

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) Center for Shared Solutions (CSS)
4. Civil Service Position Code Description IT User Experience Analyst-A	10. Division
5. Working Title (What the agency calls the position) Senior User Experience Designer	11. Section
6. Name and Position Code Description of Direct Supervisor YUNGE, KENT; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor PAULEY, SUZANNE C; SENIOR MANAGEMENT EXECUTIVE	13. Work Location (City and Address)/Hours of Work 111 S CAPITOL AVE, LANSING , MI 48933 / Monday – Friday, 40 hours per week

14. General Summary of Function/Purpose of Position

A Senior UX Designer will be responsible for leading the efforts to research, design, and/or implement user experiences when interacting with digital product or tool. In addition, they lead discussions with clients to better understand their needs and goals, conduct usability testing, create product prototypes and conduct competitor and user analyses. This role will work in cross-functional teams made up of experts in project management, application development, testing and configuration management.

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: 75

Provide expertise and leadership while completing complex assignments. Lead and collaborate with IT teams and clients in the design and interaction of state applications.

Individual tasks related to the duty:

- Lead design activities for individual small-medium projects, from concept through implementation.
- Propose changes for complex enterprise-wide design systems; provide feedback and leverage components.
- Evaluates, resolves, and provides authoritative guidance on complex design and user interface issues to ensure compliance with established standards and optimal user experience.
- Develop design evaluation reports such as audits of current products/services and heuristic evaluations.
- Facilitate design discussions and stakeholder alignment for project level decisions.
- Lead design sessions and drive stakeholder alignment to ensure alignment on project-level UX decisions.
- Translate complex business requirements into user flows, interaction models, and task-based workflows.
- Redesigns a multi-step enterprise workflow (for example, system used across dozens of user roles) to reduce errors and improve operational efficiency.
- Conducts a full UX overhaul of legacy software, including auditing technical constraints, mapping outdated workflows, and defining modern interaction models that still respect regulatory/compliance requirements.
- Designs intelligent or adaptive interfaces that include personalization, AI-assisted workflows, or predictive recommendations.

Duty 2

General Summary:

Percentage: 25

Facilitation of Workshops. Conduct research to provide insight into user experience development and maintain knowledge.

Individual tasks related to the duty:

- Plans for usability testing and develops testing protocols for design projects.
- Leads and facilitate user research workshops and stakeholder engagement sessions.

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

This position will work under the guidance of the team manager. This position will determine appropriate interface designs and application workflows, and recommend and implement changes to the SOM design system. End user ability to successfully use SOM applications and receive services is impacted by these decisions.

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

Re-evaluation of assignment priorities and deadlines when unexpected changes occur that may impact other priorities of the client and/or team.

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 Setting

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):

- | | |
|---|--|
| ☐ Complete and sign service ratings. | ☐ Assign work. |
| ☐ Provide formal written counseling. | ☐ Approve work. |
| ☐ Approve leave requests. | ☐ Review work. |
| ☐ Approve time and attendance. | ☐ Provide guidance on work methods. |
| ☐ Orally reprimand. | ☐ 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?

Creation of front-end interface design to ensure a positive, ADA compliant and consistent user experience for SOM end users.

Competencies: Tech/Prof Knowledge & Skills, Customer Focus, Formal Presentation, Continuous Learning.

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?

CSS provides leadership and technical expertise for the collaborative development, implementation, promotion and sharing of IT solutions. The CSS mission enables government to more effectively and efficiently serve the residents and visitors of the state. This position serves as a senior designer on the CSS design team responsible for the entire customer journey of high-impact projects across all of state government.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Possession of a bachelor's degree with 21 semester (32 term) credits in one or a combination of the following: art and design, graphic design, interaction design, human-computer interaction (HCI), cognitive science, computer science, computer information systems, digital media, industrial design, or web design.

EXPERIENCE:

Information Technology User Experience Analyst 12

Two years of professional experience equivalent to an Information Technology User Experience Analyst P11.

Alternate Education and Experience

Information Technology User Experience Analyst P11 - 12

Possession of an associate's degree with 16 semester (24 term) credits in one or a combination of the following: art and design, graphic design, interaction design, human-computer interaction (HCI), cognitive science, computer science, computer information systems, digital media, industrial design, or web design and two years of experience as a UI/UX designer, user researcher, graphic designer; or two years (4,160 hours) of experience as an Information Technology Student Assistant performing UI/UX designer assignments may be substituted for the education requirement.

OR

Educational level typically acquired through completion of high school and four years of experience as a UI/UX designer, user researcher, graphic designer, or four years (8,320 hours) of experience as an Information Technology Student Assistant performing UI/UX designer assignments may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Extensive experience in application UX design
- Extensive experience with wireframing and prototyping tools (Figma, Sketch, or equivalent)
- Experience with quantitative results-driven design techniques
- Experience with accessibility standards and best practices
- Experience building and/or working with design systems
- Ability to build positive working relationships with clients and IT development staff
- Ability to gather and analyze facts, define problems, and devise solutions
- Ability to communicate technical terminology at a level appropriate to the audience

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.

TENERA TROTTER

Appointing Authority

7/17/2026

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