

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 MDOC, MSP & DMVA
4. Civil Service Position Code Description Info Tech Prgmr Analyst-A	10. Division Agency Services supporting DMVA
5. Working Title (What the agency calls the position) Senior Agency Support Application Configuration Administrator	11. Section Operations, Database & Configuration Team
6. Name and Position Code Description of Direct Supervisor COGGIN, JAMES C; SENIOR EXEC BUS REL ADMIN	12. Unit
7. Name and Position Code Description of Second Level Supervisor PILLAR, BRIAN; SENIOR MANAGEMENT EXECUTIVE	13. Work Location (City and Address)/Hours of Work 4125 W St Joseph Hwy, Lansing, MI 48917 / 8:00 am – 5:00 pm Mon – Fri (may vary) Hybrid

14. General Summary of Function/Purpose of Position

This senior level position manages and administers agency and enterprise specific server and application configuration and ensures applications uptime, high performances for multiple Department of Military and Veteran's Affairs (DMVA) applications, all DMVA Application & Web Servers, and tools. Activities include web and middleware software installations, configuration, tuning, monitoring, updating, patching, the verification of the architectural integrity of the application environment, recommends solutions based on the results of technical impact analysis on all proposed infrastructure changes to ensure feasibility and cost effectiveness and develops and manages configuration management standards, processes, and policies. This position will be performing administrative work on the two main applications that are custom designed and supported by Agency Services DMVA. This would include being a backup to the database team for keeping the server for the database up and running and ensuring the services and connections are working as well.

This senior level position assesses and identifies issues regarding software upgrades and new releases as well as advises application development staff on integration with software, monitors and maintains web server software operations, patches, tuning activities required and coordinates software maintenance schedules with peers and vendor across the DMVA agency services. This individual will be looked upon to provide technical support to other team members and evaluate new agency applications and tools.

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: 60

Manages and administers agency specific or enterprise application software and tools. Activities include the installation, configuration, tuning, monitoring, updating, and patching.

Individual tasks related to the duty:

- Research, evaluate, and recommend the design of the application environment architecture, hardware, software, and license requirements.
- Create, maintain and verify system level design.
- Verify 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.
- Facilitate/lead team members for any application environment consolidation, migration, or integration efforts.
- Assist the expert level in the planning, design, and development of the disaster recovery capabilities.
- Assist the development team with the implementation of the security design including secure coding practices, application security, network security, firewall rules, etc.
- Recommend action to increase application performance i.e., uptime, response time, throughput, reliability, scalability, etc.
- Research and develop procedures and guidelines.
- Research, develop and recommend standards and policies.
- Verify implementation. Manage and administer agency specific or enterprise software and tools including the installation, configuration, testing, tuning, monitoring, updating and patching.
- Develop guidelines and procedures for middleware performance i.e., uptime, response time, through-put, reliability, scalability, etc.
- Develop the guidelines and procedures for performance tuning.
- Evaluate and recommend software fixes to resolve problems.
- Make recommendations to the application developers on software integration for existing software.
- Design, develop, and document capacity management plan.
- Coordinate incident management response tasks and assist facilitation of incident management response activities across multiple groups.
- Audit the software security administration access.
- Coordinate with and provide technical advice to the Project Manager to develop project plan.
- 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.
- Manage and track the licensing for the IT development tools and middleware.
- Facilitate Change Control Board meetings.
- Agrees to follow all policy, standards and procedures of DTMB.

Duty 2

General Summary:

Percentage: 20

Develops, compiles, maintains and documents configurations of the following: Servers, computers, security and network monitor systems, packaged programs, macros, utilities, and communication systems.

Individual tasks related to the duty:

- Verify software implementation. Manages and administers agency specific or enterprise software and tools including the installation, configuration, tuning, monitoring, updating and patching
- Works with DTMB Agency Services programming staff and managers, Project Managers, Vendors, and Agency Customers to implement requested changes, upgrades and installation. This will include development, maintenance and documentation of the ADO pipeline and other parts of the environment and provide guidance, best practices and training as the subject matter expert.
- Develops, compiles, maintains and documents configurations of the following: Servers, computers, security and network monitor systems, packaged programs, macros, utilities, and communication systems.
- Develop guidelines and procedures for middleware performance i.e., uptime, response time, through-put, reliability, scalability, etc.
- Develop the guidelines and procedures for performance tuning
- Evaluate and recommend software fixes to resolve problems
- Make recommendations to the application developers and vendors on software integration for existing software
- Design, develop and document capacity management plan
- Coordinate incident management response tasks and assist facilitation of incident management, response activities across multiple groups
- Audit the software security administration access
- Coordinate with and provide technical advice to the Project Manager to develop project plans
- Develop plans and coordinate implementation of tool upgrades with guidance and review from the solutions architect (SA)
- Provide input to procedures and ensure proper change management for all requested fixes to production systems
- Develop and manage configuration management standards, processes and policies
- Ensure Web and Middleware architecture and software is reliable and secure.
- Assess, evaluate and recommend solutions for web server management and application deployment than meet or exceed agency specifics and DTMB Office of Enterprise Security (OES) standards and regulations.
- Proactively research and implement security best practices and security patches applicable to Web/Middleware software and tools.

Duty 3

General Summary:

Percentage: 10

Develops guidelines and upgrade techniques of new operational procedures for the support of hardware systems, operating systems software, network systems software, security and client server systems

Individual tasks related to the duty:

- Research, evaluate and recommend application environment architectures, technologies, standards, services and tools. Responsible for the configuration and integration of all web architecture system-level software
- Responsible for the configuration and integration of all web architecture system-level software.
- Research, evaluate and recommend application environment architectures, technologies, standards, services and tools
- Research, evaluate, and recommend the design of the application architecture, hardware, software, and license requirements
- Validate application/solution architecture design meets SOM standards
- Review Enterprise architecture Solution Patterns/Reference Models for specific to agency application system
- Assist with completion of EA Solution Assessments for agency application systems
- Verify the architectural integrity of the application environment
- Develops guidelines and upgrade techniques of new operational procedures for the support of hardware systems, operating systems software, network systems software, security and client server systems.
- Recommend solutions based on the results of technical impact analysis on all proposed infrastructure changes to ensure feasibility and cost effectiveness
- Assist the development team with the implementation of the security design, network security, firewall rules, etc...

Duty 4

General Summary:

Percentage: 10

Maintains records and prepares reports and correspondence related to the work. Performs related work as assigned.

Individual tasks related to the duty:

- Establish working communication and status reporting with immediate supervisors as well as other appropriate levels of management
- Communicate effectively, verbally or in writing, with programmers, analysts, immediate supervisor, management, project leaders, systems customers, operations, other State Agencies, and vendors
- Demonstrate ability to effectively make oral and written presentations and prepare clear and concise graphs and charts
- Ensure relevant administrative functions are complete and accurate.
- Troubleshoot client application and server related issues.
- Actively seek training opportunities for professional development
- Research web and middleware technology trends and software versions
- Plan and attend training, as required, to maintain work competencies and skills
- Identify and share information related to web software tools and technology with application development and technical support staff.
- Provide assistance to other members of the team as a backup for areas that the team may need assistance on depending on the situation.

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

1. Establish work plans prioritize course of action for analyzing problems and developing systems. Action is influenced by and may affect legislative action, departmental support and have critical impact upon the functions of other, dependent automated systems, data center and Department program office personnel, clients and/or providers.
2. Respond to inquiries for information regarding functionality and/or production system issues. Timely, informed responses are critical to customers of the automated services

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

- Interpretations of department policies, standards or procedures.
- Decisions that may impact client department and/or division deadlines, goals, and priorities.
- Decisions involving the availability of web environments or resources.
- Changes or decisions relevant to the priority of a project, timelines or estimates.
- Priority of projects, tasks and work assignments.

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.

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 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):

- | | | | |
|----------------------------|------------------------------------|----------------------------|---------------|
| <input type="checkbox"/> N | Complete and sign service ratings. | <input type="checkbox"/> N | Assign work. |
| <input type="checkbox"/> N | Provide formal written counseling. | <input type="checkbox"/> 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?

This position manages and administers agency specific server and application software and tools. Activities include installation, configuration, tuning, monitoring, updating and patching. This senior position assesses and identifies potential connectivity and compatibility issues regarding software upgrades and new releases as well as advises application development staff on integration with web software, monitors and maintains web server software operations, patches and tuning activities as required. This position coordinates and develops software maintenance schedules with peers , vendors and clients across agency services

Individual is expected to be able to effectively communicate both orally and in written correspondence with customers, staff and management.

Critical Job Role: Application Configuration Administrator for DMVA.

Required Competencies: Communications Skills; Technical/Professional Knowledge & Skills; Customer Focus; Contributing to Team Success; Building Trust; Continuous Learning, Planning and Organizing Work.

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?

This position is part of the DTMB Agency Services- Department of Military and Veteran's Affairs (DMVA) Operations, Database & Configuration Team. The Database and configuration team provide Web administration, server administration and Database hosting support services to the DMVA Systems Development section. This position functions as a senior level worker in a team of configuration administrators supporting DMVA. This position works with the support staff to manage the Internet, intranet and middleware hosting servers and provides guidance and mentoring to staff as needed.

This position manages and administers agency specific server software and tools. Activities include installation, configuration, tuning, monitoring, upgrading, and patching.

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

EDUCATION:

Information Technology Programmer/Analyst 9

Possession of an Associate's degree with 16 semester (24 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.

Information Technology Programmer/Analyst P11/12

Possession of a 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:

Information Technology Programmer/Analyst 12

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

Alternate Education and Experience

Information Technology Programmer/Analyst P11 - 12

Possession of an associate's degree with 16 semester (24 term) credits in computer science, information assurance, data processing, computer information, data communications, networking, systems analysis, computer programming, IT project management, or mathematics and two years of experience as an application programmer, computer operator, or information technology technician; or two years (4,160 hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

OR

Completion of high school and four years of experience as an application programmer, computer operator, information technology technician, or four years (8,320 hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Highly Desirable:

- Strong experience administering and managing web server installations such as: IIS, Apache and Tomcat
- Strong experience with web applications design, development and deployment, using ASP.Net or .Net Core development platforms.
- Knowledge and experience using project and change management tools such as Azure DevOps
- Clear understanding and good background in designing and supporting Web application architecture including understanding of network security zones, firewall rules and communication between various application components.
- Knowledge of systems development and methodology utilized in the development of new systems enhancements for existing manual or automated data processing systems.
- Ability to research, recommend, and implement the appropriate tools to manage the agency specific web environments.
- Ability to establish courses of action for self and others to ensure that the work is completed efficiently.
- Ability to troubleshoot under difficult circumstances and to independently act to resolve issues that need immediate attention.
- Ability to quickly learn and implement new technologies and procedures.
- Ability to establish and maintain good rapport with both department and client staff at all levels.
- Ability to communicate effectively with persons of varying levels of technical expertise

CERTIFICATES, LICENSES, REGISTRATIONS:

Duties may involve the use of a vehicle and availability for on-call and overtime schedules.

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 7/16/2024

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