

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 supporting LARA
4. Civil Service Position Code Description Info Tech Prgmr Analyst-A	10. Division Agency Services - LARA
5. Working Title (What the agency calls the position) Senior IT QA and Reporting Analyst	11. Section Application Development Section
6. Name and Position Code Description of Direct Supervisor METZ, WILLIAM P; STATE ADMINISTRATIVE MANAGER-1	12. Unit Application Development Unit 4
7. Name and Position Code Description of Second Level Supervisor WILLARD, STUART A; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 611 W. Ottawa, Lansing, MI 48917 / 3 Days Remote Work, 8:00 A.M. – 5:00 P.M
14. General Summary of Function/Purpose of Position	
<p>This position serves as a Senior IT QA and Reporting Analyst supporting the Department of Licensing and Regulatory Affairs (LARA). The role is responsible for developing detailed test plans; creating and managing automated testing routines in client/server and web environments; and producing application reports using Microsoft Power BI. The position supports the full software development lifecycle and requires familiarity with core technologies including HTML5, SQL, SQL Server Reporting Services (SSRS), Microsoft Power BI, Azure DevOps, and automated testing tools used with .NET development (such as Playwright or comparable suites).</p> <p>Helpful additional technologies include Angular/JavaScript, ASP.NET, VB.NET, SQL, C#, and Microsoft SharePoint.</p> <p>The analyst provides technical leadership to team members, evaluates new tools and systems, and contributes to large, high-visibility projects. Responsibilities include adhering to agency standards and SUITE methodology; maintaining system documentation and specifications; collaborating with clients on business requirements; and supporting training and coaching of team resources.</p> <p>Project assignments and activity will be executed within the framework of the State of Michigan System Engineering Methodology (SEM).</p>	

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

Serve as a senior-level software tester for DTMB Customer Services to LARA.

Individual tasks related to the duty:

- Coordinate and analyze feedback from other reviewers. Collaborate and negotiate with the project manager to create appropriate resolution.
- Create and design the test plan according to the State of Michigan standards (SUITE) and collaborate with stakeholders for review and approval.
- Create and design the testing data management plan which enables all business models to be properly tested.
- Coordinate, execute, and communicate test plan and approach activities.
- Coordinate, execute, and communicate the defect management process to stakeholders.
- Create and develop the testing approach(es) (Unit, Functional, Integration, System, User Acceptance and Automated Testing) according to State of Michigan standards (SUITE) and collaborate with stakeholders for review and approval.
- Define configuration management processes for testing artifacts and ensures compliance.
- Analyze testing data/results and produce testing metrics.
- Compile all lessons learned from the testing resources. Submit to and discuss with the project manager at the end of the project or per stage.
- Review and approve test case/scenario documentation
- Create and design the testing data management plan which enables all business models to be properly tested.
- Analyze testing data/results and produce testing metrics.

Duty 2

General Summary:

Percentage: 30

Maintain and update skills and knowledge of state-of-the-art IT testing tools, methods, and practices in the IT industry.

Individual tasks related to the duty:

- Research the latest information technology "white papers" and trends in IT testing for software development.
- Forecast emerging technologies related to IT testing and recommend appropriate action to maintain LARA's testing environment.
- Attend training and acquire knowledge through seminars and other training formats on the latest IT testing techniques.
- Participate in available IT testing user groups when possible.

Duty 3

General Summary:

Percentage: 10

Other Agency Support Services IT related duties as assigned.

Individual tasks related to the duty:

- Ensure timely status is entered correctly into test tracking and time reporting systems.
- Perform other tasks related to IT upon the request of the Test Lead/Project Team per the test plan.
- Perform other tasks related to IT upon the request of the DTMB Manager.
- Provide other tester duties and services as needed.

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

- Decisions concerning tasks for assigned Information Technology projects.
- Decisions regarding day-to-day production issues.
- Decision regarding priorities of customer application needs.
- Decisions regarding the design and implementation of database tables, views, and indexes as specified by the Database Administrator.

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

- Decisions impacting priorities or goals of the agency and DTMB.
- Deviations from standards, practices, and policies of LARA, DTMB or the State of Michigan.
- Decisions affecting the budget and/or agency policy.
- Decisions regarding deadline changes

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 (which may be at a State office building or an approved remote work location). 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):

- | | | | |
|----------------------------|------------------------------------|----------------------------|-----------------------------------|
| <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?

Yes

23. What are the essential functions of this position?

Testing of Information Technology systems for DTMB Customer Services to LARA. Help develop and maintain the IT testing processes, methods and standards to be used within DTMB Customer Services to LARA.

Eliciting, analyzing, validating and refining requirements into user stories and testable acceptance criteria for the DTMB Customer Services to LARA team.

Critical Job Role: Software Quality

Competencies: Customer Focus, Contributing to Team Success, Technical and Professional Knowledge and Skills, Communication, Decision Making and Innovation.

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?

DTMB Customer Services provides support to LARA projects and systems. This position resides in Customer Services and provides testing coordination, testing, and quality assurance services to DTMB Customer Services staff supporting LARA.

This position provides business analyst services to aid in the development of new data systems and the enhancement of existing data systems owned by LARA.

This position supports all LARA projects and systems.

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

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:

Highly Desirable:

- Knowledge and/or training in the discipline of IT testing.
- Knowledge of automated testing
- Knowledge and/or training in the use of standard test plans and procedures.
- Knowledge and/or training with Microsoft SQL (T-SQL).
- Knowledge of software development and testing
- Ability to plan, coordinates, and expedite work projects
- Knowledge and/or experience in documenting and gathering business, functional or technical requirements for software projects.
- Knowledge of project management and related methodologies (e.g. PMI, or other industry accepted standard)
- Knowledge and/or experience with Agile methodologies (specifically Scrum)
- Proficiency with all MS Office applications, MS Project and Visio.
- Ability to conduct training & information sessions, communicate at a level appropriate to the audience, make oral and written reports and presentations.

Strong facilitation, written and communication skills.

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

3/19/2026

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