the agency's IT strategic direction.

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 agency partners, 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?

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.

Modified percentages of time in support of:

- adding UX responsibilities in support of DTMB digital user experience goals
- adding duties in support of increased focus on modernization efforts and conducting gap analysis work
- increased focus on scrum master role and support of agile methodologies

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

The work area provides technical support to agency business operations in a variety of program areas. This position will serve as a liaison between DTMB service areas and the Agency(ies), to include technical support, application support, and solicitation support. In addition, this position serves as an advocate for State PSPs and works with the Agency(ies) to ease the awareness and use of related processes.

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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 fundamental Project Management Methodology (PMM).
- Knowledge of SEM (System Engineering Methodology) concepts.
- Business process analysis and documentation.
- Ability to work in multiple IT environments: client server and web.
- Ability to thoroughly understand multiple, complex IT applications.
- Knowledge of personal computers and personal computer software to include: MS Project or other project management tools, MS Office, MS Visio.
- Ability to prepare detailed written instructions and documentation.
- Ability to work independently and mentor less experienced business analyst staff.
- Ability to effectively make oral and written reports and presentations and prepare clear and concise graphs and charts.
- Ability to elicit business requirements using appropriate techniques, methods and tools.
- Ability to establish effective relationships with systems users.
- Ability to communicate technical terminology at a level appropriate to the audience.

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	2/3/2026
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**