

## 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> Executive Office
<b>4. Civil Service Position Code Description</b> Info Tech Specialist-4	<b>10. Division</b> Executive Office
<b>5. Working Title (What the agency calls the position)</b> Agency Services IT Impact Analysis Visualization Specialist	<b>11. Section</b>
<b>6. Name and Position Code Description of Direct Supervisor</b> BILLINGTON, ROSE M; STATE ADMINISTRATIVE MANAGER-1	<b>12. Unit</b> IT Operations
<b>7. Name and Position Code Description of Second Level Supervisor</b> FRICK, HEATHER; SENIOR DEPUTY DIRECTOR	<b>13. Work Location (City and Address)/Hours of Work</b> Elliott-Larsen Building/ 320 S. Walnut, Lansing, MI 48933 / 8-5, M-F (Hybrid Schedule)

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

This position serves as the Agency Services specialist for all CIP, CSS, CTO technical changes, identify Agency Services impacts, design impact analysis processes and implement visualization solutions for use by the Agency Services management and technical teams.

The impact analysis processes and visualizations designed by this resource will be used to provide clear, actionable insights to senior DTMB management and other department leaders to support informed decision-making and holistic strategic planning related to IT changes across all state departments. They will assist DTMB Executive leadership in the assessment and presentation of the overall impact for all State of Michigan Agencies. The development and design of these processes will involve analysis and integration of data from different State of Michigan departments and stakeholders.

Impact Analysis Visualization Systems establishes as a result of the processes this role designs will include:

- Agency Services Enterprise Portfolio Red/Green/Yellow System
- State of Michigan Agency IT Impacts Monitoring System
- DTMB IT Initiatives Dashboard

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**

Analyze CIP, CSS, CTO technical changes, identify Agency Services impacts, design impact analysis processes and implement visualization solutions for use by Agency Services.

**Individual tasks related to the duty:**

- Provide technical architecture expertise as it relates to the integration of systems, security, middleware, services, database design, hardware/server, and tools, to IT project business and technical requirement sessions and for system implementation.
- Lead and coordinate with other technical resources in the overall system design, implementation, and integration of systems with other existing systems/technologies/data sources on multiple platforms within the agency, across multiple state agencies, and with multiple vendors.
- Develop processes which analyze CIP, CSS, CTO technical changes, both in applications and infrastructure.
- Develop processes of determination of impacts of CIP, CSS, and CTO technical changes for Agency Services infrastructure and Agency/Department end users.
- Develop processes that connect data sources such as Clarity, MSL, ITAM, Helix, CMDB, Discovery, Enterprise Monitoring, SMMS, ASR, Keylight, and others to determine holistic impact analysis.
- Design impact visualization systems that represent the results of the analysis conducted to provide clear, actionable insights to senior DTMB management and other department leaders to support informed decision-making and holistic strategic planning related to IT changes across all state departments.
- Lead and administer impact visualization systems within the Agency Services Executive Office, reporting to the Agency Services IT Operations Officer. Drive enhancements and ensure applications meet business requirements for all State of Michigan Agencies.
- Develop and deliver applications and systems on IT project impacts and outcomes. Provide clear, actionable insights to senior management and other key stakeholders to support informed decision-making.
- Serves as Agency Services IT Impact Analysis Visualization Specialist to outside IT consultants/vendors supporting multi-vendor solutions and/or mission critical systems for large, multi-agency, statewide, or enterprise projects.
- Researches, identifies, and leverages strategic solutions and apply the reuse of functionality.
- Design processes to conduct comprehensive analysis of IT projects and initiatives from various sources across the State of Michigan. Assess and present the overall impact on Agency Services, integrating insights from different departments and stakeholders.
- Serve as the primary point of contact between Agency Services and the CSS, CTO, and CIP divisions. Facilitate effective communication and coordination to ensure that IT initiatives align with agency goals and enterprise strategies.
- Evaluate business requirements against technical solutions and perform gap analysis. Ensure that proposed solutions meet the needs of Agency Services and align with broader enterprise objectives.
- Build and maintain strong relationships with management, program leads, and external partners.
- Represent Agency Services in strategic discussions and provide expert IT analysis on IT-related impacts and considerations.
- Lead and facilitate sessions to gather implementation plan requirements. Validate and recommend approved IT implementation plans and execution for large, multi-agency, or enterprise projects
- Researches, analyzes, and provides feedback related to the impact of new development tools, languages, upgrades and equipment on agency systems.
- Review and approve identified opportunities, plans, and recommendations to gain efficiencies by reengineering business processes.
- Anticipates and analyzes future problems, needs and opportunities, determines probable effects of various alternatives and selects a course of action to obtain the desired results.
- Works closely with the General Managers & Business Relationship Managers to ensure activities and coordination relating to IT Initiatives are consistent with agency/department priorities and IT strategic plans.

**Duty 2**

**General Summary:**

**Percentage: 25**

Participate in meetings and specialized committees as an Impact Visualizations Specialist for Agency Services Director's Office

**Individual tasks related to the duty:**

- Reviews and validates project schedule created for large, multi-agency, or enterprise projects as they relate to Agency Services.
- Advises DTMB manager of significant changes in projects impacting timing of implementation and impacts to Agency Services.
- Aligns and partners with project managers, as needed, to identify potential roadblocks and develops plans to resolve/solution them.
- Develops program goals and plans for implementation that are in compliance with the DTMB Strategic Plan.
- Maintains awareness of DTMB IT initiatives and identifies key business implications and impacts for Agency Services.
- Defines and communicates best practices and standards.
- Coordinate various project and present data-driven results to section leadership.
- Participate in LPIs and facilitated discussion related to IT, as assigned.
- Participate in the development and implementation of processes that improve efficiency and enhance productivity.
- Provide leadership, consultation and expertise on special teams and projects, as assigned.
- Ensure relevant administrative functions are complete and accurate.
- Ensures division's IT strategic direction/plan align with SOM IT strategic direction/plan.
- Conduct studies to determines needs and assist in planning, evaluating and implementing programs relevant to Agency Services.

**Duty 3****General Summary:****Percentage: 15**

Other duties, as assigned.

**Individual tasks related to the duty:**

- Researches new development tools, languages, upgrades and equipment on agency systems where applicable.
- Recommends and identifies resources for the creation of IT task forces, special committees, and/or research groups within Agency Services.
- Provides knowledge leadership in technology standards and governance by keeping abreast of industry direction, product changes, compatibility, and middleware design, implementation, and integration strategies.
- Perform related work as is deemed necessary by the supervisor.
- Prepares special studies and reports.
- Inform management of issues and risks as they arise and statuses in a timely manner as they change.
- Participate in any DTMB or statewide IT initiatives as necessary, appropriate, and required by supervisor.
- 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.**

Considerable independent decision making for independent work and projects related to technical research and guidance. The success of the Agency Services director's office and DTMB mission accomplishment is closely tied to the success of solutions, making this position critical.

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

Decisions which require coordination between divisions or other organizations, are reviewed to ensure consistent approaches and operations. Decisions directly affecting agency/department clients and vendors are reviewed with supervision. Decisions that require a review through governing bodies and/or other committees within DTMB. Deputy Director and/or IT Operations Officer are to be consulted when projects require additional review for cross-divisional impact, when there are conflicting priorities, or when project issues conflict with the stated goals or are politically sensitive.

**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.**

This is an office-based position using standard computer equipment.

**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?**

The essential duties of this position are to serve as the Agency Services IT Impact Analysis Visualization Specialist for the IT Operations team for Agency Services to handle developing processes and implementing solutions to support impact visualization of Agency Services Applications. This position oversees and leads any changes made to Change Management Solutions, Asset Inventory Solutions, Enterprise Monitoring Solutions, and other relevant State of Michigan IT solutions to ensure that the design of new features and functions integrates with existing processes and architecture.

Competencies: Building Strategic Working Relationships, Building Trust, Communication, Contributing to Team Success, Customer Focus, Decision Making, Innovation, Planning and Organizing, Technical/Professional Knowledge

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

New position.

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

Reporting directly to the Agency Services Director, The IT Operations Team develops and maintains working knowledge of DTMB and agency partner business needs, priorities, supporting IT systems, and data management and functions as a liaison with other DTMB divisions and partners to provide analysis of the impacts of IT process and system changes for various enterprise projects impacting Agency Services and all State of Michigan Agencies. The IT Operations Specialist is a highly skilled IT professional that works with all State of Michigan agencies statewide.

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**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 at least 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 Specialist 14 - 15**

Three years of professional experience equivalent to an Information Technology Infrastructure or Programmer/Analyst P11 or one year equivalent to an Information Technology Infrastructure or Programmer/Analyst 12.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Ability to convey IT concepts and business impact to DTMB managers and leaders as well as address more detailed training requirements of users and technical staff.
- Ability to establish and maintain effective relationships with government officials and a variety of staff at all levels
- Ability to develop and articulate application & database architecture vision, gain consensus, and lead analysis and design of projects impacting agency services operations.
- Ability to anticipate potential implementation problems and develop mitigation strategies
- Knowledge of system development methods used for the development of new systems and enhancements to existing information systems.
- Knowledge of advanced concepts and basic operating principles of data communications and information systems hardware and software.
- Knowledge of advanced principles, theories, techniques, and methods of information system analysis and programming.
- Knowledge of data processing and data communications concepts and services.
- Knowledge of contemporary and generative programming languages and techniques.
- Knowledge of data communication and transaction-based processing.
- Knowledge of the operational and technical problems involved in the administration of a specialized program.

**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.***

TENERA TROTTER

10/22/2024

\_\_\_\_\_  
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