

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 LARA
4. Civil Service Classification of Position Information Technology Programmer/Analyst 12	10. Division Agency Services - LARA
5. Working Title of Position (What the agency titles the position) ITPA 12 Senior IT Business Analyst	11. Section Application Development Section B
6. Name and Classification of Direct Supervisor William Metz, State Administrative Manager 15	12. Unit
7. Name and Classification of Next Higher-Level Supervisor Stuart Willard, State Division Administrative Manager 17	13. Work Location (City and Address)/Hours of Work Hours vary between 8:00am-5:00pm, Monday-Friday 2 full days in office- 611 W Ottawa, Lansing, MI, 3 full days remote.

14. General Summary of Function/Purpose of Position
As a Senior IT Business Analyst, the employee performs a complete range of information system analyst assignments including, but not limited to, leading/coordinating integration initiatives for the DTMB-LARA Application Section B through design, development, testing, and implementation, providing support to such work efforts as the full Software Development Life Cycle, security accreditation, disaster recovery planning, and special projects. This individual will be looked upon to evaluate new development tools, application components, and agency systems. The employee will evaluate, document, and inform DTMB management and supported client agencies of impact and risks to existing IT solutions due to proposed legislation, enhancement requests, or changes in governmental processes or procedures. The employee will also actively participate in the development and implementation of assigned client agency's IT strategic direction/plan. This individual will also act as a mentor to other DTMB staff to resolve client agency IT issues.

For Civil Service Use Only

15. Please describe assigned duties, percent of time spent performing each duty, and explain what is done to complete each duty. List 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: 80% of Time

The primary duty of this position is to act as a liaison among technical and business stakeholders to elicit, analyze, communicate, and validate requirements for changes to information systems, business processes, and policies, as applicable. Collaborating with both the Information Technology (IT) project teams and business clients, this position collects, clarifies, and translates business requirements into design documentation, from which applications and solutions are developed.

Individual tasks related to the duty.

- Ensure project alignment with DTMB Strategic Plans.
- Develop Statements of Work (SOW) and Total Cost of Ownership (TCO) for Requests for Proposals (RFPs).
- Create, review, and update Contract Change Notices (CNN).
- Provide content approval and validate estimates for the entire schedule of the project for the Project Manager to ensure compliance with the SUITE Project Management Methodology (PMM) and the Systems Engineering Methodology (SEM).
- Facilitate requirements gathering/meetings with clients to gather requirements (traditional waterfall and agile) for all IT solutions and to identify impacted business processes and determine best process and IT solution integration.
- Redesign and approve program specifications based on test results.
- Lead artifact reviews with peers, system specialists, Enterprise Security, and other DTMB entities to ensure IT solutions and applications adhere to DTMB and agency policies, standards, or guidelines.
- Coordinate security resources to ensure proper system design based on DTMB and Agency security requirements and standards.
- Participate in Solutions Design Team meetings and assist in creation of the Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), hosting documents, and firewall rule requests.
- Design and document IT solutions that utilize State of Michigan standard technologies.
- Interface with stakeholders and document system integrations; ensure business needs are met, as well as all documentation efforts.
- Ensure proper change management procedures are followed for all requested fixes to production systems and changes to system designs and system architecture standards and are documented.
- Responsible for development of training content and facilitate training.
- Approves application-wide integration, performance, system, or user acceptance test plans.
- Validate test data and test results.
- Differentiate between defects and new requirements and initiate change requests, as necessary.
- Develop and monitor defect tracking logs and facilitate problem resolution.
- Leads post implementation validation of RFCs (application changes, infrastructure changes, etc.).
- Evaluate impact of new development tools, languages, upgrades, and equipment on agency systems and make recommendations to DTMB and/or agency clients.
- Monitors long term IT solution traits and break fix patterns and recommends IT solutions to alleviate persistent problems.
- Validate and finalize Local and Enterprise Change Authorization Board documents. Creates, reviews, and conducts impact analysis of RFC activities.
- Review and approve project management documents.
- Serve as Agency Services liaison to outside consultants, as well as between DTMB and the client, concerning application requests, standards, and other program and project matters.
- Actively participate in the development and implementation of assigned client agency's IT strategic direction/plan.
- Develop and maintain an effective communication plan with DTMB, vendors and agency staff relating to project level metrics.
- Evaluate and inform DTMB management and supported client agency of impact and risks to existing IT solutions due to proposed legislation, enhancement requests, changes in governmental processes or procedures.

Duty 2

General Summary of Duty 2: 15 % of Time

Perform miscellaneous functions as needed to contribute to the overall operation and objectives of DTMB Agency Services and the client.

Individual tasks related to the duty.

- Meeting attendance.
- Contributing continuous improvement ideas as they related to IT processes.
- Staying informed of new technologies and advanced concepts through training, study, and research.
- Provide staff training as needed.
- Lead assigned task forces, special committees, and/or research groups.
- Create standards and templates.

Duty 3

General Summary of Duty 3: 5 % of Time

Other duties as assigned.

Individual tasks related to the duty.

- Perform related work as deemed necessary by manager.
- Inform management of issues and risks as they arise and statuses in a timely manner as they change.
- 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.

- Decisions involving the research of current system operations.
- Decisions leading to the proposition of alternatives and recommendations for new processes.
- Decisions in support of DTMB supporting LARA.
- Decisions in operational restore to service situations when urgency is necessary, and delay would be detrimental for the agency's business goals and objectives

As a senior level position, all assignments and work will be performed under the guidance of the first-line supervisor. Decisions made can affect area staff, other division staff, end users (central office, agency management, local office staff, other agencies, and the public). Consequences may involve inaccurate agency data, loss of federal funding, non-compliance with legislative mandates, and inappropriate agency management decisions based on incorrect information.

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

- Decisions that impact other agency systems
- Decisions regarding major changes in the scope of a project
- Decisions that result in a business process change
- Decisions that impact DTMB/AS-LARA goals and objectives
- Decisions having significant budget impacts

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.

Position is within an office environment. Use of personal computer using keyboard and mouse to perform trouble shooting, create and edit technical materials, communicate with staff and clients, and complete and distribute reports.

A minimum effort may be required to walk or drive to other locations. Majority of work is performed sitting at a 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, ongoing 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):

☐ Complete and sign service ratings.

☐ Assign work.

☐ Provide formal written counseling.

☐ Approve work.

☐ Approve leave requests.

☐ Review work.

☐ Approve time and attendance.

☐ Provide guidance on work methods.

☐ Orally reprimand.

☐ 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?

Yes, prepared by management.

23. What are the essential duties of this position?

This position serves as a business analyst supporting LARA. This position assists in determining solutions to complex technical problems and solutions. This customer-facing position is required to perform complete, beginning to end coordination of incoming technical service requests. Tasks include analysis, estimation requirements gathering, research, self-learning of new technologies, setting up and coordinating work assignments, and leading ongoing customer interaction in all capacities (meetings, status updates, testing, follow-up). This position works closely with the division's internal teams and all other DTMB teams daily.

Occasional overtime and/or minimal travel may be required.

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

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

NA

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

The Agency Services Development Section B provides business process analysis, design, development, and ongoing support and enhancement for LARA software application projects, as well as facilitating and guiding contractual software purchases and other IT investments. This position is a senior level business analyst that will support such systems as: state licensing of health care facilities; administrative law hearings case management and rules management; firefighter certification; administration of public utility programs; and others. The position will also support other, smaller systems from supported Bureaus and Offices. This position serves as a liaison for IT needs and provides support to both DTMB and LARA staff for the services provided by the Section. The position is critical to developing positive, productive relationships with supported agencies and will be an integral part of new and ongoing development and maintenance efforts.

26. In your opinion, 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 not less than 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, or mathematics.

EXPERIENCE

Two years of professional experience equivalent to an Information Technology Programmer/Analyst P11

KNOWLEDGE, SKILLS, AND ABILITIES

KNOWLEDGE OF:

- Information technology, application design, development, and industry best practices.
- Fundamentals of Project Management Methodology.
- Computers, software, and current technologies.
- Business process and use-case design and documentation.

SKILLS

- Complex problem solving, time management, negotiation, and deductive reasoning.
- Service orientation, judgement, decision making, systems evaluation, and analysis.

ABILITY TO:

- Review requests for service to determine requirements.
- Thoroughly understand and work with multiple complex applications.
- Prepare detailed written documentation.
- Communicate effectively, both verbally and in written form, and to maintain a cooperative environment.
- Work independently and within and as part of a team.
- Gather and analyze facts, define problems, and propose solutions.
- Communicate technical terminology at a level appropriate to an audience.
- Provide quality customer service and build trust and strategic relationships.
- Effectively work with a software development team, make decisions related to assigned tasks, analyst business requirements, and create design specifications.

CERTIFICATES, LICENSES, REGISTRATIONS

Duties may require use of a personal vehicle.

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>I certify that the entries on these pages are accurate and complete.</i>	
Appointing Authority's Signature	Date