Position Code
1. INTCSPL3

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 supporting MDE, CEPI, MDCR, MCSC, & MiLEAP
4. Civil Service Position Code Description Info Tech Specialist-3	**10. Division** MDCR, MCSC, & MiLEAP
5. Working Title (What the agency calls the position) Application Developer Specialist	**11. Section** Application Support
6. Name and Position Code Description of Direct Supervisor WAGER, SCOTT; SENIOR EXEC BUS REL ADMIN	**12. Unit** MiLEAP Development
7. Name and Position Code Description of Second Level Supervisor CRAWFORD, KIMBERLY L; SENIOR MANAGEMENT EXECUTIVE	**13. Work Location (City and Address)/Hours of Work** 525 W. Allegan St. Lansing, MI 48913 / 8:00 AM to 5:00 PM, M – F (hours may vary) hybrid

14. General Summary of Function/Purpose of Position

This position functions as an application development expert, within a team of technology professionals. The specialist is responsible for the design, development, testing, on-going enhancements and documentation of technical architecture, software, databases and security solutions that support agency systems.

This specialist is responsible for leading application development projects and maintenance which focus on achieving the goals and mission of the Michigan Lifelong Education, Advancement and Potential (MiLEAP) Agency for the Child Care Licensing Bureau supporting their primary application, Child Care Hub Information Records Portal (CCHIRP) and its interfaces. This position has responsibilities during all phases of the software development lifecycle related to CCHIRP. This position has responsibilities for directing and checking the work of team members, including state employees and contractors. Responsibilities include providing guidance and mentoring to less senior analysts. Considerable knowledge of the development platform(s) as listed within the knowledge skills and abilities section of this position description.

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: 80**

Serve as the development specialist responsible for the design, development, testing and documentation of the technical software solutions. Solve system design problems and programming issues. Ensure that the solutions are integrated and enhanced to meet the needs of MILEAP's business plan.

Individual tasks related to the duty:

• Lead the development of software applications, server components and services using various development tools and State of Michigan approved/supported technologies.
• Plan and coordinate the integration of systems with existing systems within the business area, external business partners, state agencies, and multiple hosting platforms.
• Design and implement application security that complies with State of Michigan policies.
• Lead and direct impact analysis of potential changes due to proposed legislation, enhancement requests, or changes in governmental and business processes.
• Review and approve presentation materials for technical review meetings, approval sessions, and application demonstrations.
• Ensure that technical design strategies or applications adhere to State and agency policies, standards, and guidelines.
• Designs application frameworks and creates coding standards.
• Review and approve State of Michigan system engineering methodology or other required technical deliverables.
• Direct and coordinate development resources, agency staff and service delivery teams.
• Direct development resources and quality assurance staff in testing activities on assigned projects.
• Review and approve test plans and results for technical solutions.
• Coordinate IT production operation support for critical system(s) based on business schedule and needs.
• Coordinate with matrix organizations to ensure partnership agreement requirements are met.
• Provide oversight of team's work to complete activities according to established timelines.
• Provide technical approval for design and production release(s).
• Lead planning sessions for development.
• Oversee the merge of development code to ensure it is integrated properly.
• Provide technical leadership and mentoring on programming and design techniques (Continuous Integration, Test-Driven Development, etc.)

Duty 2

General Summary: **Percentage: 15**

Provide technical leadership to the application development team, agency, and external groups.

Individual tasks related to the duty:

• Recommend programming best practices for maintenance, speed, dependability, and reliability.
• Assist agency client to plan for and prioritize system and/or enterprise technical initiatives to meet business needs and align with the client strategic plan.
• Mentoring team developers on programming standards and guidelines.
• Provide technical expertise and leadership to agency clients and its external groups.
• Serve as a technical liaison between DTMB and the agency.

Duty 3

General Summary: **Percentage: 5**

Research and evaluate relevant technology as it pertains to the business strategy.

Individual tasks related to the duty:

• Maintain thorough, up to date knowledge of programming techniques used in software development in line with the DTMB technology standards.
• Recommend configuration management tool best practices.
• Identify, share and recommend improvements to software tools and technology to development team and technical support staff.
• Participate in any statewide IT initiatives as necessary and appropriate.
• All 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.

• Using office standards and state methodologies, designing, coding, and testing applications to meet the needs of the agency and its stakeholders; also designing and coding data access objects, business objects, and stored routines.
• 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 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):

N	Complete and sign service ratings.	N	Assign work.
N	Provide formal written counseling.	N	Approve work.
N	Approve leave requests.	N	Review work.
N	Approve time and attendance.	N	Provide guidance on work methods.
N	Orally reprimand.	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 application specialist for the MILEAP CCHIRP system and to handle application, testing, or developing work related to supporting the agency's business needs with CCHIRP. This position oversees and leads any changes made to the system and ensures that the design of new features and functions integrates with existing architecture.

Critical Job Role: Application Development
Competencies: Technical/Professional Knowledge & Skills, Customer Focus, Contributing to Team Success, Building Trust, Initiating Action, Communication

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?

The main function of this work area is to develop new and maintain existing information technology systems and computer programs for the client agency, which has local, state and federal mandates and impacts. This specialist position is responsible for leading application development projects and maintenance which focus on achieving the goals and mission of the MILEAP Agency for Child Care Licensing Bureau supporting their primary application, Child Care Hub Information Records Portal (CCHIRP) and its interfaces.

This position will provide technical leadership, guidance and direction to the development team, and related activities with clients, vendors and DTMB staff relative to the systems developed and maintained by this work area.

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:

Required:
• Experience in analysis, design, programming, testing, implementing and supporting web based applications on the Salesforce platform.
• Experience with Omnistudio.
• Experience with Salesforce Service Cloud.
• Experience with Lightening UI, Lightening Web Component (LWC).
• Experience with APEX triggers/classes.
• Experience with Visual Force Pages.
• Experience with JavaScript, HTML, XML, SOQL/SOSL, Dataloader.
• Thorough understanding of Salesforce DX, source-driven development using Git/Github or similar version control system, Continuous Integration and Continuous Delivery as part of DevOps process.
• Experience in performing analysis and requirements gathering with customers.
• 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 with relational databases.
• 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 creating highly complex assignments in a high stress work environment.
• Ability to troubleshoot application issues under pressure.
• Experience with Microsoft Office(Word, Excell, Access, Powerpoint)

Highly Desirable:
• Knowledge of Azure DevOps.

CERTIFICATES, LICENSES, REGISTRATIONS:

Duties may involve the use of a 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   12/12/2024
_____   _____
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**