

**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 – Treasury and MGCB
4. Civil Service Position Code Description Info Tech Prgmr Analyst-E	10. Division Agency Services supporting MGCB
5. Working Title (What the agency calls the position) Quality Assurance Analyst	11. Section MGCB IT Support
6. Name and Position Code Description of Direct Supervisor BHARGAVA, MONICA; INFO TECH MANAGER-3	12. Unit
7. Name and Position Code Description of Second Level Supervisor LEBLANC, JAMES R; SENIOR EXEC BUS REL ADMIN	13. Work Location (City and Address)/Hours of Work 101 East Hillsdale, Lansing MI / 8:00 A.M. – 5:00 P.M. M-F (hybrid – may vary)

14. General Summary of Function/Purpose of Position

This position will serve as the Quality Assurance Analyst for Agency Services, supporting the Michigan Gaming Control Board (MGCB) within the Department of Technology Management and Budget. The QA Analyst will assist with all testing activities within the Quality Assurance Team, facilitating communication with business test representatives and ensuring that critical test issues are addressed or escalated as needed. Additionally, the role involves producing reports, presentations, and meeting minutes related to quality assurance testing tasks and deliverables.

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 Quality Assurance Analyst for DTMB Agency Services supporting MGCB.

Individual tasks related to the duty:

- Review, analyze and report on requirements or user stories and design deliverable documents, to ensure the requirements and designs are testable, measurable and adhere to standards.
- Contribute to sections of the test planning or sprint planning documents, as assigned.
- Complete test artifacts.
- Execute testing data management plan activities.
- Record and manage defects to closure.
- Execute and document test cases as assigned, by completing each test step using end product.
- Store testing documents under defined configuration management methods at predetermined baseline checkpoints.
- Participate in lessons learned/ retrospectives as required.

Duty 2

General Summary:

Percentage: 30

Maintain skills and knowledge of testing tools, methods, and practices used in the quality assurance team.

Individual tasks related to the duty:

- Assists with continuous improvement of testing processes and practices.
- Research the latest information technology and trends in IT testing of software development.
- Forecast emerging technologies related to IT testing and recommend appropriate action to maintain MGCB'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.
- Communicate and interact with the business planning and development teams during the requirements, development and testing processes.
- Assist team in creating scenarios to meet the validation of acceptance criteria of customer requirements.
- Undertake all system test related activities in support of the business requirements for the provision of new and updated systems.
- Undertake functional and integration testing, and liaison with third-party staff to ensure appropriate test coverage.
- Undertake Quality Assurance checks during third-party meetings and internal developments to ensure that only 'fit-for-purpose' code is delivered into test environments owned by the test team.
- Attend meetings as well as workshops comprising business and or technical representatives to cover test-dependent activities such as requirement verification and prioritization, test scenario identification and general matters.
- Ensure that test scenarios and scripts are prepared in a structured way, prioritized to reflect business or technical priorities and are approved by appropriate stakeholders. Scope is to cover test cycle contents and regression packs.
- Act as liaison with and assist each line of business regarding the test planning, testing activity, and test results analysis.
- Responsible for: time management; reporting and monitoring; risk management; issue management; quality assurance and change management.
- Support other test team members and associated IT and Business resources as appropriate to the implementation of testing related activities.

Duty 3

General Summary:

Percentage: 10

Other Agency Support Services IT related duties as assigned.

Individual tasks related to the duty:

- 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 Test 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.

Determining the setup of the toolsets used to support the testing processes and procedures. Creation of test plans for assigned projects. Project teams, business owners and system users are all affected by these actions.

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

- Decisions impacting priorities or goals of MGCB or DTMB Agency Services.
- Deviations from DTMB practices, standards, or written policies.
- Decisions affecting the budget and/or agency policy.
- Changes in scope, schedule, or resource requirements of the project.

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.

- Routine office environment.
- Long periods of sitting, concentrating, and using computer keyboard and looking at screens.
- Occasional travel may be required.
- Occasional overtime may be required to meet project milestones.

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 Agency Services supporting MGCB. Help execute the IT testing processes, methods and standards to be used within the Quality Assurance Team.
Competencies: Technical/Professional Knowledge, Customer Focus, Communication, Planning and Organizing Work, Building Strategic Working Relationships, and Initiating Action.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

Establishment

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

DTMB Agency Services provides support for all desktop and web applications used by the Michigan Gaming Control Board. The work area is focused on ensuring that all applications are thoroughly tested for bugs, performance issues, and usability concerns before they are released to users. It includes a mix of manual and automated testing processes.

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:

Highly Desirable:

- Knowledge and/or training in the discipline of IT testing and quality assurance.
- Achieving Results – Be aware of key business objectives and ensure these are applied appropriately to all business activities.
- Building Relationships – Able to develop effective relationships with all staff and be recognized as providing a supporting role.
- Customer Focus (internal & external) – Able to anticipate and understand customer expectations and ensure customer requirements are met and expectations appropriately managed. Able to build professional relationships with customers and focus on solving their problems.
- Communication – Good communication skills suitable for the liaison with departmental staff and senior management. Demonstrate good communication, both orally and in writing, including producing reports, preparing, organizing and delivering presentations using appropriate tools and techniques.
- Planning and Organizing – Good at determining a course of action by breaking it down into smaller steps and by planning and resourcing each of these, making allowance for potential problems.
- Teamwork – Able to contribute effectively towards the objectives of a team, and be able to share knowledge, ideas and information.
- Problem Solving and Decision Making – Able to solve problems in a measured and creative way.
- Capable of independently assessing a wide variety of tasks and be proactive in relation to identifying and undertaking activities that are to the benefit of the business. Be responsible for own decisions.
- Influencing and Impact – Act in a professional manner and exhibit the required behavior that should act as an example to other employees. Good at identifying goals and objectives, and motivating others towards their achievement.
- Innovation and Adaptability – Undertake tasks with a positive attitude and respond well to management and client requests. Must be prepared to meet business goals and respond well to change.
- Should have knowledge of the implementation of various QA methodologies such as AGILE, Waterfall, etc.
- Knowledge and/or training in the use of standard test plans and procedures.
- Knowledge and/or training with Microsoft SQL.

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.

AMY MILLER

Appointing Authority

3/31/2025

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