



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: DAS Executive Building

☒ New ☐ Revised

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>179673</u>	
e. Working Title: <u>Workday Testing Lead</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>Jill Coleman - Workday IT Manager 3</u>			
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			
n. FLSA: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt		o. Eligible for Overtime: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
		If Exempt: <input type="checkbox"/> Executive <input checked="" type="checkbox"/> Administrative <input type="checkbox"/> Professional <input type="checkbox"/> Computer	

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 lead, develop, and maintain the overall testing process for all Workday Oregon system changes. Works in close partnership with the Workday Oregon Release Administrator to ensure all testing requirements are planned, completed, and documented prior to their implementation. Responds to inquiries from executive management, Secretary of State, Enterprise Information Services and the Legislature with documentation, data analysis, and presentations. The testing processes overseen by this position has an enterprise-wide impact and affects business operations at the agency and statewide level in all areas within Workday Oregon.

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
Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.			
40%	N	E	<div>Workday Release Testing Management:</div> <ul style="list-style-type: none"> Analyze and select the appropriate testing plan based on designated requirements and potential downstream impacts. Designate requirements that each functional administrator must follow to successfully test, and obtain approval, for each enhancement, update, and change being implemented. Develop and maintain a catalog of testing plans that will be assigned as is appropriate to each release item. Oversee all test execution activities including defect management, troubleshooting and resolution. Provide resources to functional leads and stakeholders across the enterprise to help them see the value, understand, and follow the appropriate testing plan. Lead all testing efforts in each release cycle and ensure appropriate analysis is conducted to prohibit negative or unintended consequences related to all release items. Ensure the functional administrator demonstrates, or allows an opportunity to test, and validate the change meets the identified requirements prior to the item being approved for implementation in production. Ensure testing artifacts are appropriate, complete, and archived.

			<ul style="list-style-type: none"> • Explain and/or present information to various groups, including the Secretary of State, related to Workday processes and/or actions. • Represents the state of Oregon in a professional capacity to share knowledge, provide guidance, and give feedback, with Workday, other state and local governments, or other Workday customers. • Present analysis, findings, and lessons learned from the testing process to multiple groups, including but not limited to: the Workday Change Advisory Board, Executive Leadership, and Secretary of State. • Regular meeting with senior managers to discuss testing plan, roadblocks, and to give recommendations on future testing methods.
25%	N	E	<p>Workday Technical and Analysis:</p> <ul style="list-style-type: none"> • Partner with Workday Administrators/Subject Matter Experts (SME's) and Business Analysts to understand and stay current on the technology of the Workday Solution and its Oregon environments/tenants. • Maintain a current understanding of system functionality, updates, and upstream/downstream impacts. • Monitor and analyze system changes coming from Workday Inc and incorporate them into the release management process, including but not limited to, the twice-yearly Workday Releases. • Lead the technical review of the twice-yearly Workday SaaS System Release with the Workday solution SME's to identify areas of risk and test focus. • Create the Workday System Release test plan in partnership with the Workday Oregon solution SME's and coordinate its execution. • Lead and perform root cause analysis reviews for identified production issues and work with SME's to identify action plans to reduce or prevent the error from occurring again.
15%	N	E	<p>Kainos Regression Test Suite Management:</p> <ul style="list-style-type: none"> • Identify testing gaps and develop test cases to be run through Kainos for automated testing. • Maintain an up-to-date inventory of test cases based on updates made within Workday Oregon. • Provide functional guidance to the Kainos Business Sponsor regarding development of testing criteria, solutions, and vendor concerns. • Evaluate the benefit of new products, required resources, and implementation timeline. • Participate in the contract renewal Statement of Work creation. with the Kainos Business Sponsor. • Approve automated regression test results for the monthly releases during weekly regression testing reviews.
15%	N	E	<p>Administration:</p> <ul style="list-style-type: none"> • Provide back-up coverage for the Workday Oregon Release Administrator, especially in areas of Workday CAB, Workday Tenant Management, Workday Monthly Release Planning and the Workday Release Management Tool. • Stay current on industry testing knowledge, tools, metrics, etc., for complex, integrated SaaS's solutions such as Workday.

			<ul style="list-style-type: none"> Identify mid-to long term maturing improvements and prepare plans for implementation to be prioritized by the Workday team. Examples might include: <ul style="list-style-type: none"> Formalizing and standardizing test processes across the Workday System to capture improved metrics. Formalizing and standardizing test processes across the Workday System such that Workday System testers can be easily shared for load balancing purposes. Partnering with Workday System SME's on enhancing the automated regression testing with implementing additional high value tests every quarter.
5%	N	NE	Additional 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
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?
Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".			
DAS Staff	In person (via virtual meeting or chat), email or telephone	Question/Problem Resolution	Weekly
Vendor Staff	In person (via virtual meeting or chat), email or telephone	Question/Problem Resolution/Automated Testing Services	Weekly
State Agency HR and Security Partners	In person (via virtual meeting or chat), email or telephone	Question/Problem Resolution/Security Design/Testing	Daily
Workday Support 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.	As Needed

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 establishing and maintaining the Workday Oregon testing strategies, plans, and information. This position has responsibility for management of system testing during the monthly and semi-annual release process for the state of Oregon's Workday

system. The Testing Administrator must have the knowledge of and comprehend how multiple layers of information work together in Workday – if a change is made to one part of the system it can affect the system in other areas or as a whole. Decisions made in this position have the potential to impact system business processes with significant negative effects to the enterprise Workday system as a whole. Errors could have a major impact on users and have the potential to be very visible to employees across the enterprise and external 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
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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".

Information Technology Manager 3	2700051	In person (via virtual meeting or chat), email or telephone	Weekly	Review of work/To ensure timeline and performance expectations are met.
Information Technology Manager 3	2700051	In person (via virtual meeting or chat), email or telephone	Quarterly	Performance 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 modern testing management and documentation best practices
- Strong communication both verbal and written
- Ability to train others (in small and large groups)
- Report writing skills (ideally in Workday)
- Strong analytical skills with data management
- Project/initiative governance
- General knowledge of process improvement tools, including Lean process and RPI Events
- Strong experience and understanding of SaaS 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
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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".

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