STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
9/3/2025

This position is:
- [ ] Classified
- [ ] Unclassified
- [ ] Executive Service
- [ ] Mgmt Svc – Supervisory
- [ ] Mgmt Svc – Managerial
- [ ] Mgmt Svc – Confidential

Agency: Oregon Health Authority

Division: Agency Operations Division

- [ ] New   [ ] Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: Information Systems Specialist 6

b. Classification No: C1486   **c.** Effective Date: 7/1/1995

d. Position No:

e. Working Title: Data Warehouse Systems Analyst

f. Agency No: 44300

g. Section Title: Office of Information Services (OIS)

h. Employee Name: Vacant

i. Work Location (City — County): Salem - Marion

j. Supervisor Name:

k. Position: ☒ Permanent   ☐ Seasonal   ☐ Limited Duration   ☐ Academic Year
              ☒ Full-Time   ☐ Part-Time   ☐ Intermittent   ☐ Job Share

l. FLSA: ☒ Exempt   If Exempt: ☐ Executive   **m.** Eligible for Overtime: ☐ Yes
           ☐ Non-Exempt   ☒ Professional   ☒ No
                                ☐ Administrative

SECTION 2. PROGRAM AND POSITION INFORMATION

a. Describe the program in which this position exists. Include program purpose, who's affected, size and scope. Include relationship to agency mission.

OHA values health equity, service excellence, integrity, leadership, partnership, innovation, and transparency. OHA's health equity definition is "Oregon will have established a health system that creates health equity when all people can reach their full potential and well-being and are not disadvantaged by their race, ethnicity, language, disability, age, gender, gender identity, sexual orientation, social class, intersections among these communities or identities, or other socially determined circumstances. Achieving health equity requires the ongoing collaboration of all regions and sectors of the state, including tribal governments to address: the equitable distribution

or redistribution of resources and power; and recognizing, reconciling, and rectifying historical and contemporary injustices." OHA's 10-year goal is to eliminate health inequities.

The Agency Operations Division is aligned with the Oregon Health Authority's core values of partnership, service excellence, leadership, integrity, health equity, innovation, and transparency. In our practice, these values are expressed through:

Service Excellence:
- Understanding and responding to Oregon public health needs and the people we serve
- Pursing our commitment to innovation and science-based best practices
- Fostering a culture of continuous improvement

Leadership:
- Building agency-wide and community-wide opportunities for collaboration
- Championing public health expertise and best practices
- Creating opportunities for individual development and leadership

Integrity:
- Working honestly and ethically in our obligation to fulfill our public health mission
- Ensuring responsible stewardship in public health resources

Health Equity:
- Eliminating health disparities and working to attain the highest level of health for all people
- Ensuring the quality, affordability, and accessibility of health services for all Oregonians
- Integrating social justice, social determinants of health, diversity, and community

Partnership:
- Working with stakeholders and communities to protect and promote the health of all Oregonians
- Seeking, listening to, and respecting internal and external ideas and opinions
- Exploring and defining the roles and responsibility of public health staff and partners

Innovation:
- We are not satisfied with the status quo if there are new and better ways to meet the needs of the people we serve. We bring creativity, experience, and openness to our search for solutions to problems. We pursue opportunities to develop new evidence to evolve our practices.

Transparency:
- We communicate honestly and openly, and our actions are upfront and visible. We provide open access to information and meaningful opportunities to provide input and participate in our decision-making.

The Office of Information Services (OIS) is a shared service provider for OHA and the Oregon Department of Human Services (ODHS). The OIS budget and organizational structure are part of OHA, but services are provided to both agencies. OIS provides the technology systems and services that support more than 17,000 OHA and ODHS agency staff at local offices and facilities around the state. These systems and services help the two agencies determine client eligibility; provide medical, housing, food and job assistance; provide addiction, mental health, vocational and rehabilitative services; protect children, seniors and people with physical and/or developmental disabilities; process claims and benefits; manage provider licensing and state hospital facilities; and promote and protect the state public health. OIS systems also support internal OHA and ODHS administration functions, including human resources, finance and procurement programs.

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OIS maintains and supports nearly 32,100 computers and printers for agency staff. Customers are supported by phone through the Service Desk or field technicians embedded in locations outside of Salem. The Service Desk responds to up to 10,000 assistance requests each month. OIS also supports partners that use OHA and ODHS systems at locations around the state, including state agencies such as the Oregon Department of Justice Division of Child Support, Oregon Employment Department and others; cities, counties and district attorney's offices; private hospitals and other computer centers.

OIS provides management support for OHA and ODHS IT projects, systems architecture, data bases, IT asset and change management. OIS also coordinates network and computing operations with the Oregon State Data Center.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

This systems analyst position is to provide operations and maintenance support for custom built and purchased software programs that automate the business of the Oregon Health Authority and the Department of Human Services. This position is a part of a team that supports mostly internal applications that serve administrative support functions such as accounting, payroll, human resources, payment recovery, procurement and administration.

SECTION 3. DESCRIPTION OF DUTIES

List the major duties of the position. State the percentage of time for each duty. Mark "N" for new duties, "R" for revised duties or "NC" for no change in duties. Indicate whether the duty is an "Essential" (E) or "Non-Essential" (NE) function.

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

% of Time	N/R/NC	E/NE	DUTIES
50%	R	E	**Software or Data - Construction:** • Develops, implements, and refines database design for client data. Maintains and updates systems software and software interfaces at an advanced level of technology and sophistication. • Diagnoses technical problems and constructs technical solutions; safeguards software and data repositories, providing recovery of same when required. Assists with design and construction of interfaces to existing systems as required. • Implements data structures to handle person match/merge and de-overlapping address needs. • Defines processes for the aggregation of data to different levels of geography. Conducts business analysis and research for large or unusual projects and for projects introducing new technology or new business processes. • Constructs systems software and software interfaces at a highly advanced level of technology and sophistication.

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			- Does business process modeling and formal data modeling requiring consideration of overall system performance. - Builds implementation plans which often involve multiple vendors, multiple jurisdictions, and cross agency cooperation. - Normalizes data, updates the data dictionary, and reviews other staff work for conformance with established standards. - Performs all phases of testing and assists development team with testing. Documents all aspects of the system development lifecycle according to the standard templates.
25%	R	E	**Software or Data – Customer Assistance:** - Diagnoses user problems and questions, addressing the most complex problems for systems. - Solves problems requiring a high level of coordination with other IS staff and multiple vendors. - Helps other IS staff solve problems and deal with major system crashes. - Establishes procedures for diagnosing and solving problems. - Develops formal training for assigned infrastructure function(s). - Performs research; helps determine feasibility of new products or new additions to existing products. Advises management; makes recommendations for the acquisition of those software and data products that could improve departmental operational efficiency and effectiveness.
20%	R	E	**Software or Data – Operations:** - Maintains and enhances the client matching processes and rules for de-duplication/de-identification and geo-coding. - Analyzes data for issues of quality and ramifications of design rules on the data. - Performs basic troubleshooting of error messages as they arise, escalating the more difficult operating system & database - Plans, schedules, and designs installations considering timing, version compatibility and other factors. - Assists with planning, developing and/or coordinating the creation of new database tables, stored procedures, user defined functions, queries and modifications to existing tables, procedures, functions to support business requirements and views. - Conducts data retrieval and analysis for ad-hoc requests. - Maintains user documentation relating to data extraction and transformation processes. Maintains data flow and data processing diagram. Maintains data dictionary look up tables and corresponding documentation.

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			- Analyzes system performance and addresses performance problems. - Evaluates costs, specifications, and organizational policies to recommend system performance tuning. - Resolves resource competition issues. - Sets standards for system usage, writes instructions and directives to ensure compliance with standards.
5%	**R**	**NE**	**Additional Duties:** As may be assigned, at the discretion of OIS Leadership to meet the demands of the unit.
Ongoing	NC	NE	**Cultural Competence** - Promote and foster a diverse workforce and discrimination/harassment-free workplace. - Recognize value of individual and cultural differences; create work environment where individual differences are valued. - Consistently treat customers, partners, co-workers with dignity and respect. - Value diverse viewpoints. **Core Values** - Demonstrate awareness, understanding and alignment with OHA Core Values of Service Excellence, Leadership, Integrity, Health Equity, Partnership and Innovation. **Customer Service** - Consistently treat customers, partners, vendors and co-workers with dignity and respect. - Maintain a work environment that is respectful and accepting of diversity; model expected office professional behaviors.
Ongoing	**R**	**E**	- Regular attendance and being available to respond to incoming customer inquiries are essential functions required to meet the demands of this job and provide necessary services. - Maintaining technical knowledge through on the job and formal training is required. - Works with the OIS Leadership in creating a positive work environment.

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

Position may require periodic travel throughout the state.

While performing the duties of this job, you will be in an open landscape environment and may be exposed to the sounds and activity of those working around you. At times, weekend and evening work will be necessary to meet customer demands and department deadlines. This position requires the ability to work on multiple tasks simultaneously, sometimes within short time frames. It may require long hours with night and weekend work and occasional travel. The location of this position is in an office, cubicle and/or an agreed upon remote work environment with significant use of a computer and video conferencing.

SECTION 5. GUIDELINES

a. **List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures:**

OIS Employee Handbook
The person in this position should have a working knowledge of the agency rules, policies and programs; Oregon Revised Statutes (OSR) and Oregon Administrative Rules (OAR) related to OHA; and the policies and procedures specific to these systems.

Standard models, directives or manuals govern the work but judgment must be used in selecting the guides. Interpretation and adaptation of controlling precedents is required and, within the framework of existing precedents, the ISS 6 adapts or improves methods or procedures to fit specific issues and projects.

b. **How are these guidelines used?**

Manuals are used as guidelines in preparing system design documentation, ensuring project staff adheres to shop standards, and using industry publications for various technologies. These standards contribute to consistent product and excellent customer service.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact? When applicable, please identify contacts that might be virtual/ in-person, or both.

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Who Contacted	How	Purpose	How Often?
End-Users, Coordinators, ODHS OFRA Staff	Phone/Person/Written	Information/Issues	Daily
Management Staff	Phone/Person/Written	Information/Issues	As Needed
Policy Analysts	Phone/Person/Written	Information/Issues	As Needed
Other IS groups and State Agencies	Phone/Person/Written	Information/Issues	As Needed

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Contractors & Outside Entities	Phone/Person/Written	Information/Issues	As Needed

SECTION 7. POSITION-RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions:

The ISS6 has daily contact with managers, technical and professional IS staff and a wide range of system users to analyze operational or business needs and system requirements and to provide consultation and advice.

Translates customer requirements into general and detail system design to meet customer requirements. Decisions affect the efficiency of the system and its ability to meet Agency program requirements. Makes decisions on production jobs during and after regular work hours. Recommends changes in business operations to effectively utilize system resources. Reviews all design deliverables, including logical data models for conformance to overall strategic plan and physical design standards.

The ISS6 will be expected to exercise independent judgment in working with internal and external staff; in creating and implementing appropriate documentation, processes, controls, and timelines; and by providing sound advice about how best to use locational data to support data-driven decisions.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Classification Title	Position Number	How	How Often	Purpose of Review
ITADM2 - Manager	1500009	In person, meetings, telephone	Weekly or as needed	To review work schedules and design decisions; to clarify status of scheduled deliverables, discuss assignment evaluations as submitted to the manager by the team leader, peers, and customers.
ISS8 – Team Lead	1012467	In person, meetings, telephone	Daily	To review work progress, quality of technical components and programming test results

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SECTION 9. OVERSIGHT FUNCTIONS

a. **How many employees are directly supervised by this position?** _____

How many employees are supervised through a subordinate supervisor? _____

b. **Which of the following activities does this position do?**

- ☐ Plan work
- ☐ Assigns work
- ☐ Approves work
- ☐ Responds to grievances
- ☐ Disciplines and rewards

- ☐ Coordinates schedules
- ☐ Hires and discharges
- ☐ Recommends hiring
- ☐ Gives input for performance evaluations
- ☐ Prepares and signs performance evaluations

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification.

All positions in OHA require a Criminal Background Check and an Abuse/Neglect Check. Fingerprints may be required.

This ISS position requires the following knowledge and skills:

Extensive Knowledge of

- Database platforms (SQL Server preferred)
- Data warehouse architecture, design, and optimization
- Extraction, transformation, and loading of large data sets (SSIS, C#.NET)
- Structured Query Language (SQL)
- Interpretation and implementation of program area business rules

General Knowledge of

- Data modeling and architectures
- Client and address matching (RedPoint preferred)
- File extensions and movement between data platforms
- ODHS|OHA data systems
- Project management and System Development Lifecycle theory and practice

Basic Knowledge of

- Microsoft Office suite of tools
- ODHS|OHA enterprise solutions

Skills

- Manage movement of large amounts of data

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- Write complex SQL incorporating common table expressions, aggregate and window functions, sub queries and other functionality
- Oral and written communication
- Project management practices to develop and track long and short-term goals
- Development and delivery of training necessary to utilize ICS

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Operating Area	Biennial Amount ($00,000.00)	Fund Type

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

SECTION 12. SIGNATURES

_____   _____
Employee Signature   Date

_____   _____
Supervisor Signature   Date

_____   _____
Appointing Authority Signature   Date