

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, MDOS, DIFS
4. Civil Service Position Code Description Info Tech Prgmr Analyst-E	10. Division LARA Lansing
5. Working Title (What the agency calls the position) Agency Support Programmer Analyst	11. Section Enterprise Support Section
6. Name and Position Code Description of Direct Supervisor GATIEN, ROSS; INFO TECH MANAGER-3	12. Unit Application Support Unit
7. Name and Position Code Description of Second Level Supervisor ARNOLD, PHILIP G; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work Hybrid, 2 days in the office located at: Ottawa Building (611 West Ottawa St, Lansing, Mi 48933) and 3 days remote. Monday-Friday 8 am – 5 pm

14. General Summary of Function/Purpose of Position

This position is responsible for the design, maintenance, development and enhancement of the agency applications. Assignments will provide for the development, testing and deployment of application releases, updates and modifications within a client/server and web server environment. Project assignments and activity will be executed within the framework of the State of Michigan System Engineering Methodology (SEM).

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: 85

Design, develop, test, and implement adaptations and modifications to agency applications.

Individual tasks related to the duty:

- Review current application/solution architecture environment and validate alignment to business technical requirements for application environment with SOM technology standards. Identify any issues with technology standards and technology that may be near end-of-life or frozen as documented in the EA Technology Life Cycle Roadmaps.
- Create test scenarios. Design and develop test plans, applications, or subsystems.
- Analyze infrastructure changes to identify impact to agency system(s).
- Monitor key business continuity and disaster recovery indicators: 1) Application Criticality Level, 2) Recovery Time Objective (RTO), and 3) Recovery Point Objective (RPO) for agency systems.
- Install and configure software and tools (application server, document management, configuration management software, etc.) in compliance with the application architecture guidelines. Coordinate with Infrastructure Services for operating system upgrades and patches.
- Monitor middleware performance metrics.
- Implement the authorized software fixes, upgrades, new releases and enhancement.
- Implement and manage the environment in alignment with capacity management plan.
- Implement authorized incident resolution.
- Implement authorized security changes.
- Implement Application Lifecycle Management (ALM) tools. Train and assist development teams on ALM processes and tools.
- Develop, implement, and manage configuration management procedures and guidelines. (Example: Deploy/provision software artifacts into higher environments, and change management plans)
- Implement, configure, and manage Change Management repositories.
- Monitor the lifecycle of configuration items in the repository.
- Monitor and resolve CI information on a regular basis or in response to triggering events.
- Create and maintain software portfolio and coordinate with Infrastructure Configuration Management Database (CMDB).
- Monitor and control the Configuration Management process using qualitative and quantitative Key Performance Indicators
- Execute reports based on various internal and external audit requirements.
- Review and approve software builds for promotion.
- Deploy/provision software builds or artifacts into higher environments (DEV, QA, and Production).
- Agrees to follow all policy, standards and procedures of DTMB.

Duty 2

General Summary:

Percentage: 15

Training / Other duties as assigned

Individual tasks related to the duty:

- On a regular basis attend training seminars, classes, or web based training to learn and maintain skills for the latest software and advanced system support techniques.
- Duties as required by management or administration.
- Utilize optimization techniques to enhance response time of application programs in a production environment.

- Design, develop, validate and implement test plans for production applications.
- Manage multi-phased tasks /projects which involve working with developers and development staff to determine system requirements and identify business processes to determine efficient solutions for system implementation.
- Coordinate corrective actions to resolve common problems that arise with software and hardware changes

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

This position will make decisions for the design, objectives, alternatives, and constraints of client needs. Wrong decisions may cause delays and added expense. The clients and general public these systems serve may be adversely affected by these decisions. Clients are affected in their work methods, speed and efficiency of processing data and responding to client requests. Position will also determine technologies and tools to be used such as databases and interfaces.

- 17. Describe the types of decisions that require the supervisor's review.**
- Decisions related to project priority or funding authorization.
 - Decisions regarding major changes in project direction.
 - Decisions that involve staff time outside the unit.
 - Decisions that may have legislative, legal, security or budgetary impact.
 - Decisions impacting priorities or goals of the Agency and DTMB.
 - Deviations from standards, practices and policies of DTMB or the state.

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 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"/> 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 support position is responsible as the key technical contact for several statewide information technology systems. There is significant impact to the program areas, client groups and general public if the systems are not functioning or properly maintained. It requires the technical expertise to perform the analysis, design, and advanced system support and implementation of major projects and to monitor the tasks associated with the projects. This includes project reporting, developing work plans, providing technical guidance for team members, and taking corrective actions when needed to insure project success.

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.

Request to downgrade position due to recruitment purposes.

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

The function of the work area is to support the department clients in developing and maintaining multiple webbased applications and to assist them in determining system needs based on current hardware/software technology. This position will provide leadership and technical direction for projects by being a part of the systems development process, being responsible for completion of the work, the reporting, and communicating with all areas involved.

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:

- Knowledge of computer technical tools, database design, interfacing with networks, client server concepts and system development methodologies.

- Ability to think logically and concise.
- Good written and verbal communication skills.
- Knowledge of Windows and Unix server support administration.
- Knowledge of concepts of computer system detailed network hardware and software structure and support.

CERTIFICATES, LICENSES, REGISTRATIONS:

N/A

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.

SARAH KEILEN 4/27/2022

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