

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 12 | 10. Division Agency Services Supporting LEO |
| 5. Working Title of Position (What the agency titles the position) Sr IT Business Analyst | 11. Section Application Services and Operations |
| 6. Name and Classification of Direct Supervisor Mike Dittenber, ITM 14 | 12. Unit |
| 7. Name and Classification of Next Higher-Level Supervisor Jeff Powell, SAM 15 | 13. Work Location (City and Address)/Hours of Work 4125 W St Joe, Lansing, MI /Mon- Fri 8:00am- 5:00pm |
| 14. General Summary of Function/Purpose of Position As an IT Business Analyst, the employee performs a complete range of information system analyst assignments including, but not limited to, designing, developing, testing, and implementing computer systems and applications for the Department of Technology, Management and Budget Agency Services supporting the Department of Labor and Economic Opportunity (LEO) Workers' Disability Compensation Agency and Wage & Hour Division. This individual will be looked upon to focus their efforts to evaluate, document, and inform DTMB management and supported client agency of impact and risks to existing IT solutions due to proposed legislation, enhancement requests, or changes in governmental processes or procedures by writing/executing System Security Plans and Disaster Recovery Plans. Actively participate in the development and implementation of assigned client agency's strategic direction/plan. | |
| For Civil Service Use Only | |

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 70%

The primary duty of this position is to act as a liaison among technical and business stakeholders to elicit, analyze, communicate, and validate information required for supported applications System Security and Disaster Recovery Plans, as applicable. Collaborating with both the Information Technology (IT) project teams and business clients, this position collects, clarifies, and translates business information into documentation, from which applications and solutions receive their Authority to Operate.

Individual tasks related to the duty.

- Ensure project alignment with DTMB Strategic Plans.
- Takes lead role in audit investigation, security reviews and risk assessment document creation.
- Serve as liaison between DTMB and clients concerning ICE audits or other audits that come to the area.
- Coordinate security resources to ensure proper system design based on DTMB and Agency security requirements and standards and perform Data Custodian duties for System Security Plans.
- 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 appropriate resources to gather necessary information to complete System Security Plans for Supported Agency's systems/applications.
- 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.
- Review project management documents.
- 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 strategic direction/plan.
- Develop and maintain an effective communication plan with DTMB, vendors and agency staff relating to projects.

Duty 2

General Summary of Duty 2

% of Time 20%

This employee assists in the design, integration, implementation, maintenance, and enhancement of computer applications for the department's use. This employee may also play a role in the team's Agile Scrum standup. As well as, be involved with testing and training tasks as needed.

Individual tasks related to the duty.

- Design and document IT solutions that are State of Michigan standard technology
- Create, update, and maintain systems and IT programs documentation, including system specs and flow diagrams
- Write specifications for software code based on design
- Work as Scrum Lead when needed.
- Work with the business client to create test scenarios. Design and develop plans, applications, or subsystems
- Identify potential impacts of changes
- Review rules and department policies to determine application design requirements.
- Develop Manuals and conduct training for users in the operation of the application.
- Evaluate requests for modifications and enhancements for impact on existing applications.
- Facilitate meetings with clients to determine the requirements, scope of the project, review and finalize all documents. Offer suggestions on automating any processes as much as possible.
- Develop the technical design documentation, facilitate review with other team members and finalize with the client.
- Responsible for development of training content and facilitate training.
- Differentiate between defects and new requirements and initiate change requests, as necessary.
- Validate test data and test results.
- Develop and monitor defect tracking logs and facilitate problem resolution.

Duty 3**General Summary of Duty 3****% of Time 10%**

This employee performs special assignments as required.

Individual tasks related to the duty.

- Formulate findings in written and verbal form for presentation to supervisor staff and/or clients.
- Write instructions for loading, maintaining, and/or using software.
- Assist Project managers on special projects.
- All other tasks are necessary and proper for a resource in this type of role.

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.

- Determine proper modifications for requested integrations or requested processing alterations.
- Advise the requestor on alternatives or solutions.

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

- Setting project priorities and altering due dates.
- Major changes to applications and/or processes which may disrupt a user's operation.
- Department-wide upgrades or changes.
- Monetary/budget issues.
- When decision impacts other business units and systems, and or impacts the agency's IT strategic direction.

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?
Yes

23. What are the essential duties of this position?

This position must work well in a team-focused environment and promote the integrity of the department.

In performing these duties, the application programmer/analyst must be an initiator who is always ready to act as the liaison for all IT matters on behalf of the client agency.

Clear communication with other application programmer/analysts, project managers and with the client, both listening and lending professional advice.

Responsible for providing application, technical, and customer support of agency support applications.

Information relating 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.

Thorough program and system testing is essential to ensure the integrity of data and the quality of communication with the citizens of the State of Michigan.

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

Responsibilities include working on systems security plans and risk assessment using Keylight. Remediate any identified risks. Work with developers on Secure Application Development Lifecycle. Work on requirements gathering and application accessibility and ADA compliance. The duties will also be performed independently with minimal guidance.

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

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

This position supports LEO Agency services. The key functions and responsibilities of this position include preparing and maintaining security plans and risk assessment. Analysis, testing and usability support for all applications. Serves as a technical consultant to Agency support clients to develop solutions to streamline critical business processes according to agency's strategic plan. This position is integral to developing and maintaining agency's automated processes, streamlining critical business processes, data integrity, and securing agency's systems and applications.

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:

Two years of professional experience equivalent to an Information Technology Infrastructure or Programmer/Analyst 11.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of IT applications in support of agency services and the LEO clients.
- Knowledge of US Department of Commerce NIST Standards.
- Knowledge of Azure DevOps and or TFS workflows.
- Knowledge of Web Services for 'application to application' communication.
- Ability to write technical specifications for web services and other IT applications
- Ability to prepare and maintain security plan and address risk assessment findings.
- Ability to write use and test cases and evaluate acceptance criteria.
- Ability to test and verify ADA compliance and site usability.
- Ability to Document test cases and work on automating regression testing.

- Ability to troubleshoot client issues and work the agency services team to resolve these issues.

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 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