



**STATE OF OREGON
POSITION DESCRIPTION**

Position Revised Date:

Agency: Department of Administrative Services

Facility:

☒ New

☐ Revised

This position is:

☐ Classified

☐ Unclassified

☐ Executive Service

☐ Mgmt Svc – Supervisory

☒ Mgmt Svc – Managerial

☐ Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title:	<u>Operations & Policy Analyst 4</u>	b. Classification No:	<u>X0873</u>														
c. Effective Date:	<u>July 1, 2025</u>	d. Position No:	<u>2700049</u>														
e. Working Title:	<u>Change Management Administrator</u>	f. Agency No:	<u>10700</u>														
g. Section Title:	<u>Workday Oregon</u>	h. Budget Auth No:															
i. Employee Name:		j. Repr. Code:	<u>MMN</u>														
k. Work Location (City – County):	<u>Salem - Marion</u>																
l. Supervisor Name:	<u>Joanna Robert</u>																
m. Position:	<table><tr><td><input checked="" type="checkbox"/> Permanent</td><td><input type="checkbox"/> Seasonal</td><td><input type="checkbox"/> Limited Duration</td><td><input type="checkbox"/> Academic Year</td></tr><tr><td><input checked="" type="checkbox"/> Full-Time</td><td><input type="checkbox"/> Part-Time</td><td><input type="checkbox"/> Intermittent</td><td><input type="checkbox"/> Job Share</td></tr></table>			<input checked="" type="checkbox"/> Permanent	<input type="checkbox"/> Seasonal	<input 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						
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<input checked="" type="checkbox"/> Exempt	If Exempt:	<input type="checkbox"/> Executive															
<input type="checkbox"/> Non-Exempt		<input checked="" type="checkbox"/> Administrative															
		<input type="checkbox"/> Professional															
		<input type="checkbox"/> Computer															
<input type="checkbox"/> Yes																	
<input checked="" type="checkbox"/> 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.

The Workday Oregon division reports directly to the Chief Operating Office within the Department of Administrative Services. It serves a crucial role for the state enterprise by providing Workday Oregon system technical support and is responsible to configure, maintain, enhance and expand the functionality of the Workday Oregon system, ensuring overall operations of business processes for Human Resource Management, Recruiting, Learning, Benefits, Compensation, Payroll, Absence, and Time Tracking meet business needs, goals and objectives across state agencies, boards and commissions government; all while reflecting the state's values of accountability, equity, excellence and integrity. The division provides services to all three branches of Oregon state government, including over 45k employees, 7k contingent workers (volunteers & contractors) and 50k extended enterprise learners. Additionally, the division manages integrations with other state systems, including PEBB, PERS, and financial systems. The Workday Oregon system is essential for critical day to day operations within and across all state agencies throughout the enterprise, including the legislative and judicial branches.

Teams within the Workday Oregon division are responsible for system optimizations, fielding functionality questions and troubleshoot issues around system configuration, workflow and setup. The division partner with statewide policy and executive leadership in modernizing HR and Payroll practices through use of system data and analytics. Complex issues that state agency partners and the Workday helpdesk team cannot resolve are escalated to the Workday Administrators/Subject Matter Experts, who serve as the primary experts in their particular business areas for the enterprise; the Reporting and Security Team, who serve as the primary reporting and security experts for all the users of Workday for the enterprise; or the Integration and Tech Team, who are the technical experts in the overall management of 250+ integrations that serve the enterprise Workday Oregon system to support all employee benefits and the overall business operations in many different areas connected to enterprise-wide HR, Payroll, time tracking, and financial reporting.

- 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 serve as the primary Change Management Administrator professional for the Workday Oregon Program.

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
75%	N	E	<p>Workday Oregon Change Management:</p> <ul style="list-style-type: none"> • Provide consultative and analytical work in regards to the goals, objectives, requirements and any impacts that Workday Oregon may have both at the agency and enterprise level operations (technical and business processes). • Responsible for organizational change activities such as development and execution of strategies for change management, including organizational assessments and system user engagement. • Provide change management priorities and coaching/mentoring to others in the use of change management. • Lead and participate in cross-agency group discussions, often implicating multiple functional areas, to clearly communicate the areas that impact change management. • Lead outreach and engagement efforts to agencies regarding system and business process changes. • Assist in the development and ongoing monitoring of goals, objectives and measures relating to change management and user adoption of system and business processes implemented and/or changed. • Lead the creation of executive decision packages regarding the enhancements to the system by collecting the relevant information and presenting such information to the Change Advisory Board, executive leadership or other stakeholders. • Conceptualize and develop program communications and change management materials to assist with improving system use and overall adoption. • Develop documentation, manuals and training materials relating to system changes and impacts to assist with enterprise-wide organizational change management and improve system use and overall adoption.

			<ul style="list-style-type: none"> • Identify required change management and/or training and resources. • Identify potential operational risks and difficulties associated with adoption and design strategies to mitigate undesired impacts. • Prepare written documentation and make oral presentations on process changes, enhancements, and modifications so that issues, options and solutions are understood. • Advise the Workday training team on drafted training materials prior to publication and dissemination and provide training as a subject matter expert when needed. • Direct or answer questions from other state human resources & payroll professionals on conducting organizational or procedural improvements relating to their use of Workday Oregon. • Provide leadership and advice to agency change management professionals in their adoption efforts to achieve full utilization of system self-service functions with stakeholder groups (i.e. managers, employees, etc.).
20%	N	E	Administrative: <ul style="list-style-type: none"> • Advise the Workday Oregon team on drafted training materials prior to publication and dissemination and provide training as a subject matter expert when needed. • Facilitate or assist in gathering needed information/data. • Create descriptive, narrative, statistical and analytical reports based on analysis of issues, data and options available. Present statistical information to small and large groups. • Gather performance metrics and statistics from agencies on the effectiveness of change management efforts, present to Workday Oregon leadership and adjust the change management approach to be more effective. • Partner with other change management professionals on conducting organizational or procedural improvements for state business processes. • Participate in the development of test scripts and testing system enhancements to ensure success and usability. • Communicate regularly to ensure flow of information to stakeholder groups.
5%	N	N	Other duties as assigned:

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.

This position involves frequent contact with executives, management, and staff both internal and external to the organization. It requires working with a variety of people and situations, which requires the incumbent to exercise diplomacy. Confidentiality of information must be maintained at all times. This position requires the ability to work on multiple tasks simultaneously, sometimes within short time frames, and interface effectively with business and technical partners. It requires maintenance of tight deadlines and close coordination of a large number of tasks. Occasional travel may be required. There can be frequent interruptions, demanding timeframes, and non-traditional working hours. At times, weekend and evening work is required to meet customer demands and department deadlines. This position requires significant use of a computer and videoconferencing.

Where an employee's duties can be successfully performed away from their central workplace, an employee is eligible for remote work, upon agency approval. This position is suitable for remote work options.

There may be times that a position or an individual must be located full-time, on-site, within traditional business hours. Times when on-site presence can be required include, but are not limited to, training, performance, business alignment, accommodations, or resource availability.

To be eligible for remote work, staff must have a home workspace that meets all applicable technology, security and safety requirements including the ability to provide protection of confidential information. Staff are responsible for obtaining an appropriate broadband internet connection for working remotely.

Staff working remote shall:

- Meet all responsibilities and perform all duties as if their role was performed in a traditional work setting.
- Comply with all agency policies, guidelines, and management directives.
- Maintain a professional demeanor in the performance of all duties.
- Meet and maintain performance expectations.
- Be available each week during established work hours, as determined by the business need.

DAS is committed to diversity. Diversity efforts reinforce respectful treatment of others in the workplace. These efforts focus on identifying ways to work better together, reducing conflict by increasing understanding, improving collaboration, fostering teamwork, and increasing productivity and quality of services delivered by DAS. 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.

Working in a team-oriented environment requires participative decision making and cooperative interactions among staff and management. This includes maintaining regular and punctual attendance; performing all duties in a safe manner; and complying with all policies and procedures.

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.**

Public Records Procedures
Division Policies and Operating Procedures
Oregon Administrative Rules and Oregon Revised Statutes
Statewide Policies and Procedures
Agency policies and procedures related to specific area of expertise
All applicable CBA's
Prosci Change Management Methodology
Workday Community, Learning and Training

- b. How are these guidelines used?**

These are referenced for problem resolution, decision making and for interpretation and explanation of rules, regulations, policies and procedures for the Workday support and operation teams and to ensure Workday continues to meet the statewide objectives, goals and requirements.

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?
DAS Staff	In person (via virtual meeting or chat), email or telephone	Question/Problem Resolution	Weekly
State Agency Change Management, HR and Payroll professionals	In person (via virtual meeting or chat), email or telephone	Question/Problem Resolution/Security Design/Testing	Daily
Workday Oregon Team	In person (via virtual meeting or chat), email or telephone	Escalated Case Support/ Question/Problem Resolution/Security Design/Testing	Daily
Workday Governance Teams	In person (via virtual meeting or chat), email or telephone	Strategizing, providing information/ options, clarification, questions, meetings	Weekly

SECTION 7. POSITION RELATED DECISION MAKING

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

This position exercises discretion and independent judgment in researching/presenting change management for the Workday Oregon program. The work completed in this position will result in enterprise level changes to existing policies, processes and procedures. They will coordinate, communicate and provide direction to all agency readiness coordinators across the enterprise and stakeholders by providing continuous updates regarding the Workday Oregon Program. The person in this position must understand how multiple layers of information work together – if a change is made to one part of the system it can affect the system in other areas or as a whole. As a result decisions made in this position have the potential to change other business processes with large negative effects to the statewide Workday system as a whole. Errors could have a major impact on users and have the potential to be very visible to both employees and all external enterprise learners. Acute accuracy and attention to detail is critical.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Human Resources Information Systems Manager 3	000000128485	In person (via virtual meeting or chat), email or telephone	Weekly	Review of work/To ensure timeline and performance expectations are met.
Human Resources Information Systems Manager 3	000000128485	In person (via virtual meeting or chat), email or telephone	Quarterly	Performance Evaluation/Check-in

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? N/A

- | | |
|--|---|
| <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

ADDITIONAL REQUIREMENTS: 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.

Candidates who are the most competitive will also reflect the following:

- Strong knowledge of State of Oregon (including all branches)
- Strong knowledge of organizational change management practices as a whole, including learning management development tools and processes
- Prosci Change Management Certification
- Strong communication both verbal and written
- Ability to train others (in small and large groups)
- Report writing skills (ideally in Workday)
- Knowledge of bargaining processes and union contracts
- Strong analytical skills with data management, Excel, outlook, and learning applications
- Strong experience and understanding of modern HR and Payroll Systems (Workday experience highly encouraged)

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

Operating Area	Biennial Amount (\$00000.00)	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