



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
04/12/16

Agency: Oregon Housing and Community Services

Division: Chief Financial Office

[X] New [ ] Revised

This position is:

- [X] Classified
[ ] Unclassified
[ ] Executive Service
[ ] Mgmt Svc - Supervisory
[ ] Mgmt Svc - Managerial
[ ] Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title: ISS Specialist 6
b. Classification No: C1486
c. Established Date: 07/01/2009
d. Position No: 0001310DF
e. Working Title: Senior Systems Analyst
f. Agency No: 91400
g. Section Title: Information Services
h. Budget Auth No: 000756130
i. Employee Name: VACANT
j. Repr. Code: OA
k. Work Location (City - County): Salem - Marion
l. Supervisor Name (Optional): Brad Melendy
m. Position: [ ] Permanent [ ] Seasonal [X] Limited Duration [ ] Academic Year
[X] Full-Time [ ] Part-Time [ ] Intermittent [ ] Job Share
n. FLSA: [X] Exempt [ ] Non-Exempt
If Exempt: [ ] Executive [X] Professional [ ] Administrative
o. Eligible for Overtime: [ ] Yes [X] No

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.

Oregon Housing and Community Services (OHCS) provide stable and affordable housing, and engages leaders to develop integrated statewide policy that addresses poverty and provides opportunity for Oregonians. OHCS's vision for the state is that all Oregonians have the opportunity to pursue prosperity and live free from poverty.

OHCS's Chief Financial Office includes the finance section, which delivers grants and monitoring, and procurement and contracts. It includes the budget section, which manages and reports on all aspects of the agency's budget. It also includes the information services systems and their maintenance. OHCS's Chief Financial Office provides essential services to support the agency's leadership and workforce to achieve the Department's mission. Work performed in this section ensures accountability, transparency, and stewardship of resources.

Chief Financial Office: Finance Section

The Finance Section of the Chief Financial Office includes grants & monitoring, procurement & contracts, and general accounting functions for all aspects of the agency. Key program areas of the agency rely on

community partners serving low income Oregonians, and grants and contracts are critical to this success to ensure resources reaching low income Oregonians. This section ensures accountability and stewardship of resources.

*Chief Financial Office: Information Services*

The Information Services Section of the Chief Financial Office is responsible for maintaining information technology systems and infrastructure for the agency. It provides critical operational support for all other areas of the agency. In addition, it provides data and research support to ensure programs are effective and efficient, and the agency is engaged with best practices.

*Chief Financial Office: Budget*

The Budget Section of the Chief Financial Office manages and reports on all aspects of the agency’s budget. The section works closely with partners at the Legislative Fiscal Office and the Department of Administrative Services to provided needed reports and budget documents throughout the biennium. The section provides critical operational support for the agency.

This position is part of the Information Services Section.

**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:**

The primary purpose of this position is to perform systems and business analysis. The position will assess the suitability of information systems as it matches the business processes used by staff to accomplish daily work. The position will work closely with business staff, technical staff and software vendors in order to integrate and implement software solutions. The position will sometimes work with staff from other agencies and partner organizations. The position will identify and propose solutions and workarounds when software is unable to meet agency needs. The position will lead and conduct information gathering meetings and prepare formal reports and documentation such as business cases and solution recommendations. This position will report to the chief information officer.

**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.

% of Time	N/R/ NC	E/ NE	DUTIES
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*Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.*

50%	N	E	<p>Construction (new) – Complexity 3</p> <ul style="list-style-type: none"> <li>• Analyzes business processes and identifies technological need.</li> <li>• Performs research and analysis on software and solutions new to the agency.</li> <li>• Prepares high level documentation such as cost benefit analysis, system architecture design and procedural integration documents.</li> <li>• Gathers and documents system and process requirements.</li> <li>• Leads and conducts system implementation workgroups and meetings.</li> <li>• Works closely with external software vendors to facilitate system installation and configuration.</li> <li>• Creates automated data transfer and transformation processes to integrate COTS and legacy systems.</li> <li>• Performs software development as needed.</li> <li>• Designs and facilitates user acceptance testing with key systems stakeholders.</li> <li>• Makes use of application development tools such as Visual Studio.</li> <li>• Makes use of database management tools such as SQL Management Studio.</li> </ul>
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			<ul style="list-style-type: none"> <li>Creates and designs relational database schemas.</li> </ul>
25%	N	E	<p>Planning – Complexity 1</p> <ul style="list-style-type: none"> <li>Creates and recommends system implementation paths and plans to management.</li> <li>Analyzes COTS and internal software solutions for agency fit and support.</li> <li>Assesses agency technology needs and makes platform and solution recommendations to management.</li> <li>Suggests changes in business processes to accommodate COTS solutions.</li> <li>Uses and employs industry standards with regard to analysis, development and administration work performed.</li> <li>Designs, documents and recommends agency standards for system implementation processes and acceptance.</li> <li>Works with project management tools like Microsoft Project.</li> <li>Creates and presents project progress reports.</li> <li>Leads and facilitates workgroup planning and meetings.</li> </ul>
15%	N	E	<p>Customer Assistance (help use and fix) – Complexity 3</p> <ul style="list-style-type: none"> <li>Prepares training for new systems and business processes.</li> <li>Interfaces with third party vendors and other agencies to coordinate system support and high level troubleshooting.</li> <li>Records and reports to management on outstanding system and performance issues.</li> <li>Communicates with staff, vendors and external entities in person, via phone and email.</li> <li>Leads regularly scheduled staff and vendor meetings to address system shortcomings.</li> <li>Tracks and communicates progress of critical system issues with vendors and stakeholders.</li> </ul>
10%	N	E	<p>Operations (day-to-day) – Complexity 3</p> <ul style="list-style-type: none"> <li>Monitors availability of systems through the use of monitoring tools and staff feedback.</li> <li>Communicates with vendors regarding release and implementation of system patches and updates.</li> <li>Documents and communicates regular staff feature requests to vendor.</li> <li>Updates and enhances system integration scripts and programs as needed.</li> <li>Updates and enhances legacy software fixes as needed.</li> <li>Updates and applies vendor supplied system patches, fixes and updates.</li> <li>Performs network and server administration.</li> </ul>
100%			

## 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.**

Requires limited physical exertion; most work is done at a desk using monitors. This position may involve occasional travel on official State business. Should you choose to drive a motor vehicle you must have a valid driver license and an acceptable driving record. If not, you must have an alternate method of

transportation. Compliance with ORS 807.020 (1) is required. It is required that drivers of state-owned vehicles complete a defensive driving safety class every two years.

## 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.

ISD standards and protocols  
 Manufacturer's Technical Manuals  
 Policies and Procedures from Department of Administrative Services (DAS), OHCS, and IS

### b. How are these guidelines used?

The employee uses established standards and protocols as they apply to this job. Manufacturer's manuals define procedures for proper maintenance and use of specific hardware, software, and application systems. Policies and procedures outline the ways to perform key tasks, such as security and installation.

## SECTION 6. WORK CONTACTS

### With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who Contacted	How	Purpose	How Often?
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
Department staff	Telephone, e-mail, in person	Help Desk Issues	Daily
Agency IT Staff	Directly by telephone or in person	Resolve questions, provide support	Daily
Vendors	Directly by telephone or in person	Resolving questions/investigating new products	Weekly
DAS, ETS, SDC	Telephone, e-mail, in person	Resolve back-up, network, and file issues	Daily

## SECTION 7. POSITION RELATED DECISION MAKING

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

This position is responsible for making decisions regarding how system analysis, research and documentation are performed. They will decide the work tasked to junior IS staff. They will make high level and impacting system and process recommendations to management. These decisions will directly affect the success of large software projects and influence the direction the agency takes with regard to software solutions.

## SECTION 8. REVIEW OF WORK

### Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>				
PEM/D	0010001	Assigns and prioritizes projects and establishes project timelines and deadlines.	Monthly and as needed.	Work is reviewed for project accomplishments, timeliness, customer service and adherence to policies and standards.

**SECTION 9. OVERSIGHT FUNCTIONS****THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY**

- a. How many employees are directly supervised by this position? 0  
 How many employees are supervised through a subordinate supervisor? 0
- b. Which of the following activities does this position do?
- |  |   |
|--|---|
| <input type="checkbox"/> Plan work               | <input type="checkbox"/> Coordinates schedules                    |
| <input type="checkbox"/> Assigns work            | <input type="checkbox"/> Hires and discharges                     |
| <input type="checkbox"/> Approves work           | <input type="checkbox"/> Recommends hiring                        |
| <input type="checkbox"/> Responds to grievances  | <input type="checkbox"/> Gives input for performance evaluations  |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> Prepares & signs performance evaluations |

**SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION**

At Oregon Housing and Community Services:

- Our **Vision** is that all Oregonians have the opportunity to pursue prosperity and live free from poverty.
- Our **Mission** is to provide stable and affordable housing and engage leaders to develop integrated statewide policy that addresses poverty and provides opportunity for Oregonians.
- Our **Core Values**: Collaboration – Compassion – Equity – Integrity – Leadership – Transparency.

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

The individual in this position is expected to (a) create a professional environment focused on high productivity; (b) model sound work habits, through personal example and leadership, (c) maintain accurate and current office records (time sheets, travel expenses records, weekly reports, etc.) and submit these for appropriate action in timely manner; (d) actively contribute, participate, and engage in department meetings and other settings, and (e) complete special projects and other duties as assigned.

The individual in this position must perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully; actively engage in and promote a positive work environment; develop good working relationships with agency personnel and with appropriate external partners; identify and resolve problems in a constructive manner; demonstrate openness of constructive feedback and suggestions; and contribute to a positive, respectful, and productive work atmosphere creating a positive, productive environment focused on results.

Punctuality and regular, consistent attendance are key elements of this position.

The person in this position needs experience as a business and systems analyst. They should be familiar with formal application development processes. They should have strong understanding of system and network administration. They will need strong knowledge of normalizing database schemas and writing SQL queries. They should have experience working on implementation of enterprise COTS solutions and system integration. They should have strong knowledge of MS Office, especially Word, Excel, Access and Visio. It is desirable that they have a working knowledge of project management principles.

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

Operating Area	Biennial Amount (\$00000.00)	Fund Type
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>		

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## SECTION 11. ORGANIZATIONAL CHART

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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.

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## SECTION 12. SIGNATURES

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Appointing Authority Signature

\_\_\_\_\_  
Date