

State of Michigan
Civil Service Commission

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. ITPRANE

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 - DTMB, SBO, ORS, EGLE, DNR, and MDARD
4. Civil Service Position Code Description Info Tech Prgmr Analyst-E	10. Division Agency Services Supporting DTMB
5. Working Title (What the agency calls the position) Agency Support Programmer Analyst	11. Section DTMB – Management and Budget
6. Name and Position Code Description of Direct Supervisor MILLER, AMY; INFO TECH MANAGER-3	12. Unit Administration Unit 1
7. Name and Position Code Description of Second Level Supervisor JOHN, JIBU; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 525 W. Allegan Street, Lansing, MI 48933 / M -F 8:00am - 5:00pm

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).

This role involves maintaining a variety of Custom Off-The-Shelf (COTS) applications and configuring updates or changes as needed for selected Software-as-a-Service (SAAS) products. Additionally, the position will provide customer support and collaborate with vendors on solutions for the Management and Budget division of the Department of Technology, Management, and Budget.

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: 50

This employee assists in the design, integration, implementation, maintenance, and enhancement of computer applications for the department's use.

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: 40

This employee researches and evaluates software and new technology-based processes for on-going personal or team development along with possible implementation.

Individual tasks related to the duty:

- Participate in project review meetings and project workgroups
- Design and document IT solutions that are State of Michigan standard technology
- Produces Local Change Board documents
- Provide professional technical expertise to the DTMB IS PMO Managers and client agency managers and supervisors in IT project planning, scheduling, and execution
- Document the projects using the SUITE standard methodologies
- Identify and communicate potential impacts of changes
- Perform assigned tasks for internal/external security and standards review and development
- Create, update, and maintain systems and IT programs documentation, including system specs and flow diagrams
- Document and analyze identified problems to determine root cause and provide root cause analysis
- Collaborate with vendors who provide IT solutions
- Research, test and recommend new development tools, languages, upgrades, and equipment as directed by senior team members
- 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
- Follow all version control standards
- Train customers on the functional use of application
- Research and evaluate software and new technology-based processes for possible implementation

Duty 3

General Summary:

Percentage: 10

Other duties as assigned.

Individual tasks related to the duty:

- Test and evaluate software
- Formulate findings in written and verbal form for presentation to supervisor staff and/or clients
- Write instructions for loading, maintaining, and/or using software
- Attend training seminars to keep abreast of the latest state-of-the art software applications
- Attend training as required and/or research opportunities for free or low-cost training
- Perform Demonstrations, Web research, Activities that increase the knowledge of this position and/or of other team members.
- All other tasks necessary and proper for a resource in this type of role

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

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 the 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.

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.

- Typical office environment with majority of time spent in the office sitting for long periods of time at an ergonomic prepared workstation suitable for a personal computer user.
- A minimum effort may be required to walk or drive to other locations.

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, management prepared.

23. What are the essential functions of this position?

This position is expected to:

- Maintain and support a variety of COTS or custom developed applications and systems including, but not limited to, PC Carbook, Archibus, ProjectSpec, Autodesk DWG TrueView, AIMS, Autodesk Revit, Concur Conlin, Armstrong DRV, GSA AssetWorks, App Orchid, eMaint, All Apps and AutoCAD
- Install, update and configure software applications on Windows and Linux servers
- Perform basic administration tasks using Windows Server administration and Red Hat Enterprise Linux (RHEL)
- Manage applications utilizing Microsoft Azure, Amazon Web Services (AWS), and Google Cloud Platform (GCP), Tomcat, IIS, MS SQL Management Studio, Dynatrace, XML, PowerShell
- Utilize Azure DevOps and Visio
- Monitor systems to ensure they are running smoothly
- Remediate server vulnerabilities
- Have knowledge of LAN/WAN, Architecture, and Firewalls
- Perform other application and server support duties as needed

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?

This position is responsible for providing technical support for COTS (Custom Off the Shelf) packages for the Management and Budget side of DTMB.

This role will perform system administrator assignments including but not limited to installing systems and application components and configuring them on Windows and Linux environments. This role will also be responsible for gathering and documenting requirements, researching and presenting options, analyzing and recommending solutions for both ongoing application changes and new efforts. Ensuring application and infrastructure security following Federal, State and industry standards are also an essential trait in this role. This position requires collaboration with vendors, customers, and other technical areas to understand and execute projects and changes timely.

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:

- Demonstrates strong technical expertise and professional proficiency with a customer-focused mindset.
- Possesses excellent communication skills, strategic decision-making capabilities, and a proactive approach to relationship-building.
- Excels in planning and organizing work, driving innovation, and implementing solutions to achieve business objectives.
- Proficient in Azure DevOps, Windows and Linux server configuration, software installation, and basic networking principles.
- Skilled in identifying and remediating application and server vulnerabilities.
- Experienced in documenting system architecture, configuration management plans, and related technical processes.
- Strong organizational abilities with effective verbal and written communication skills.

CERTIFICATES, LICENSES, REGISTRATIONS:

Duties may involve use of 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

3/4/2026

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