

1. Position Code

State of Michigan
Civil Service Commission
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Federal privacy laws and/or state confidentiality requirements protect a portion of this information.

POSITION DESCRIPTION

This form is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties sign and date the form. If the position is vacant, the supervisor and appointing authority should complete the form.

This form will serve as the official classification document of record for this position. Please take the time to complete this form as accurately as you can since the information in this form is used to determine the proper classification of the position. **THE SUPERVISOR AND/OR APPOINTING AUTHORITY SHOULD COMPLETE THIS PAGE.**

2. Employee's Name (Last, First, M.I.)	8. Department/Agency Department of Technology, Management, & Budget
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Agency Services supporting MDE, CEPI, MDCR, MCSC, & MiLEAP
4. Civil Service Classification of Position Information Technology Programmer/Analyst 12	10. Division MDCR, MCSC, & MiLEAP/MDE & CEPI Infrastructure
5. Working Title of Position (What the agency titles the position) Senior Application Developer	11. Section MDCR, MCSC, & MiLEAP Application Support
6. Name and Classification of Direct Supervisor Chantal Erhardt, State Administrative Manager 15	12. Unit MiLEAP Development Unit
7. Name and Classification of Next Higher-Level Supervisor Scott Wager, Senior Exec Bus Rel Admin 17	13. Work Location (City and Address)/Hours of Work 525 W. Allegan St. Lansing, MI 48933 8:00 A.M. TO 5:00 P.M., M – F (hours may vary) Hybrid Work Location/Environment

14. General Summary of Function/Purpose of Position

As a Senior Application Developer, 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 for Michigan Lifelong Education, Advancement, and Potential (MiLEAP). This individual will be looked upon to provide technical support to other team members and evaluate new development tools and agency systems.

This position will primarily utilize Microsoft Dynamics Customer Relationship Management systems and Salesforce. Activities include the verification of the architectural integrity of the application environment, recommend solutions based on the results of technical impact analysis on all proposed infrastructure changes to ensure feasibility and cost effectiveness, develops, and manages configuration management standards, processes, and policies. This individual will provide technical support to other team members and evaluate new agency applications and tools.

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15. Please describe your assigned duties, percent of time spent performing each duty, and explain what is done to complete each duty.

List your duties in the order of importance, from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary of Duty 1

60% of Time

Serve as team lead and resource directing the programming, testing, and implementation of new and existing complex web-enabled or client/server data system applications following industry and DTMB development standards. Develop or approve plans for testing and implementation of web-enabled or client/server data system applications, evaluate impacts of changes and new technology, recommend solutions to persistent problems, and server as Agency Services liaison to external consultants.

Individual tasks related to the duty.

- With the Business Analyst, takes a lead role in presenting the information gathered to the Project Review Board and/or Project Sponsors during project review meetings, project workgroups and to the Technical Review Board providing clarification and answers to questions.
- Design and document IT solutions when new technology is involved with guidance and review from the solutions architect (SA) to ensure the software architecture aligns with the hardware architecture and other DTMB enterprise guidelines.
- Assist Architect or DBA to draft technical database model that:
 - Complies with audit separation of duty requirement
 - Captures requirements of data elements
 - Designs data elements to best meet application needs
- Reviews and approves updates to systems documentation
- Serves as a team lead and resource, directing the code development, providing advice and guidance to other development staff.
- Reviews and approves recommended design solutions.
- Develop/design the coding standards and integration processes/objects/ framework that can be leveraged for an IT solution.
- Evaluate and identify opportunities for programming standardization.
- Lead code review to ensure strategies and applications adhere to State and agency policies, standards or guidelines. Participate in department wide coding standards review.
 - Work with the solutions architect to setup guidelines/processes on code review.
- Maintain source code within the standard version control tool.
- Evaluate and identify development exception needs. Work with a Solutions Architect to gain required approval.
- Review and approve application test plans with Business Analyst. Incorporate all levels of security, which were identified as system requirements, into test plans.
- Develop and monitor defect tracking logs and facilitate problem resolution.
- Design scripts and coordinate application peer testing, load testing and system integration testing.
- Develop plans and coordinate implementation of tool/environment upgrades with guidance and review from the solutions architect (SA).
- Monitors long term IT solution trends and recommends IT solutions to alleviate persistent problems.
- Validate and finalize Local Change Board and Enterprise Change Board documents
- Provide input to procedures and ensure proper change management for all requested fixes to production systems.
- Communicate changes to DBA, Configuration Management (CM), Development team to complete the release to production.
- Create build using proper code source from the standard version control tool.
- Work with CM team to release the build to appropriate environments.
- Serve as Agency Services liaison to internal/external vendors/consultants/partners.
- Work with vendors to integrate COTS applications with State standard solutions.
- Consult with agency clients to explain complex IT processes, DTMB standards, and solutions, developing and maintaining an effective communication plan within DTMB and agency clients relating to project level metrics, bureau level project reporting, etc.
- Represent DTMB Agency Services on internal/external security policy and standards review teams with guidance and review from the solutions architect (SA).
- Prepare documentation for disaster recovery planning and implementation.

Individual tasks related to the duty.

- Research, evaluate, and recommend ALM tools including but not limited to requirements management tools, source code management tools, issue/defect tracking tools etc.
- Develop and manage configuration management standards, processes, and policies.
- Design Change Management repositories (example source code repository).
- Provide remediation for escalated CI issues.
- Perform scheduled configuration audits to check that the physical IT inventory is consistent with the CMDB and initiate any necessary corrective action.
- Define qualitative and quantitative Key Performance Indicators for the Change Management process.
- Design reports based on various internal and external audit requirements.
- Facilitate Change Control Board meetings.

Duty 4

General Summary of Duty 3 5% of Time

Manage, develop and recommend configuration management and change management strategies, assessments, and procedures while serving as Agency Services liaison with DTMB enterprise teams.

Individual tasks related to the duty.

- Present information on supported applications to system users and agency management.
- Lead or participate in task forces, special committees, and research groups, to support development of major applications and establishment of Agency standards.
- Lead and/or attend staff meetings, informal and formal training classes, seminars, and conferences.
- Prepare status reports as requested.
- Lead, direct, and participate in key decision-making activities related to agency services support.
- Other duties as assigned.

16. Describe the types of decisions you make independently in your position and tell who and/or what is affected by those decisions. Use additional sheets, if necessary.

- Using office standards and state methodologies, designing, coding, testing and supporting applications to meet the needs of the agency and its stakeholders.
- Decisions related to application changes being aware that these changes affect users as well as other systems.
- Decisions regarding resolution for critical system errors.
- During absence of the immediate supervisor, unless instructed otherwise, take necessary independent action to keep assigned computer systems operational.

17. Describe the types of decisions that require your 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.

18. What kind of physical effort do you use in your position? What environmental conditions are you physically exposed to in your position? Indicate the amount of time and intensity of each activity and condition. Refer to instructions on page 2.

Standard office environment. Use of personal computer using keyboard and mouse to perform trouble shooting, create and edit technical materials, communications with staff and clients, and reports. A minimum effort may be required to walk or drive to other locations. Majority of work is performed sitting at an ergonomic prepared workstation suitable for a personal computer or attending meetings in standard conference room settings. This position is subject to stress and pressure to resolve problems quickly and effectively.

19. List the names and classification titles of classified employees whom you immediately supervise or oversee on a full-time, on-going basis. (If more than 10, list only classification titles and the number of employees in each classification.)

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>

20. My responsibility for the above-listed employees includes the following (check as many as apply):

- | | |
|---|--|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work. |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work. |
| <input type="checkbox"/> Approve leave requests. | <input type="checkbox"/> Review work. |
| <input type="checkbox"/> Approve time and attendance. | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand. | <input type="checkbox"/> Train employees in the work. |

21. *I certify that the above answers are my own and are accurate and complete.*

Signature

Date

NOTE: Make a copy of this form for your records.

TO BE COMPLETED BY DIRECT SUPERVISOR

22. Do you agree with the responses from the employee for Items 1 through 20? If not, which items do you disagree with and why?
Management prepared.

23. What are the essential duties of this position?

As a senior level applications developer, supporting the Michigan Lifelong Education, Advancement, and Potential (MiLEAP). This position is responsible for the management and administration of agency specific and enterprise application software and tools including customer relationship management (CRM) tools utilized by the supported agencies. Activities include the installation, configuration, tuning, monitoring, updating, and patching to ensure continued operation MiLEAP Development. Must be able to communicate effectively both orally and written with other analysts, project managers and with the user, both listening and lending professional advice. This position must work in a team-focused environment. Overtime or being on-call may be required during non-working hours.

Critical Job Role: Middleware Support

Competencies: Customer Focus, Technical and Professional Knowledge and Skills, Communication, Decision Making, Building Strategic Working Relationships, Planning and Organizing Work, Innovation, and Initiating Action.

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

No changes have been made to the duties and responsibilities.

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

This division is responsible for providing middleware management and support to multiple program areas within the client agencies. The division must assess user problem/needs, design, develop, program, implement, maintain, enhance, manage and control numerous 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. This position is directly responsible for middleware management support for customer relationship management within DTMB Agency Services supporting MDE, CEPI, MDCR, MCSC, & MiLEAP.

26. In your opinion, what are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

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:

Two years of professional experience equivalent to an Information Technology Programmer/Analyst 11.

Note: Equivalent combinations of education and experience that provide the required knowledge, skills and abilities will be evaluated on an individual basis.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to plan, coordinate and expedite work projects.
- Experience in analysis, design, programming, testing, implementing and supporting web-based applications in Microsoft/Windows platform. (ASP.NET, framework 3.5 or higher)
- Experience developing and maintaining Customer Relationship Management (CRM) systems.
- Experience configuring and supporting COTS applications.
- Experience in developing and supporting systems with Microsoft SQL Server (SQL 2008 or higher)
- Experience writing Structured Query Language (SQL), and stored procedures.
- Knowledge of both web-based and client server-based systems architecture.
- Knowledge/training in object-oriented analysis, design and programming experience.
- 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.
- Experience producing deliverables using the Systems Engineering methodology (SEM).
- Effective at completing highly complex assignments in a high stress work environment.
- Ability to troubleshoot application issues under pressure.
- Experience with Microsoft Dynamics CRM suite and Salesforce.
- Experience with web development utilizing JavaScript.
- Experience with Microsoft Team Foundation Server.
- Experience supporting complex systems for multiple clients.

CERTIFICATES, LICENSES, REGISTRATIONS:

None.

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.

27. *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's Signature

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

28. Indicate any exceptions or additions to the statements of the employee(s) or supervisor.

29. *I certify that the entries on these pages are accurate and complete.*

Appointing Authority's Signature

Date