

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 Supporting DNR, EGLE and MDARD
5. Working Title (What the agency calls the position) Senior Quality Assurance (QA) Analyst	11. Section Quality Assurance and Business Analysis and Process Architecture
6. Name and Position Code Description of Direct Supervisor SMITH, JONAH R; INFO TECH MANAGER-3	12. Unit Quality Assurance Team
7. Name and Position Code Description of Second Level Supervisor CLARK, JEANETTE; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 525 W ALLEGAN ST; LANSING, MI 48933 / :00 A.M. – 5:00 P.M. M-F (may vary)

14. General Summary of Function/Purpose of Position

As a Senior IT Quality Assurance Analyst, the employee will serve as a software tester - ensuring system requirements are testable and accurately met, perform preliminary ADA/SOM Standards reviews of systems, assist with application vulnerability security scanning, and ensure DTMB and vendor partners deliver a quality tested solution to our agencies. This position is an advocate for adherence to SOM PSPs, helping to ensure secure access, use and storage of various data supporting business operations. In addition, this position works closely with business partners to uphold quality standards across our IT systems, web sites, web applications, mobile sites, and mobile applications.

This position is critical for coordinating efforts between technical and business teams, completing quality assurance activities, advocating for adherence to SOM PSPs, and providing application and customer support for the Department of Natural Resources (DNR), the Department of Environment, Great Lakes, and Energy (EGLE), and the Department of Agriculture and Rural Development (MDARD).

This individual will be looked upon to provide technical support to other team members and evaluate new development tools and agency systems. 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. Actively participate in the development and implementation of assigned client agency's IT strategic direction/plan. Mentors other DTMB staff on Quality Assurance best practices.

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: 55

Serve as Quality Analyst, responsible for quality of the testing documentation. Also ensuring the proper testing activities are being executed and the correct resources are participating, to fulfill the documented/tailored SUITE quality control and process improvement activities (i.e. structured walkthroughs, stage exits, lessons learned) throughout the project lifecycle.

Individual tasks related to the duty:

- Coordinate and analyze feedback from other reviewers. Collaborate and negotiate with the project managers and analyst to create appropriate resolution. Review all acceptance criteria.
- Create and develop the original stories/testing approach, (unit, functional, integration, system, user acceptance and contribute automated testing), according to State of Michigan standards (SUITE) and collaborate with stakeholders for review and approval.
- Review and approve test artifacts.
- Create and design the testing data management plan which enables all business models to be properly tested.
- Coordinate, execute and communicate the test planning or sprint planning activities.
- Coordinate, execute and communicate the defect management process to stakeholders.
- Validate testing data/results and produce testing metrics. Ensure end to end testing has been completed.
- Define configuration management processes for testing artifacts and ensures compliance.
- Review acceptance criteria for testability and consistency.
- Identify options for test automation.
- Create, execute, and analyze automated and manual tests of IT systems.
- Validate testing data/results and produce testing metrics. Ensure end to end testing has been completed.
- Ensure project alignment with DTMB Strategic Plans.
- Coordinate security resources to ensure proper system design based on DTMB and Agency security requirements and standards.
- Creates and reviews application-wide integration, performance, system or user acceptance test plans and validates test results.

Duty 2

General Summary:

Percentage: 40

Perform specific quality assurance duties as senior analyst. Responsible for determining testing strategy and role of the testing team on IT projects, mentoring and leading other QA team members, working on complex or high-visibility projects and tasks, and developing or improving current QA processes

Individual tasks related to the duty:

- Reviews other team member's testing documentation and work with them ensure accurate, detailed, and sufficient information is captured
- Mentors new and current team members
- Suggests pertinent and valuable trainings for other team members
- Assists in development of training/onboarding materials
- Take on the QA role for more complex or highly visible projects
- Assist with continuous improvement of testing processes and practices
- Research the latest information technology and trends in testing of software development
- Forecast emerging technologies related to IT testing and recommend appropriate action to maintain testing environments
- Attend training and acquire knowledge through seminars and other training formats on latest IT testing techniques and share this knowledge with the team
- Participate in available IT testing user groups when possible

Duty 3

General Summary:

Percentage: 5

Perform other business or IT related duties as assigned.

Individual tasks related to the duty:

- Perform other support activities for user experience or testing activities.
- Perform other tasks upon the request of the DTMB manager or Specialist.

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

- Determine unique testing plans and approaches for each specific project based on requirements and level of risk.
- Determine proper severity and status of defects during the defect management processes.
- Determine the priority, scheduling and methods for the duties of this position.
- Determine if work meets the requirements for auditability before going to production.

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

- Decisions that impact DTMB or agency priorities or goals.
- Decisions involving monetary commitments.
- Decisions that result in a process change.
- Whenever conflicting requests are made by DTMB management.

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.

- Normal office environment.
- Extensive use of PC, mouse and keyboard: 85-100%
- Frequent heavy workloads and mandatory deadlines – ongoing
- Some travel: 10-20% (primarily around the greater Lansing area)

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"/> N | Complete and sign service ratings. | <input type="checkbox"/> N | Assign work. |
| <input type="checkbox"/> N | Provide formal written counseling. | <input type="checkbox"/> N | Approve work. |
| <input type="checkbox"/> N | Approve leave requests. | <input type="checkbox"/> N | Review work. |
| <input type="checkbox"/> N | Approve time and attendance. | <input type="checkbox"/> N | Provide guidance on work methods. |
| <input type="checkbox"/> N | Orally reprimand. | <input type="checkbox"/> 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?

Management Prepared.

23. What are the essential functions of this position?

This position must be able to facilitate, plan and execute testing of Information Technology systems and Web sites for DTMB and the agencies they support. Facilitate, plan, develop and design IT testing processes, methods and standards to be used within DTMB and the agencies they support. Assist with set up and execution of various usability and user experience services for the area.

Critical Job Role= Software Quality (Quality Control and Quality Assurance)

Competencies:

Communication

Customer Focus

Building Strategic Working Relationships

Planning and Organizing Work

Technical/Professional Knowledge

Initiating Action

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

New Establishment

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

The senior Quality Assurance and Business Analysis and Process Architecture Team helps determine software solutions for the Quality of Life agencies and provides quality checks throughout the process.

The Quality Analyst position provides not only testing team guidance and support but is directly responsible for reviewing work tasks align with testing standards. The primary goal is to find defects (or potential defects) as early as possible in the development lifecycle so that they can be provided before going to production.

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:

- Skills to execute testing methodologies
- Skills to execute defect management
- Skills to perform acceptance testing, integration testing, functional testing, regression testing, system testing
- Skills to create and execute test cases
- Knowledge of performance and load testing
- Knowledge of CMMi
- Knowledge of project management concepts and methodologies
- Skills to decide what needs to be tested when test cases not provided or adequate
- Knowledge of software development lifecycle methodologies
- Knowledge of SQL
- Knowledge of coding platforms
- Skills to perform Accessibility manual testing
- Skills to create and execute surveys
- Strong analytical skills
- Strong verbal and written communication skills
- Strong interpersonal skills
- Ability to work in a team setting
- Ability to seek information
- Ability to perform detail-oriented tasks
- Ability to manage multiple projects

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