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.

<table>
<thead>
<tr>
<th>2. Employee's Name (Last, First, M.I.)</th>
<th>8. Department/Agency</th>
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<tbody>
<tr>
<td></td>
<td>TECH, MGMT AND BUDGET - IT</td>
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<tr>
<th>3. Employee Identification Number</th>
<th>9. Bureau (Institution, Board, or Commission)</th>
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<tr>
<td></td>
<td>Agency Services supporting MDHHS Medicaid</td>
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<tr>
<th>4. Civil Service Position Code Description</th>
<th>10. Division</th>
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<tr>
<td>Info Tech Specialist-3</td>
<td>MDHHS Customer Service Supporting - Medicaid</td>
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<tr>
<th>5. Working Title (What the agency calls the position)</th>
<th>11. Section</th>
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<tr>
<td>IT Business Analyst Specialist - ITS 14</td>
<td>MMIS Application Development</td>
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<tr>
<td>THELEN, PATRICK E; INFO TECH MANAGER-3</td>
<td>MMIS Team 3</td>
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<tr>
<th>7. Name and Position Code Description of Second Level Supervisor</th>
<th>13. Work Location (City and Address)/Hours of Work</th>
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<tbody>
<tr>
<td>CRAWFORD, KIMBERLY L; STATE ADMINISTRATIVE MANAGER-1 15</td>
<td>300 E Michigan Ave Lansing, MI 48933 / 8 - 5 Monday - Friday</td>
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</tbody>
</table>
This position is assigned Information Technology business analyst duties for high priority assignments and projects for the Aging and Adult Services Agency and the Medical Service Administration within the Michigan Department of Health and Human Services (MDHHS). This position will be responsible for the design, coordination, planning, and processes needed to ensure required rules and regulations are implemented and maintained to meet the growing complexities associated with the Federal Medicaid programs.

This position will function as a mentor to less senior staff to assist with employee development and training, act as the liaison between MDHHS, DTMB Customer Service, other departments within the State of Michigan and outside vendors. The person in this position will be responsible for Adult Services projects involving multiple divisions and/or agencies, projects that include third-party development resources, projects that are large and long-lasting and applications that involve the disbursement of millions of dollars for the State of Michigan.

The Aging and Adult Services Agency is responsible for the intake, maintenance, comprehensive assessment, task assignment and payment authorization of adult services including independent living services (ILS), adult community placement (ACP) and adult protective services (APS). There are roughly 120,000 assessments done annually and about 700,000 ILS payments authorized annually through the Michigan Adult Integrated Management System (MiAIMS). In addition, the MiAIMS serves as the central point of entry for APS case information. This information is critical to ensure the safety of thousands of adults enrolled in MDHHS programs.

The Medicaid Services Administration’s Customer Service Division is responsible for collecting the adult services payment authorization information and issuing payments on behalf of the Medicaid beneficiaries for ILS, ACP and APS services. The Medicaid Service Administration via the Adult Services Automated Payment (ASAP) system issues about 700,000 payments totaling about $180 million annually for the ILS and ACP programs.
Duty 1

General Summary: 80%

IT Business Analyst Specialist for MDHHS Aging and Adult Services programs and critical MDHHS - Medicaid Services Administration applications.

Individual tasks related to the duty:

- Leads the selection of the IT strategies, policies, programs and procedures impacted by the proposed business requirements for achieving the business objectives and goals.
- Serve as IT resource to the Project Manager, liaison to the PMO, ITPA 11 and ITPA 12 to resolve escalated project issues.
- Provides IT oversight, guidance, and approval of SOW and RFP. Serve as an active member of Joint Evaluation Committees (JECs).
- Creates IT project plans and provides oversight of project schedule created by Business Analysts staff for large, multi-agency, or enterprise projects.
- Directs Joint Application Development (JAD) for department or enterprise projects identifying common business processes in order to streamline solution integration.
- DTMB process subject matter expert leading the development of program specifications for large, multi-agency, or enterprise projects.
- Reviews and approves system design requirements that include sensitive data types (such as highly confidential data, PCI, PII, etc…) and/or the creation of security design requirements for large, multi-agency, or enterprise projects.
- Researches, identifies, and leverages strategic solutions and apply the reuse of functionality.
- Reviews and approves enterprise RFCs to identify impacts to agencies systems.
- Validates and presents the information gathered to the Project Review Board and/or Project Sponsors during project review meetings, project workgroups, Technical Review Board (TRB), and to the Executive TRB providing clarification and answers to questions.
- Reviews, approves, and ensures completion of the test plan within the traceability matrix for enterprise wide integration, performance, system or user acceptance test plans for large, multi-agency, or enterprise projects.
- Reviews, approves, and ensures completion of the test results within the traceability matrix for enterprise wide integration, performance, system or user acceptance test plans for large, multi-agency, or enterprise projects.
- Configure defect tracking system and facilitates all testing efforts.
- Lead and facilitate sessions to gather implementation plan requirements. Validate and approve IT implementation plans and execution for large, multi-agency, or enterprise projects
- Researches new development tools, languages, upgrades and equipment on agency systems and work with EA to gain approval. Validate and approve recommendations related to the impact of new development tools, languages, upgrades and equipment on agency systems.
- Evaluates processes for application sustainability prior to peak production times and makes recommendations to alleviate problems before they occur.
- Serves as Agency Services liaison to outside IT consultants/vendors supporting multi-vendor solutions and/or mission critical systems for large, multi-agency, or enterprise projects.
• Serves as the IT system owner for the client concerning requests, standards, and other program and project matters.

• Develops and maintains an effective communication plan with DTMB, vendors and agency staff relating to project level metrics and reporting, etc. for large, multi-agency, or enterprise projects.

• Ensures client agency’s and program area’s IT strategic direction/plan align with SOM IT strategic direction/plan.

• Reviews, approves, and ensures that the system disaster recovery plan adheres to the SOM policy/standards.

• Identifies opportunities for collaborative partnerships with other internal/external entities due to proposed legislation, enhancement requests, or changes in governmental processes or procedures.

• Recommends and identifies resources for the creation of IT task forces, special committees, and/or research groups.

• Identify opportunities, create plans, and make recommendations to gain efficiencies by reengineering business processes.

• Reviews and approves data flow models, business process flow models, etc.

• Troubleshoots, identifies impacts to business processes, and resolves escalated issues related to mission critical, multi-agency, or enterprise systems.

• Evaluates internal IT processes for application development sustainability to improve service delivery and makes recommendations to alleviate problems before they occur.

• Identify opportunities, create plans, and make recommendations to gain efficiencies by reengineering business processes.

Duty 2

General Summary: Percentage: 15

Project Management and Planning

Individual tasks related to the duty:
Develops and manages the relationship and expectations of the Client agency managers through project management and change management methods.

Directs software development projects with DTMB staff and consultants by enforcing DTMB PM Methodology.

Directs the activities necessary to develop and maintain software documentation of Customer Applications.

Communicates with software vendor and technical staff to determine the best approach to meet system design specifications.

Derives options and estimates for the design, development, testing and implementation of software projects.

Determines the need for and coordinates the involvement of other internal DTMB divisions.

Facilitates sessions with business partners to schedule and implement various application development projects.

Provides proactive communication between the DTMB managers and the Client agency managers.

Develops an approach to accomplish special assignments as requested by the DTMB manager or the Client Agency.

Advises DTMB manager and Client Agency managers of significant changes in projects impacting timing of implementation, budget overruns or dramatic increases in staffing.

Assigns, monitors, and reviews tasks for DTMB contracted vendor resources for large size or enterprise projects.

Develops business case justification, as it relates to the Call for Projects, for mission critical systems.

Duty 3

General Summary: Percentage: 5

Other duties as assigned

Individual tasks related to the duty:

- Perform related work as is deemed necessary by the supervisor
- 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.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Project decisions associated with project management methodology in conjunction with MDHHS.

Decide solution and resolutions to manage and resolve service requests.

Day-to-day duties that do not affect work outside of the team.

17. Describe the types of decisions that require the supervisor’s review.
Matters that affect the budget.
Updates on enterprise, multiple-agency, and major projects.
Major changes in project scope.
When decision results in a business process change.
When a decision impacts MDHHS goals or priorities.

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.

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):

- Complete and sign service ratings.
- Provide formal written counseling.
- Approve leave requests.
- Approve time and attendance.
- Orally reprimand.
- Assign work.
- Approve work.
- Review work.
- Provide guidance on work methods.
- 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?

Business analyst specialist of IT projects for MDHHS. This position must work with clients to solve complex IT issues in the assigned areas of MDHHS.

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?
The MDHHS Aging and Adult Services Agency is responsible for protecting, encouraging independence and serving as advocates for frail and vulnerable adults in Michigan by offering the following programs:

- Independent Living Services (ILS)
- Adult Foster Care (AFC)
- Homes for the Aged
- Adult Protective Services (APS)

In order to meet the needs of Michigan’s adult population and to comply with Federally mandated responsibilities, the MDHHS Aging and Adult Services Agency uses a software application that was written several years ago in a technology that is no longer supported. This application is being rewritten in a modern web-based technology and renamed the Michigan Adult Integrated Management System (MiAIMS).

This position is to serve as the analyst for the current project as well as currently scheduled future projects, and on-going maintenance and support of this new system. This position will be responsible for designing, planning, implementing, and supporting these program areas and this application including all interfaces with other systems. As the specialized analyst, this position will work with the client, other DTMB IT Staff and any applicable IT vendors to ensure regulations and guidelines are met as set forward by federal and state stipulations and mandates.

The Medicaid Services Administration is responsible for making the payments to Adult service agencies and Adult service providers on behalf of the Adult Medicaid beneficiaries for services rendered for the ILS, Adult Foster Care and Homes for the Aged program areas. In order to meet these Federally mandated payment requirements, the Medicaid Services Administration has developed a web-based application called Adult Services Automated Payment (ASAP) system. The ASAP system interfaces with the MiAIMS system to pull the authorized ILS, AFC and Home for the Aged information, validates eligibility against CHAMPS and the MDHHS Data Warehouse, generates payments and sends payment requests to the States Primary Financial system for payment issuance.

This position is to serve as the specialized analyst for the on-going enhancements, maintenance and support of the ASAP system. This position will be responsible for designing, planning, implementing, and supporting this application including all interfaces with other systems. As the specialized analyst, this position will work with the client, other DTMB IT Staff and any applicable IT vendors to ensure regulations and guidelines are met as set forward by federal and state stipulations and mandates.

Additionally, this position will act as the Liaison between MDHHS, DTMB Customer Service, other departments within the State of Michigan and outside vendors, to ensure that Federal requirements and DTMB standards are followed. In addition, this position will work with the MDHHS staff from the two program areas to provide guidance and strategic planning in order to achieve higher levels of efficiencies between the different program areas.

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:

- Knowledge in web based programming languages such as Java
- Knowledge of File Net and Datacap applications
- Knowledge of fundamental Project Management Methodology (PMM).
- Knowledge of MS Project or other project tracking tools.
- Knowledge of structured programming methodology.
- Knowledge of personal computers and personal computer software.
- Knowledge of file maintenance and report generation methods.
- Knowledge of data communication and transaction based processing.
- Knowledge of the fundamental concepts and operating principles of data communications and data processing hardware and software.
- Knowledge of computer programming, data modeling, and object-oriented programming procedures and techniques.
- Knowledge of application development environments and related tools.
- Ability to prepare detailed written instructions and documentation.
- Ability to analyze instructions and data.
- Ability to convert business requirements to technical requirements.
- Ability to gather and analyze facts, defines problems, and devise solutions.
- Ability to plan and develop basic and detailed mechanical and clerical procedures for use in data processing systems.
- Ability to use programming procedures and techniques in the implementation of computer programs.
- Ability to effectively make oral and written reports and presentations and prepare clear and concise graphs and charts.
- Ability to conduct interviews and establish and maintain effective relationships with systems users.
- Ability to maintain records, prepare reports, and conduct correspondence related to the work.
- Ability to communicate technical terminology at a level appropriate to the audience.
- Knowledge of MS Visio, MS Access, MS Project, HTML, JavaScript, JBoss and PL-SQL is desirable but not required.

CERTIFICATES, LICENSES, REGISTRATIONS:

Duties may involve the use of a personal vehicle.

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.
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<th>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.</th>
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<td>Supervisor</td>
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**TO BE FILLED OUT BY APPOINTING AUTHORITY**

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

None.

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<td>SARAH SEGERLIND</td>
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<tr>
<td>Appointing Authority</td>
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