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| **State of MichiganCivil Service Commission** |

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| **Position Code** |

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| Capitol Commons Center, P.O. Box 30002Lansing, MI 48909 |

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| **POSITION DESCRIPTION** |

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| 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. |

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| **2. Employee's Name (Last, First, M.I.)** | **8. Department/Agency** |
|  | TECH, MGMT AND BUDGET - MB |
| **3. Employee Identification Number** | **9. Bureau (Institution, Board, or Commission)** |
|  | SIGMA Operations & Support |
| **4. Civil Service Position Code Description** | **10. Division** |
| Departmental Analyst-E | SIGMA Centers of Excellence |
| **5. Working Title (What the agency calls the position)** | **11. Section** |
| SIGMA TELL Center of Excellence Analyst | SIGMA TELL Center of Excellence |
| **6. Name and Position Code Description of Direct Supervisor** | **12. Unit** |
| HAGUE, PATRICK; STATE ADMINISTRATIVE MANAGER-1 |  |
| **7. Name and Position Code Description of Second Level Supervisor** | **13. Work Location (City and Address)/Hours of Work** |
| OUDSEMA, MELANIE A; SENIOR POLICY EXECUTIVE | Hybrid-Remote work and Victor Center, 201 N. Washington Square, Lansing, MI 48933 / Monday-Friday, 8:00am-5:00pm |

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

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| The Time, Expense, Leave and Labor Distribution (TELL) Center of Excellence Analyst will be responsible for a range of professional research and analysis assignments for the purpose of evaluation, assessment, planning development, and implementation of departmental programs or services while remaining current on the SIGMA business functionality and leveraging future technology and functionality as SIGMA is enhanced.  The range of professional assignments within SIGMA include but are not limited to requisition through payment processing, grant and project reimbursements and revenue, payroll and labor distribution and budget development and control.  These functions in the TELL Center of Excellence (COE) will be coordinated closely with other Centers of Excellence, End User Support, and Business Operations and New Development for continuous improvement. This position requires knowledge of governmental policies and provides assistance to state agencies users and key stakeholders within the Office of Financial Management, DTMB, Civil Service, Treasury, and the State Budget Office. |
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| **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.** |

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| **Duty 1** |
| **General Summary:** | **Percentage:** | **40** |
| Provide support to leverage future technology and functionality offered by the solution to enhance SIGMA 4.  |
| **Individual tasks related to the duty:** |  |  |
| * Participate in sprints to test TELL COE requirements.
* Assist with standard regression testing.
* Participate in cross functional application discussion and analysis with other SIGMA Centers of Excellence staff related to proposed new functionality.
* Research laws, program related regulations, policies, rules, and system capabilities related to possible solutions.
* Perform research to develop a basic understanding of the functional areas served by the TELL COE.
* Review Production Work Requests to improve the system functionality through configuration changes or enhancements to the system. Research alternative options and provide recommendations for approval.
* Assist with development of timelines and implementation for approved Production Work Requests included in the Post Upgrade Backlog.
* Participate in sessions with stakeholders and end users to assist in identifying improvement opportunities that could be achieved with the SIGMA 4 configuration.
* Assist in planning and organizing activities for the TELL COE, including daily stand-up meetings and preparing demonstrations for the SIGMA Operational User Groups as needed.
* Review documentation for inclusion in backlog and provide business impact ratings.
* As necessary, make modifications/refinements to the processes, including related documentation as the processes are being developed.
* Provide input pertaining to SIGMA pain points and possible solutions using the tailoring and extensibility available with SIGMA 4.
* Assist in writing test scripts, reviewing Test Savvy script results and participate in sprints for the business processes and related regression testing during the SIGMA Agile Operations.
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| **Duty 2** |
| **General Summary:** | **Percentage:** | **30** |
| Assist with daily operations tasks utilizing standardized SIGMA functionality. |
| **Individual tasks related to the duty:** |  |  |
| * Support SIGMA standardization for agency and central reference data format, forms, reports, and processes.
* Provide Tier 2 support for the SIGMA Help Desk in the TELL COE functional area. Assist with issue resolution related to system configuration, error messages and reporting.
* Assist with coordination of application and report defect efforts with SIGMA Business Operations and New Development.
* Provide ongoing procedural guidance and documentation in close coordination with DTMB, SBO, Civil Service, Treasury and OFM stakeholders and SIGMA End User Support.
* Complete central configuration changes and document in Azure Dev Ops as applicable.
* Assist with development of internal SIGMA Centers of Excellence operations and procedural documents.
* Assist department troubleshooting errors related to the SIGMA functionality.
* Participate in operations group meetings.
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| **Duty 3** |
| **General Summary:** | **Percentage:** | **20** |
| Identify, address, and test issues and defects.  Coordinate with system onsite vendor and product team staff on defect resolution using standard definitions to assign severity and priority. |
| **Individual tasks related to the duty:** |  |  |
| * Identify if a reported issue is a system defect or can be corrected with existing functionality or updated configurations.
* If a defect is identified, accurately describe, and log a CGI application issue ticket with the appropriate severity and priority as well as an Azure Dev Ops ticket informing the user of the defect.
* Maintain ongoing communication with onsite vendor and product team staff regarding status of the defect.
* Comply with requests for information regarding steps to recreate the defect and requests to participate in app shares and Teams calls.
* Accurately and thoroughly test defect resolutions received through feature sets or interim containers.
* Regression test reports and other system functionality to ensure that processes are still working correctly after feature set deployment in test environment.
* Assist with coordination of application and report defect efforts with SIGMA Business Operations and New Development.
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| **Duty 4** |
| **General Summary:** | **Percentage:** | **10** |
|  Other duties as assigned. |
| **Individual tasks related to the duty:** |  |  |
| * Work with SIGMA End User Support on training materials and information provided to agencies.
* Participate in department projects related to SIGMA.
* Develop, plan, and carry out a variety of financial data analysis and reconciliations.
* Support the SIGMA management on projects or activities as requested and assigned.
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| **16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.**  |

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| Assists with the development, modification, and implementation of procedures for the SIGMA TELL Center of Excellence.Identify, recommend, and implement improvements in the areas of responsibility. Decisions are based on exercising experience, expertise, diplomacy, and judgment. |

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

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| Routine work will be thoroughly reviewed by the supervisor or designee for content and quality. Content of communications-presentationsApproval of new or changed policyPurchase of equipment or softwareApplication configuration changesChanges in direction or scope of SIGMA Escalation of problems in SIGMA to proper management specifically for problems that may warrant a possible shutdown if data corruption is occurring, problems affecting all SIGMA users |

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| **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.** |

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| The TELL Center of Excellence Analyst may have to perform under severe time constraints due to time-sensitive high-impact problems that may occur.  Travel may also occasionally be required. |

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| **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.** |

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| **Additional Subordinates** |

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| **20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):** |

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| Complete and sign service ratings. |

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| Assign work. |

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| Provide formal written counseling. |

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| Approve work. |

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| Approve leave requests. |

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| Review work. |

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| Approve time and attendance. |

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| Provide guidance on work methods. |

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| Train employees in the work. |

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| **22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?** |

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| **23. What are the essential functions of this position?** |

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| Provide support to leverage future technology and functionality offered by the solution to enhance SIGMA.Assist with daily operations tasks utilizing standardized SIGMA functionality.Identify, address, and test issues and defects. Coordinate with system onsite vendor and product team staff on defect resolution using standard definitions to assign severity and priority.Other duties as assigned. |

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

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| New Template for all COE analyst 9-11 positions |

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

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| The Center of Excellence includes many areas within SIGMA such as, but not limited to requisition through payment processing, grant and project reimbursements and revenue, payroll and labor distribution and budget development and control.  This position requires knowledge of governmental policies and provides assistance to state agencies users and key stakeholders within the Office of Financial Management, DTMB, Civil Service, Treasury, and the State Budget Office. These functions are coordinated closely with other Centers of Excellence, End User Support and Business Operations and New Development for continuous improvement.   |

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

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| **EDUCATION:** |

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| Possession of a bachelor's degree. |

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| **EXPERIENCE:** |

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| **Departmental Analyst 9**No specific type or amount is required.**Departmental Analyst 10**One year of professional experience.**Departmental Analyst P11**Two years of professional, including one year equivalent to the intermediate (10) level in state service. |

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| **KNOWLEDGE, SKILLS, AND ABILITIES:** |

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| • Some knowledge of governmental principles, methods, practices, and terminology.• Some knowledge of State of Michigan financial, human resource, procurement, grant and budgetary control policies.• Ability to communicate effectively verbally and in written communication.• Ability to analyze data and organize information.• Ability to meet pre-established deadlines and maintain positive customer relations.• Experience with SharePoint and Microsoft Office, especially Word and Excel. |

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| **CERTIFICATES, LICENSES, REGISTRATIONS:** |

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| ***NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.*** |

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| ***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.*** |

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| **Supervisor** |

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| **TO BE FILLED OUT BY APPOINTING AUTHORITY** |

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| **Indicate any exceptions or additions to the statements of employee or supervisors.** |

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

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| ***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.*** |

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