



**STATE OF OREGON
POSITION DESCRIPTION**

Position Revised Date:

This position is:

- ☐ Classified
☐ Unclassified
☐ Executive Service
☐ Mgmt Svc – Supervisory
☒ Mgmt Svc – Managerial
☐ Mgmt Svc - Confidential

Agency: Department of Administrative Services

Facility:

☒ New ☐ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title:	Learning and Development Specialist 2	b. Classification No:	X1339
c. Effective Date:	July 1, 2025	d. Position No:	2700040
e. Working Title:	Workday Learning and Development Specialist	f. Agency No:	10700
g. Section Title:	Workday Oregon	h. Budget Auth No:	
i. Employee Name:		j. Repr. Code:	MMN
k. Work Location (City – County):	Salem - Marion		
l. Supervisor Name:	Seth Lewis		
m. Position:	<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		
n. FLSA:	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	If Exempt:	<input type="checkbox"/> Executive <input checked="" type="checkbox"/> Administrative <input type="checkbox"/> Professional <input type="checkbox"/> Computer
		o. Eligible for Overtime:	<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 develop, coordinate and implement training plans for the statewide continuous use of Workday Oregon. This position assists with communications and a multitude of training activities relating to the system. This position utilizes business and subject matter expertise, training knowledge as well as collaboration, coordination, and some delegation skills, all of which are needed to fully participate in day-to-day operational activities. In conjunction with Change Management and Communication activities, this position will assist with organizational training needs assessments and surveys.

This position is responsible for the creation and revision of curriculum for all Workday system users with a primary focus on Payroll and Time Tracking. This position provides development, coordination and delivery of training to agency staff statewide. This position is highly visible among all State of Oregon agencies. This position works with staff at various levels and across agencies and will actively participate with stakeholders and interested parties. This position requires the creation, collections and evaluation of data to design training objectives, goals, strategies and to analyze the findings to produce objectives, plans and curriculum for the forward movement of the Workday Oregon system.

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
35%	N	E	Development and Delivery of Training <ul style="list-style-type: none"> Provide technical expertise regarding training design, methods and techniques to agency trainers, managers and supervisors. Facilitate, coordinate and or participate in the planning and program development for technical, process related or skill building training. Work independently, with team members or other partners to develop and design training curriculum, courses, modules, and sessions for agency-wide training.

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

			<ul style="list-style-type: none"> • Ensure that training is designed and delivered in the most cost-effective manner. The expectation is this will be done all virtually with exceptions being provided by the appropriate enterprise leadership. Evaluate and select appropriate cost-effective delivery strategies (e.g. classroom instruction (if possible), Workday Learning, Microsoft Teams, self-study, Computer Based Training (CBT), phone conference access for guest speakers or participants, etc.) for specific training audiences. • Meet with and facilitate communication with subject area experts on course content, make recommendations and draft updates for comment and review. • Design courses to ensure instructional objectives are met. • Incorporate cooperative learning strategies as appropriate. • Write lesson plans for each course (including lesson analysis, proper sequencing of content, a variety of learning styles, and methods, activities and time frames. Can include scripting story-boards, and visuals.) • Conduct “walk-through” of design and content with management and subject matter experts. • Conduct pilots to evaluate relevancy of objectives and to ensure objectives are met. • Handle training logistics such as coordinating facilities and equipment, guest speakers, and receipt of pre-class materials. Ensure appropriate technical assistance is available for each class. • Ensure materials and classes are learner-focused, facilitate learning, promote learner self-sufficiency and provide clear and relevant instruction. • Monitor and adjust course content and activities as needed. • Monitor and evaluate the effectiveness of the courses. • Coach learners and agency trainers as needed. • Review and update training materials before presentation to ensure they conform to federal, state and agency policy and regulations. • Partner with Change Management Admin to develop, produce and edit training videos and CBT’s. • Partner with Change Management Admin to develop, produce and facilitate Microsoft Teams and Workday Learning based training. • Participate in delivery of statewide training. • Conduct staff training.
25%	N	E	Evaluation and Recommendations

			<ul style="list-style-type: none"> • Provide verbal and written evaluation feedback to learners, trainers and supervisors. • Recommend follow-up training plans given trainee's performance in class. • Develop training evaluation criteria and methods. • Assist management to develop and evaluate training monitoring mechanisms, such as action plans to determine the effectiveness of training. • Review and evaluate training to determine its relevancy to the agency and to ensure it meets agency standards and needs. Revised training accordingly to improve effectiveness. • Determine the effectiveness of training by determining that course objectives are met in the classroom and involve subject matter experts in course design and modification of training. • Evaluate the impact of Workday payroll and time tracking and develop recommendations regarding training. • Provide input regarding classroom management, program knowledge, course content, communication skills, team skills and other areas.
20%	N	E	<p>Assessment and Analysis of Training Needs</p> <ul style="list-style-type: none"> • Respond to training requests with an in-depth assessment of training needs, reviewing how the request fits into objectives. • Coordinate work, projects and method and medium for training staff. • Develop methods and guidelines to assess and define training needs. • Conduct surveys and interviews. Facilitate meetings to determine training needs. • Gather data to evaluate needs, objectives, goals, strategies and analyze findings to produce objectives for the forward movement of training in support of the project. • Identify specific outcomes of training through instructional objectives that indicate the level of learning to be achieved, the activity that demonstrates the level of learning is met and the criteria for success. • Provide coordination in the development of curriculum to achieve goals and objectives. • Monitor and update training related plans based on changing needs, system updates, changes and enhancements.

			<ul style="list-style-type: none"> • Assist management with the hiring, training, coaching, mentoring, observation and evaluation of Training staff. • Prepare and deliver reports as needed.
15%	N	E	Project Management/Training Administration <ul style="list-style-type: none"> • Provide status reports to keep principal players and interested parties informed. • Ensure timelines and outcomes are met. • Identify barriers and propose solutions. Monitor changes to ensure successful outcomes. • Develop or assist in development, writing, interpreting and monitoring agency training policies, procedures and manuals. • Act as both internal and external consultant for training related activities. • Consult with management and help discern training, management and systems concerns. • Propose strategies or actions to deal with identified problems to ensure that actions will result in improved performance.
5%	N	NE	Miscellaneous/Other Duties as Assigned <ul style="list-style-type: none"> • Participate in meetings, test groups, special studies and projects regarding new systems, programs, policies or procedures. • Attend training and other developmental activities. • Keep current on developments in the training field to maintain a high level of knowledge and competence. • Maintain archived materials from prior trainings for future.
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.

This position requires working with a variety of people and situations, which requires the incumbent to exercise diplomacy. 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 inside the state 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
- Oregon Revised Statutes
- Statewide Policies and Procedures
- Agency policies and procedures
- All applicable CBA's
- Oregon Accounting Manual (OAM)
- State Compensation Plans
- BOLI Regulation
- Federal laws and regulation
- Fair Labor Standards Act
- PEBB User Manual
- Workday Community, Learning and Training

b. How are these guidelines used?

These are referenced to ensure training material and content are in alignment with any and all guidelines. 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 the Workday continues to meet the statewide objectives, goals and requirements and is fully utilized as intended by each user across state government.

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?
Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".			
Workday Support Team	In person (via virtual meeting or chat), email or telephone	Strategizing, providing information/ options, clarification, questions, and meetings to develop training materials and implement training plans.	Daily
Workday Management Team	In person (via virtual meeting or chat), email or telephone	To provide status updates, obtain feedback and direction on training plans and material.	Weekly
Agency Payroll, HR and Training professionals	In person (via virtual meeting or chat), email or telephone	Information gathering/exchange; design.	Daily
DAS policy consultants	In person (via virtual meeting or chat), email or telephone	Develop statewide training and gain understanding.	As needed
Contractors/Vendors	In person (via virtual meeting or chat), email or telephone	To develop training materials and implement training plans.	As needed
Statewide stakeholders	In person (via virtual meeting or chat), email or telephone	Communicate training goals, plans and solutions; advise and report on training assessments; develop and deliver training; respond to inquiries.	Frequently

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 training assessments and tools for all three branches of Oregon state government. This position makes decisions and provides advice and direction daily on training and communication issues. This position works independently on most tasks and also partners with Workday Administrators, as needed. The position directs state agency resources on adoption methods for Workday business processes. The incumbent is expected to respond to questions, on their own, from agency resources and Workday support and helpdesk teams relating to relevant communication, change management, training and adoption methods within scope of activities. Large and complex issues that require decision will be escalated to Workday system leads and managers. Decisions associated with this position impacts statewide training efforts as part of the ongoing operational support of Workday Oregon across the enterprise. 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. Training activities have a great impact on the overall satisfaction and utilization of the Workday system.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
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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".

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.

The person in this position must possess knowledge and experience in developing and/or delivering training to various parties across a large audience. Experience and/or knowledge in the subject areas within the Workday Oregon system are desired. This position focuses primarily on Payroll; Time Tracking; Employee Benefits; Leave Management and Employee Processing related to those areas. The incumbent

must have the ability to analyze processes and functions, and communicate training objectives to technical staff, professional staff, managers and employees; must pay close attention to detail; must have the ability to collect, organize, and evaluate statistical information; must have the ability to translate ideas into workable plans; act as liaison between Workday payroll and time tracking end-users and the Workday Oregon support team; have a good understanding of payroll and time tracking and process analysis; ability to effectively communicate ideas, recommendations, and technical information to technical and non-technical persons; ability to develop and present training to agency staff and managers.

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

- Strong knowledge of State of Oregon (including all branches)
- Strong knowledge of HR, Payroll, and time keeping practices as a whole, including learning management development tools and processes
- Strong communication both verbal and written
- Ability to train others (in small and large groups)
- Report writing skills (ideally in Workday)
- Knowledge or bargaining and union contracts
- Strong analytical skills with data management, Excel, outlook, and learning applications
- Strong experience and understanding of HRIS 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
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>		

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		