



# STATE OF OREGON POSITION DESCRIPTION

Position Revised Date:  
5/28/2025

Agency: Oregon Youth Authority

Facility/Operational Area:

New  Revised

This position is (Service Type):

- Classified (C)
- Unclassified (U)
  - Executive Service (Z)
  - Supervisory
  - Non-Supervisory
- Management Service (X)
  - Mgmt Svc - Supervisory (MMS)
  - Mgmt Svc - Managerial (MMN)
  - Mgmt Svc - Confidential (MMC)

## SECTION 1. POSITION INFORMATION

<p>a. Classification Title: <u>Learning and Development Specialist 2</u></p> <p>c. Effective (Established) Date: _____</p> <p>e. Working Title: <u>Business Analyst</u></p> <p>g. Section Title: <u>JJIS Training &amp; Implementation Unit</u></p> <p>i. Employee Name: _____</p> <p>k. Work Location (City/County): <u>Salem / Marion</u></p> <p>l. Supervisor Name: _____</p> <p>m. Position: <input type="checkbox"/> Permanent <input type="checkbox"/> Seasonal <input checked="" type="checkbox"/> Limited Duration <input type="checkbox"/> Academic Year  <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Intermittent <input type="checkbox"/> Job Share</p> <p>n. FLSA: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt</p>	<p>b. Classification No: <u>C1339</u></p> <p>d. Position No: _____</p> <p>f. Agency No: <u>41500</u></p> <p>h. Budget Auth No: _____</p> <p>j. Union Repr. Code: <input type="checkbox"/> AFSCME (ACC)  <input type="checkbox"/> SEIU (OXNI)  <input checked="" type="checkbox"/> SEIU (OAI)</p> <p>o. Eligible for Overtime: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
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p. Eligible for PERS Police and Fire Designation per **ORS 238.005**:  Yes  No

**ORS 238.005(19)(t)** Employees at youth correction facilities as defined in ORS 420.005 (Definitions) whose primary job description involves the custody, control, treatment, investigation or supervision of juveniles placed in such facilities.

**OR**

**ORS 238.005(19)(u)** Employees of the Oregon Youth Authority who are classified as juvenile parole and probation officers.  Yes  No

The mission of the Oregon Youth Authority (OYA) is to protect the public and reduce crime by holding youth in custody accountable and providing opportunities for reformation in safe environments. We accomplish this mission by providing or contracting for evidence-based and research-informed treatment, classroom education, vocational education, and opportunities for community engagement.

Our vision is that all youth who leave OYA go on to lead productive, crime-free lives. This vision reflects our philosophy that it is important for youth not only to remain crime-free, but also to build positive lives for themselves, their loved ones, and their communities. By becoming productive and contributing members of society, youth can help create a safer, healthier world, and give back to their communities.

The core values that guide us are integrity, professionalism, accountability, and respect. As stewards of the public trust, we display ethical and honest behavior in all that we do. We practice unwavering adherence to professional standards and perform our work competently and responsibly. We conduct our jobs in an open and inclusive manner, and take responsibility for the outcomes of our performance. We treat others with fairness, dignity, and compassion, and we are responsive to their needs. These values support our culture of positive human development, which provides supportive relationships, offers meaningful participation and community connection, and sets high expectations in a safe and opportunity-rich setting where engagement, learning, and growth occur.

We oversee the care and custody of youth ages 12 through 24 who commit crimes prior to their 18<sup>th</sup> birthday. We exercise legal and physical custody of youth committed to OYA by juvenile courts, and physical custody of youth who have been sentenced in adult courts and, due to their age, are placed with OYA. To serve youth, we operate 9 close-custody facilities throughout Oregon and oversee a range of community-based probation and parole options that include residential treatment programs and certified foster care homes. In total, we are responsible for the care and custody of approximately 1,600 youth at any given time. Of those youth, approximately 600 live in close-custody facilities, with the remainder located in community-based settings.

The agency is organized into several key service areas that contribute to the success of the youth we serve. Operational service areas are Community Services, Facility Services, and Health Services. Support service areas are the Director's Office, Business Services, and Development Services. We employ approximately 950 staff and operate with a biennial budget of approximately \$405.5 million Total Funds, of which approximately \$307.4 million is General Fund.

## 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.**

OYA Information Services (IS) is responsible for leveraging data, research, and technology in support of OYA's mission and is responsible for developing and managing the Juvenile Justice Information System (JJIS), an integrated statewide case management information system, in support of OYA's mission, OYA's contracted residential care provider system, and 36 county juvenile departments. The IS Unit is responsible for supporting users in approximately 70 OYA and county sites statewide and the information that JJIS makes available to OYA and the State of Oregon is critical to juvenile justice policy makers and line-staff.

The goals of the IS Unit are to: 1) design and implement all information systems to effectively support OYA and county juvenile department business processes; 2) ensure state and county juvenile justice employees have the right automation tools in a secure and reliable computer environment to perform their jobs efficiently and effectively; 3) generate consistent reliable juvenile justice data that can be used both operationally and administratively in support of data driven youth and agency management practices, and; 4) develop a professional information resource management workforce within the agency that is proficient in the management of data, the application of information, and the use of current technology.

The Information Services (IS) Unit is comprised of three operating teams: (1) Application Development, (2) Technical Services, which includes the Service Desk and (3) the JJIS Business Integration/Training Team.

The JJIS Application Development Team is pivotal in managing the design, development, and implementation of the Juvenile Justice Information System (JJIS). The team works with OYA and all statewide partners in an effort to continue enhancing JJIS and provide a foundation for future capabilities. The team is on the forefront of using automation to help increase efficiencies in terms of access and retrieval of JJIS data.

The Technical Services Team’s primary purpose is to deploy, support and maintain the data technology infrastructure of the agency. Technical Services ensures that OYA staff have the information technology tools and infrastructure necessary to carry out the agency’s mission.

**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 support the JJIS Modernization Project as a member of the JJIS Business Implementation Team (BIT) by assessing, analyzing and documenting the business needs of JJIS users; translating those business needs into user stories for JJIS developers; collaborating with OYA and DMI developers to support the enhancement / modernization of JJIS features; applying principles and practices of Agile (a software development methodology that emphasizes flexibility, collaboration, and customer satisfaction), including, for example, soliciting, documenting, and prioritizing user input / feedback; writing effective user stories; backlog refinement; participation in user acceptance testing; participating in developer stand up meetings, etc.; participating in the development of training and training materials to implement modernized JJIS features; supporting coordination, scheduling, delivering, and evaluating JJIS training for JJIS modernization; and providing user support for correct implementation of modernized JIS features by responding to help requests and actively participating in Hypercare.

**SECTION 3. DESCRIPTION OF DUTIES**

*Regular attendance is an essential function required to meet the demands of this job and to provide necessary services. Employees will do the following:*

*Perform position duties in a manner that aligns with the agency’s core values and promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully. Engage in effective team participation through willingness to assist and support co-workers, supervisors, and other work-related associations. Develop positive working relationships with agency staff and managers through active participation in accomplishing group projects and in identifying and resolving problems in a constructive manner. Demonstrate openness to constructive feedback and suggestions, in an effort to strengthen work performance. Contribute to a positive, respectful, and productive work atmosphere.*

**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.**

**Percentages should not be in fractions (e.g., 7.5%) and not less than 5 %.**

**Note:** *If additional rows of the table are needed, place cursor in last cell at end of a row and press Tab key.*

% of Time	N/R/NC	E/NE	DUTIES
20%			<b><u>Develop JJIS training curriculum and training materials:</u></b>

% of Time	N/R/NC	E/NE	DUTIES
			<ul style="list-style-type: none"> <li>• Apply best practices and effective adult learning principles to the development and implementation of training strategies for the implementation and ongoing use of the JJIS application.</li> <li>• Actively participate in the development of training manuals, materials, and evaluation instruments for the Modernization application and other computer training needs using the low-code application platform and supporting software.</li> <li>• Develop and implement in-person and web-based learning opportunities to support and sustain the JJIS Modernization application with new users using distance learning technologies such as learning management systems (LMS), digital adoption platforms (DAP), video-conferencing, computer based training, , etc.</li> <li>• Develop training content for the web-based learning technologies by leveraging digital tools and platforms to create engaging, accessible, and user-friendly instructional materials that support remote and self-paced learning</li> <li>• Provide verbal and written reports on training plans and progress</li> <li>• Design and develop training materials using an Agile methodology by gathering user feedback, collaborating with stake holders, and iteratively producing and refining content to ensure materials are responsive to learner needs and organizational goals. .</li> <li>• Develop automated training within the low-code application platform selected for the JJIS Modernization Project.</li> </ul>
35%			<p><b><u>Conduct JJIS Training &amp; Follow-up Assistance:</u></b></p> <ul style="list-style-type: none"> <li>• Design, deliver, and facilitate both initial onboarding and ongoing training programs for JJIS users to ensure effective system utilization and continued user proficiency. Design, deliver, and facilitate training to individuals in small and large groups of 10-20 people per session.</li> <li>• Facilitate development and application of web-based training through LMS technologies and webinars;</li> <li>• Provide onsite follow-up training and technical assistance to assure successful implementation of new features or business practices.</li> <li>• Develop and test technical assistance materials and other JJIS learning resources.</li> </ul> <p><b><u>JJIS Training Administration</u></b></p> <ul style="list-style-type: none"> <li>• Participate in learner registration, scheduling, and implementation of JJIS Mod training and Legacy JJIS training as needed.</li> <li>• Account for training lab equipment, troubleshoot laptops as needed, and coordinate maintenance with Technicians.</li> <li>• Actively participate in the development and maintenance of the JJIS training schedule.</li> <li>• Develop materials and provide training to JJIS Modernization volunteers (e.g., JJIS Modernization coaches, mentors, and site coordinators/liaisons).</li> </ul> <p><b><u>Assess user and organization training needs:</u></b></p> <ul style="list-style-type: none"> <li>• Collaborate with OYA and county JJIS users to assess needs and analyze local business practices (e.g., User Feedback)</li> </ul>

% of Time	N/R/NC	E/NE	DUTIES
			<ul style="list-style-type: none"> <li>• Develop recommendations to incorporate local business practices into modernized JJIS and how to best utilize JJIS to support business practices.</li> <li>• Facilitate development and implementation of location-specific JJIS training plans, including assessment of resource availability.</li> <li>• Document JJIS training efforts and outcomes, including preparation time (hours), number of trainings and number of persons trained, training time (hours), and training evaluation results.</li> <li>•</li> </ul>
15%			<p><b><u>Business Systems Analysis:</u></b></p> <ul style="list-style-type: none"> <li>• Analyze and evaluate the impact of process and system changes to Juvenile Justice programs, policies, and procedures.</li> <li>• Facilitate work sessions to gather input and business requirements for system development and serve as a connection between the juvenile justice internal and external business stakeholders and the system development staff.</li> <li>• Conduct analysis and research to determine fiscal and workload impact of process and system changes.</li> <li>• Document new processes and changes to an existing process or business system. Compile business requirement specification documents. Create and modify business flow diagrams as needed to document current business flow and facilitate process changes.</li> </ul>
20%			<p><b><u>Provide Input to Project Staff on JJIS Software Design:</u></b></p> <ul style="list-style-type: none"> <li>• Apply principles and practices of Agile methodology to collaborate with OYA and DMI developers, ensuring iterative development, continuous feedback, and alignment with project goals and timelines.</li> <li>• Participate as needed in development sprints, backlog refinement, and user acceptance testing.</li> <li>• Serve as liaison between JJIS users and JJIS Product Owner.</li> <li>• Review, analyze, and prioritize JJIS help requests from a broad array of sources and work with JJIS project staff to address those requests.</li> <li>• Develop detailed user stories and recommendations to help translate user needs to software development solutions.</li> <li>• Attend design sessions with business partners and software developers, UX Analyst and Change Manager.</li> <li>• Respond to developer questions during software development lifecycles</li> </ul>
10%			<p><b><u>Support System Testing</u></b></p> <ul style="list-style-type: none"> <li>• Work closely with Quality Assurance staff to establish criteria for, and participate in, testing efforts and report outcomes. Make recommendations on status of system for distribution to various audiences. This may also include the documentation of test results.</li> </ul>
<b>100.00%</b>			

#### 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.**

There are JJIS sites in every county in Oregon, with one or more offices per county. This position may travel 25% or more of the time. Often will travel alone.

This position requires the transport of several pieces of equipment for training labs including, but not limited to training laptops, projectors, easel, keyboards and hand held controllers (mice) for each laptop, and the trainer's equipment to set up the lab. This position requires the ability to lift and carry up to 50 lbs.

Some JJIS sites are located in Youth Correctional Facilities. Some training sessions will take place in a correctional facility setting.

Training is often mandatory rather than voluntary. Consequently some students are resistant to learning and may be disruptive.

This position requires a valid Oregon Driver's License.

This position will encounter constant changing needs with frequent multiple deadlines. Multi-tasking is required.

This position requires a high degree of diplomacy when interacting with JJIS partners and users.

**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.**

- Education resources
- JJIS Policy Manual
- OYA Policy Manual
- Oregon Statute
- Oregon Administrative Rules (OARs)
- Office of Juvenile Justice Delinquency Prevention regulations
- Other State and Federal guidelines

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

Research is done to ensure JJIS users are trained in concert with current policy and or Oregon Statute. Additionally, research will be necessary to keep abreast of emerging adult learning/training trends and technologies.

**SECTION 6. WORK CONTACTS**

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

*Note: If additional rows of the table are needed, place cursor in last cell at end of a row and press Tab key.*

Who Contacted	How	Purpose	How On
Office Managers and clerical support staff	Phone, In Person	Discuss workflow issues related to JJIS, and assess training needs	As needed
Central Office managers and staff	Phone, In Person	Development of training curriculum requirements	Daily

Who Contacted	How	Purpose	How On
OYA Technical Support and Other Agency Technical Staff	Phone, In Person, or written contact	Investigate JJIS software problems and/or features	As Needed
Independent Consultants	Phone, In Person, or written contact	Participation in JJIS project management discussions	As Needed
Employees of county juvenile departments and OYA	Phone, In Person, or written contact	Training, user support	Daily
OYA Training Academy	Phone, In Person	Collaborate on the development of web based trainings	As Needed
OYA Researchers	Phone, In Person	Develop an understanding of the research tools	As Needed

### SECTION 7. POSITION RELATED DECISION MAKING

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

The person in this position will be presented with challenging issues/ideas, workflow, and JJIS issues, from administrators, supervisors, and users throughout the state. This person will need to follow established criteria for addressing help requests as well as make judgments on the seriousness of the issues and bring them forward to the appropriate parties.

### SECTION 8. REVIEW OF WORK

Who reviews the work of this position?

*Note: If additional rows of the table are needed, place cursor in last cell at end of a row and press Tab key.*

Classification Title	Position Number	How	How Often	Purpose of Review
Systems Manager 1	0795807	In person	At project control points and upon completion and quarterly reviews	Approval of work products and direction

### 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 and signs performance evaluations |

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

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

Must be able to lift 40-50 pounds regularly to transport equipment for training labs

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

**Note:** If additional rows of the table are needed, place cursor in last cell at end of a row and press Tab key.

Operating Area	Biennial Amount (\$00000.00)	Fund Type
This position makes budget and procurement recommendations to the IS Manager and/or supervisor, but doesn't have budget authority	0	n/a

**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