

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) CUSTOMER SERVICE
4. Civil Service Position Code Description Info Tech Prgmr Analyst-E	10. Division AGENCY SERVICE / MDOS
5. Working Title (What the agency calls the position) Application Developer	11. Section SYSTEMS DEVELOPMENT
6. Name and Position Code Description of Direct Supervisor KOPENHAFFER, THOMAS; INFO TECH MANAGER-3	12. Unit APPLICATION DEVELOPMENT
7. Name and Position Code Description of Second Level Supervisor MONTGOMERY, MITCH; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 7064 Crowner Dr., Dimondale, MI / 8:00 a.m. to 5:00 p.m. Monday-Friday

14. General Summary of Function/Purpose of Position

This position is responsible for a diverse and challenging set of assignments encompassing a full range of information technology analysis, design, development and maintenance activities in support of the Michigan Department of State (MDOS).

The individual performs as member of a dynamic team focusing on the technical efforts supporting mission critical systems comprised of Internal/External Web applications, with responsibilities that have a major impact on the client's business objectives.

This position works directly with the clients, vendors, developers, and management to ensure quality products in accordance with established DTMB standards. The team focus relies on strong players willing to contribute to each project while focusing on achieving the goals and mission of the agency. Considerable knowledge of ASP.NET and C# development experience ensure success in this position.

Additionally, this position is responsible for following agency processes, procedures, standards and methodologies (SUITE); maintaining and updating documentation and specification of the mainframe systems; working directly with the client on business requirements; developing specifications and system-related documentation; and for training and coaching new developers.

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

Developing software code based on designs and coding to standards

Individual tasks related to the duty:

- Create, update and maintain IT systems and associated program documentation, including specifications and flow diagrams.
- Design solutions for a specific application need.
- Develop software code based on design
- Code to standards.
- Work with the business client to create test scenarios.
- Design and develop test plans, applications, or subsystems.
- Provide defect tracking log entry information.
- Implement IT solutions.
- Maintain and upgrade systems as a result of tool upgrades.
- Document identified problems and analyze to determine root cause and provide root cause analysis.
- Produces local change board documents.
- Follow change management procedures and provide input to execute change management.
- Performs assigned tasks for internal/external security and standards review and development.
- Research, test and recommend new development tools, languages, upgrades, and equipment as directed by senior team members.
- Validates requirements through SUITE-based structured walkthroughs.
- Apply understanding of multiple systems to interpret customer needs to clearly define the business requirements and implement solutions using the standard System Engineering Methodology (SEM).

Duty 2

General Summary:

Percentage: 30

Serves as programmer/analyst, responsible for ongoing support and maintenance of existing applications.

Individual tasks related to the duty:

- Troubleshoot and diagnose reported system issues in a timely and efficient manner.
- Provide technical support for business users.
- Perform Scheduled maintenance tasks associated with existing systems.

Duty 3

General Summary:

Percentage: 10

Perform other related duties as assigned.

Individual tasks related to the duty:

- Represent DTMB as a technical resource at meetings.
- All jobs necessary and proper of a resource in this role.
- Document technical recommendations that adhere to State standards.
- Participate in project review meetings and project workgroups.
- Participate in special projects and research groups.
- Provide status reporting of ongoing projects and assignments.

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

Decisions are made independently regarding day-to-day activities for the project and the project team members. The clients, project team members, data integrity, success of the project, and overall satisfaction of the project are all affected by these decisions.

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

For overall approval of system design and approval of major system enhancement. Decisions that impact Department policy, budget, procedures, prioritization of work assignments, or issues that influence resource allocation

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.

The position operates in a normal office environment. Work is performed in a business office setting requiring the use of desktop computer, communication skills, people skills, and management skills. Tasks can be completed routinely seated at a desk, visiting end users at their desks, in the context of meetings and meeting rooms. Staff must manage short mandatory deadlines and large workloads.

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?

Yes

23. What are the essential functions of this position?

This position must be able to assess problems and business needs of the client and design, develop, test, implement and maintain highly complex mainframe programs. The individual is expected to be able to effectively communicate both orally and in written correspondence with clients, management and peers.

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

This position has downgraded to Information Technology Programmer Analyst P11. Position is being downgraded for recruitment purposes. The duties have are now performing entry level duties as outlined in the approved.

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

The main function of this work area is to develop new and maintain existing Web Applications for the Michigan Department of State(MDOS). This includes both internal and external applications, which have local, state, and federal mandates and impacts. This position is responsible for IT management of highly complex, legislatively mandated and Federally mandated projects for MDOS relative to the systems developed and maintained by this work area.

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 9

No specific amount or type is required.

Information Technology Programmer/Analyst P11

No specific type or amount is required.

Alternate Education and Experience

Information Technology Programmer/Analyst 9

Educational level typically acquired through the completion of high school and two years of experience as an application programmer, computer operator, IT Technician, or two years (4,160 hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Required:

- Knowledge and experience – Microsoft Visual Studio (Microsoft .NET) .
- Knowledge and experience - ASP.NET, VB.NET, C#, ADO.NET.
- Knowledge and experience - IIS
- Knowledge and experience - SQL Server
- Knowledge and experience - N-Tier application architecture
- Knowledge and experience - Web Services and E-Commerce web applications
- Independent judgment to carry out assignments that have significant impact on services or programs.

Skills:

- Excellent oral and written communication skills as well as presentation skills.
- Be self-motivated and work independently.
- Ability to gather and analyze facts, define problems, and devise solutions.
- Ability to successfully contribute to cross-functional, multi-agency teams.

Highly Desirable:

- Knowledge of Michigan Department of State environment and business drivers.
- Knowledge and experience - T-SQL, MVC, CSS, JavaScript and XML.
- Knowledge and experience - Microsoft Windows Server

Knowledge and experience –Knowledge of Project Management Methodologies.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

None required.

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.

None

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

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

