

**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.

<b>2. Employee's Name (Last, First, M.I.)</b>	<b>8. Department/Agency</b> TECH, MGMT AND BUDGET - IT
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Center for Shared Solutions - eMichigan
<b>4. Civil Service Position Code Description</b> Info Tech Prgmr Analyst-E	<b>10. Division</b> Content Management Services
<b>5. Working Title (What the agency calls the position)</b> IT Business Analyst System Administrator	<b>11. Section</b> Michigan.gov Support
<b>6. Name and Position Code Description of Direct Supervisor</b> THOMPSON, JOHN F; STATE ADMINISTRATIVE MANAGER-1	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> JUSTICE, DANA M; STATE DIVISION ADMINISTRATOR	<b>13. Work Location (City and Address)/Hours of Work</b> Romney Building, 111 S. Capital Ave / M-F, 8:00 A.M. – 5:00 P.M. (hours may vary)

**14. General Summary of Function/Purpose of Position**

This position provides support for the DTMB Center for Shared Solutions eMichigan Bureau Content Management Services Division on the Michigan.gov Web Content Management System (WCMS) Support Team. 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 supporting the enterprise WCMS environment for all executive branch SOM agencies.

The IT Business System Administrator performs system configuration, user administration, software deployment, and technical troubleshooting under the guidance of senior team members. The employee conducts research and analysis to provide technical architecture knowledge as it relates to the integration of systems, security, middleware, database design, hardware/server and tools, IT projects, business and technical requirement sessions, and system implementation. This position works closely with the Solution Architect to assist with the development and maintenance of system-level architecture components and the design repositories, as well as supporting projects related to architecture component design and development across multiple platforms, including but not limited to public cloud platform offerings (Azure, AWS, GCP, etc.).

**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**

Assist with the system administration of the IT system and infrastructure components for the enterprise WCMS environment, including planning, system design development, analysis, and production support.

**Individual tasks related to the duty:**

- Participate in change control boards, following change management procedures and providing input to execute change management.
- Produces Local Change Board documents and creates RFCs.
- Assist with post implementation of RFCs (application changes, infrastructure changes, etc.)
- With the guidance of senior team members, maintain WCMS environment by implementing changes, executing code deployments to different level environments, modifying system configurations, and implementing upgrades.
- Assist with architectural design and document IT solutions that are State of Michigan standard technology.
- Identify security requirements and standards.
- Perform tasks for internal/external security and standards review.
- Assist in the review of security and account administration services.
- Assist senior team members to become familiar with Enterprise Architecture Solution Assessment (EASA), Hosting document and Firewall Rules.
- Participate in 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.
- Create or collect test data and execute approved tests to determine the accuracy of program logic to produce desired results.
- Assist in differentiating between defects and new requirements.
- Assist in identifying potential impacts of changes and root cause analysis for issues.
- Maintain/update system documentation as a result of system upgrades, including system specifications and flow diagrams.
- Create and maintain runbook and troubleshooting documentation for system components.
- Monitors applications during peak production times.
- Assist in preparing materials for audit activities.
- Assist with the selection of the strategies, policies, programs and procedures for achieving the objectives and goals of the development needs.
- Actively participate in team and project meetings to gather and organize requirements for IT solutions.
- Assist in creation/modification of project management documents by applying DTMB project management methodology to the enterprise WCMS environment.
- Assist in the creation of testing plans, scenarios and test data to ensure compliance and fit with the overall architecture.
- Test the system and associated design to ensure compliance with the business rules which govern the system.
- Assist with the planning, development and administer architecture design related policies and procedures to promote high quality, accuracy and usable system designs.
- Assist with technical requirements analysis for client enterprise level middleware, services, database, hardware components and objects.
- Assist in the design, development and testing of client enterprise level components, API's and related databases.
- Assist in the development and changes to the architecture to ensure proper execution of the design.
- Assist application designers in the use of the architecture environment.
- Assist in the creation and updates of architecture components and documentation versions using the established configuration management process and tools.
- Research external emerging developments, and recommend new technologies, standards and methodologies that will have a positive impact on the quality of systems and services.

**Duty 2**

**General Summary:**

**Percentage: 10**

Collaborate with internal and external stakeholders and support teams.

**Individual tasks related to the duty:**

- Assist in maintaining effective communication with DTMB vendors relating to system administration activities.
- Represent DTMB as a technical resource at meetings.

**Duty 3**

**General Summary:**

**Percentage: 5**

Other duties as assigned.

**Individual tasks related to the duty:**

Other duties as assigned.

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

- Decisions and/or provide consultation concerning tasks for assigned Information Technology projects.
- Decisions and/or provide consultation and resolution regarding day-to-day production issues.
- Decision and/or provide consultation and resolution regarding priorities of customer application needs.

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

- Setting priorities.
- Changing deadlines.
- Deviations from practices, standards, or written policies.
- Decisions affecting the budget and/or agency policy.
- When there is no clear directive on which to make a decision.
- Decisions political in nature.
- Deviations regarding major changes in project scope.

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.

- Work is performed in a business office setting.
- Typical office environment.
- Requires extensive use of VDT and keyboard.
- Involves equipment setup for system demonstration and training.
- Involves heavy workloads and mandatory deadlines.
- Involves stress and pressure to resolve problems quickly and effectively.
- Occasional overtime may be required.

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?

The essential duties of this position are to serve as the WCMS IT Business System Administrator for the Michigan.gov WCMS and to handle system administration, troubleshooting, and documentation work related to supporting the agency's business needs with this system. This position implements and consults on any changes made to the systems and ensures that the design of new features and functions integrates with existing architecture.

Clear communication with other analysts, project managers and with the client, both listening and lending professional advice. Information relative 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.

**Critical Job Role: IT Business System Administrator**

**Competencies:** Technical/Professional Knowledge & Skills, Customer Focus, Initiating Action, Communication

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 division is responsible for providing system and programming development to multiple program areas within the client agency. The division must assess user problem/needs, design, develop, program, implement, maintain, enhance, manage and control numerous computer systems. It must perform these activities in compliance with state and federal regulations, in adherence to prevailing division policy, procedures, and standards, while maintaining operational effectiveness. For effectiveness in system development, decisions regarding the systems architecture are critical.

The main function of this work area is to administer new and maintain existing information technology systems and computer programs for the client agency, which has local, state and federal mandates and impacts.

**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:**

- Ability to troubleshoot application issues under pressure.
- Effective at completing highly complex assignments in a high stress work environment.
- Knowledge of both web-based and client server-based systems architecture.
- Experience and Knowledge of cloud-based systems architecture.
- Experience and Knowledge of Networking, DNS, Certificate Management
- Experience in administering, implementing and supporting web-based and client/server applications in Microsoft/Windows platform. (ASP.NET, framework 4.5 or higher)
- Experience writing Structured Query Language (SQL) and stored procedures.
- Experience in performing analysis and requirements gathering with customers.
- Knowledge of application and database development and access methods.
- Ability to prepare detailed written instructions and documentation.
- Ability to effectively make oral and written reports and presentations and prepare clear and concise documentation.
- Ability to establish and maintain effective relationships with clients and matrix support teams.
- Ability to resolve complex problems in a timely manner and seeks optimum solutions.
- Ability to communicate technical terminology at a level appropriate to the audience.

**Highly Desirable:**

- Experience in SOLR - indexing technology used by Sitecore
- Experience with Azure DevOps.
- Experience with Akamai Content Delivery Network.
- Experience with Azure Cloud Implementation and Administration.
- Experience with Content Delivery Network.
- Experience with Application Program Interface (Data).
- Experience producing deliverables using the Systems Engineering methodology (SEM).

**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

4/2/2026

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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