



State of Oregon Position Description

Company: Department of Administrative Services
Organization: Enterprise Shared Services - DAS
Service Type: Excludable Management Service - Managerial

SECTION 1. POSITION INFORMATION

Job Profile Title:	Operations & Policy Analyst 4	Job Profile ID:	X0873
Business Title:	E-Government Program Manager	Position ID:	000000007396
Employee Name:	Vacant	Company ID:	10700
Representation:	MMN	Budget Auth No:	972310
Location:	Salem DAS Print Plant		
Supervisor:	Jack McDowell (
Position:	Operations & Policy Analyst 4		
Time Type:	Full Time		
FLSA:	Exempt		
Exempt Reason:	Administrative Exemption		
Overtime Eligible:	No		
Employee Type:	Permanent		

SECTION 2. JOB DESCRIPTION SUMMARY

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

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

The Agency

The Department of Administrative Services ("DAS") is the central administrative agency that leads state government to implement the policy and budget decisions of the Governor and Oregon Legislature. Employing an enterprise-wide perspective, DAS serves state government by developing and upholding accountability standards to ensure productive and efficient use of state government's financial, human and information resources.

DAS provides a stable management infrastructure and essential business services including technology, financial, procurement, publishing/distribution, human resources and facility asset management. These services support and enable state and local government agencies to carry

out their missions, benefiting all Oregonians.

Enterprise Information Services

Enterprise Information Services (EIS) provides statewide IT leadership by maturing enterprise technology governance, leveraging investments in shared services, ensuring transparency, providing oversight, and delivering secure and innovative solutions—enabling state agencies and partner jurisdictions to better serve Oregonians through enterprise technology solutions.

Shared Services

Shared Services was established to increase alignment of existing enterprise programs—including E-Government, Telecommunications Management, Interoperability and Statewide Quality Assurance. The central theme of these programs being the development of shared service models and management of long-term strategic vendor relationships.

E-Government Program

The E-Government Program helps Oregon government provide online services to Oregon residents and businesses over the internet. Within state government, E-Government is the largest enterprise provider of the following internet services: websites, online payments, Internet applications, transparent government data and collaboration.

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:

Provide leadership for State of Oregon E-Government efforts and provide services to all state agencies and the citizens of Oregon. Leadership includes having oversight and statewide strategic use of state enterprise E-Government projects and the implementation of those projects. This position will drive and communicate the E-Government policies, procedures and vision that is established by the Electronic Portal Advisory Board and E-Government Advisory Board.

SECTION 3. JOB DESCRIPTION

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.

20% NC E **Leadership** – Lead Oregon state government’s enterprise E-Government program and initiatives. Work directly with governance groups such as the E-Government Advisory Board and the Oregon Portal Advisory Board to implement Board decisions. Act as primary E-Government liaison with agency business and technology leaders, legislators, and other stakeholders and interested parties. Work directly with the DAS Communications Manager in the promotion and marketing of E-Government services. Communicate with and educate stakeholders on how their specific E-Government requirements can fit into the enterprise E-Government model.

Proactively manage the program to ensure strategic and operational objectives are met. Seek to incrementally improve and measure service delivery on an ongoing basis. Directly and through EIS staff and contractors, provide all levels of technical support for the E-Government platform and applications. Through E-Government program staff and contractors, provide all levels of support to E-Government customers.

35% NC E **Planning and Design** – Working with the State CIO and E-Government governance groups, develop and refine enterprise E-Government plans and strategies. Create a strategic tactical action plan, financial plan and business plan for the E-Government program. Working with agencies and contractors, plan and design E-Government solutions to support enterprise and agency-specific strategies. Develop relationships with agencies and provide assistance to state agencies regarding the delivery of the agencies’ service offerings to their customers via E-Government model and associated technologies. Work directly with the State CIO, governance groups such as the Advisory Board and the Oregon Portal Advisory Board to select, evaluate and prototype E-Government solutions to agency and enterprise business requirements. Recommend best of breed enterprise class electronic services, tool sets and processes that will best deliver high value enterprise E-Government solution sets that meet agency business needs. Develop enterprise level business cases, funding model and financial/business decision documents.

35% NC E **Contract Management** – Formulate, sponsor, and oversee contracts to upgrade existing platform, produce new E-Government capabilities and execute the E-Government strategic plan in accordance with E-Government strategy tactical plan and business plan. Work with agency customers to develop, manage, and facilitate contracts and statements of work to meet agency specific business objectives. Oversee and approve the work of the prime E-Government contractor project teams and other contractors in support of projects. Oversee projects to ensure projects are managed to scope, schedule and budget, and that they achieve desired objectives. Establish and manage contracts for development and support of new applications.

5% NC E **Enterprise programs support**

This position collaborates with other units of EIS in identifying opportunities for enterprise program initiatives. As needed, this position will assist in other OSCIO enterprise initiatives.

5% NC E **Track IT trends**

This position must keep current with the IT industry, especially standards and best practices that relate to digital government.

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.

Enterprise Shared Services has a team oriented environment requiring participative decision making and cooperative interactions among staff and management. Team participation requires being prepared for all meetings, bringing issues and solutions for all the team to resolve, obtaining agreement through the use of consensus when appropriate, giving and receiving feedback, committing to support and help other team members, sharing in the leadership of the team and agreeing to buy-in and actively support decisions made by functional or problem solving teams.

The position operates in an open office environment with extensive use of office equipment including personal computers. The incumbent may be required to travel periodically within the State of Oregon including occasional overnight travel. A driver's license is required or satisfactory means of transportation. Some occasional out-of-state travel may be required. The position may involve working with and protection of highly sensitive or proprietary information. This position is suitable for remote work options.

SECTION 5. GUIDELINES

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

Oregon Revised Statutes; Oregon Administrative Rules; state business priorities, goals and objectives; state information technology-related policies and procedures; EIS Strategic Framework; Oregon's Statewide Architecture and Standards; DAS Strategic Plan; State Budget Development process and instructions; Legislative Concept Development process and instructions; State and EIS Internal Operating Policies and procedures related to contracting/procurement, personnel, budgeting, security; and various performance metrics and evaluation practices.

How are these guidelines used?

They provide the incumbent with specific and general direction which must then be interpreted and applied as necessary for each application. The position may recommend revisions to the above guidelines, including justification and need for the revision.

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	How	Purpose	How Often?
Contractor Personnel	In Person, by mail, email or telephone	Contract oversight; planning sessions	Daily
Legislative Members	In Person	Testimony	As Needed
Managers, technical and professional IT staff, business users	In Person, by mail, email or telephone	Provide expert advice and consultation in planning, development, implementation, and coordination for operations, maintenance, installation, and construction of E-Government systems.	Daily
State CIO, Director's Office staff, State CIOC, State Controllers' Div. Agency Business Managers, Agency CIOs, Governor's staff	In Person, by mail, email or telephone	Provide expert advice and consultation in planning, development, implementation, and coordination for operations, maintenance, installation, and construction of E-Government systems.	Daily
Vendors	In Person, by mail, email or telephone	Assess new technology	As Needed

SECTION 7. POSITION RELATED DECISION MAKING

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

This position makes decisions about appropriate E-Government technical strategies and solutions to meet agency and enterprise business requirements. Inappropriate decisions can impact agency business processes and service levels and can damage the agency's and state's reputation with constituents. Decisions impact most of the Executive branch agencies and how the people of Oregon interact with state government through the internet.

Decisions made by the incumbent will have a substantive effect on the degree of efficiency, effectiveness and economy of the state's information and technology resources. Decisions are expected to lead to optimization of the organizational dynamic of state government and determine how information resources are managed and operated. High-quality decision-making can produce great efficiency and cost savings. Failure to make appropriate decisions or failure to have decisions subsequently affirmed and implemented by appropriate senior management can result in legal liabilities and/or financial consequences.

The position must frequently work with diverse groups of stakeholders with competing interests. The incumbent must provide leadership for state government-wide program management efforts by establishing solid relationships with key agency personnel and by building consensus to arrive at and support important collaborative decisions. This position must be able to lead teams and bring about consensus through collaboration with groups that often have diverse interests.

SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
IT Admin 1	0420406	In Person, by mail, email or telephone	Quarterly	Formal Performance
IT Admin 1	0420406	In Person, by mail, email or telephone	As Needed	Determine status and quality of assignments and work products

SECTION 9. OVERSIGHT

What are the oversight activities for this position?

SECTION 10. ADDITIONAL POSITION RELATED INFORMATION

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

This position is subject to a criminal records check, which may require fingerprints. If you are offered employment, the offer will be contingent upon the outcome of a criminal records check (FBI). Any history of criminal activity will be reviewed and could result in the withdrawal of the offer or termination of employment.

You are responsible to promote and foster a diverse and discrimination/harassment-free workplace; establish and maintain professional and collaborative working relationships with all contacts; contribute to a positive, respectful and productive work environment; maintain regular and punctual attendance; perform all duties in a safe manner; and comply with all policies and procedures. Working in a team-oriented environment requires participative decision making and cooperative interactions among staff and management. You are to be aware of Affirmative Action and the department's Diversity strategies and goals.

Additional skills, abilities and requirements:

- Employee is required to possess and maintain a current, unrestricted, valid Oregon driver's license or provide an acceptable alternate mode of transportation.
- Project management methodology and enforcement of project standards.
- Proven leadership skills.
- Experience promoting an inclusive and diverse work environment.
- Strategic and critical thinker with expertise in research and analyze with a marked attention to detail. Ability to collect, organize and evaluate information to produce recommendations for action.
- Ability to adapt to changes and lean in with a focus on change agility.
- Knowledge of state contracting and oversight (IT Investment) policies and procedures.
- Excellent communication skills:
 - Ability to manage sensitive situations with tact and diplomacy.
 - Strong public speaking, presentation, writing and editing skills.
 - Communicate effectively to executive and technical audiences and to serve as the communication bridge between these audiences.
- Knowledge of the legislative decision-making process and skill to deal effectively with legislative members and staff.
- Collaborative skills including emotional intelligence, servant leadership, and stakeholder partnership.
- Preparing and delivering presentations for different audiences.
- Ability to work well under pressure.
- Excellent customer service skills for both internal and external customers
- Proficiency using Microsoft Office Suite, SharePoint and Power Platform.
- Ability to apply information technology performance measures and evaluation processes. This position should have a strong background in business and information resource management planning and management.

SECTION 11. BUDGET AUTHORITY

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

Operating Area	Biennial Amount	Fund Type
N/A	N/A	N/A

SECTION 12. ORGANIZATIONAL CHART

See Organizational Chart (attach copy or view within Workday).

SECTION 13. SIGNATURES

Employee

Date

Manager

Date

Appointing Authority

Date