STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
10/23/25

This position is:
- ☒ Classified
- ☐ Unclassified
  - ☐ Executive Service
- ☐ Mgmt. Svc – Supervisory
- ☐ Mgmt. Svc – Managerial
- ☐ Mgmt. Svc - Confidential

Agency: Oregon Department of Agriculture

Facility: Salem Headquarters

☐ New   ☒ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: Administrative Specialist 1

b. Classification No: C0107

c. Working Title: Business Systems Support Specialist (Licensing)

d. PPDB No/WD ID: 1100001 / 000000024832

e. Section Title: Information Technology

f. Agency No: 60300

g. Employee Name: Vacant

h. Budget Auth No: 1141290

i. Supervisor Name: Ryan Schlunz

j. Repr. Code: OAO

k. Work Location (City – County): Salem - Marion

l. Position:
- ☒ Permanent
- ☐ Seasonal
- ☐ Limited Duration
- ☐ Academic Year
- ☒ Full-Time
- ☐ Part-Time
- ☐ Intermittent
- ☐ Job Share

m. FLSA:
- ☐ Exempt
- ☒ Non-Exempt

If Exempt:
- ☐ Executive/Supervisory
- ☐ Administrative
- ☐ Professional
- ☐ Computer

n. Eligible for Overtime:
- ☒ Yes
- ☐ 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 Oregon Department of Agriculture (ODA) exists to fulfill a vital mission: to protect, promote, and sustain Oregon's agricultural and natural heritage for future generations. At its core, ODA supports the livelihoods of over 35,000 farms, strengthens rural communities, and ensures that all Oregonians benefit from the state's agricultural abundance.

Guided by its mission, ODA cultivates trust and fairness through leadership in compliance, resilience, and service. With a biennial budget of $160 million and more than 523 dedicated employees, ODA supports a $6 billion agricultural economy and oversees complex programs that support every corner of Oregon. ODA is more than just numbers—it represents livelihoods by ensuring food safety, fostering innovation, and promoting sustainable practices for farmers, ranchers, consumers, and the environment.

This position works in the Business Systems team of our Information Technology program (ODA-IT) in the Administrative Services Division (ASD) of the Oregon Department of Agriculture (ODA). ASD also includes Fiscal and Budget Services, Human Resources, Contracts and Procurement Services, and Facilities / Business Operations Services.

ODA-IT exists to provide Reliable solutions with Prompt, Accurate, and Courteous Technology services that enrich ODA's mission (R-PACT). ODA's mission is to safeguard Oregon's agriculture, natural resources, working lands, economies, and communities through assistance, compliance, and market support (Promote, Protect, Prosper). ODA's vision is to nurture a resilient tomorrow for generations to come. ODA-IT helps to facilitate this vision by working to unify all data and technology systems for seamless access to all agency resources across all programs (One IT. One ODA. One Oregon).

ODA-IT consists of 12+ positions supporting 500+ users (250+ users based in Salem and Wilsonville offices and 250+ based in field offices or otherwise working remotely. The Chief Information Officer or Information Technology Manager oversees all ODA-IT functions, including but not limited to:

- Operations (help desk, hardware / software support, technology training, network/user/server/system administration, backup/restore/disaster recovery & cybersecurity).
- Business Systems (business systems analysis, project management, custom db / app development, and support).
- Data Services (data & records management, data governance, data quality & analysis, and data visualization).

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 Business Systems Support Specialist (Licensing) works as part of a team that ensures ODA's business systems are supported in a way that aligns with Oregon's enterprise standards and meets the needs and objectives of the agency and its customers / constituents.

The purpose of this position is to coordinate and perform the centralized agency licensing functions, including the audit of new license applications and renewals, issuing of licenses and certificates, and monitoring agency licensing activities. This position answers questions and facilitates fixes to problems raised by internal users and/or external customers about supported business systems and the data contained within. This person in this position may be cross trained on other business systems and provide backup / temporary primary responsibility for other business systems as needed.

This position also provides technical support for agency staff using the licensing systems and provides guidance for new and existing agency customers to obtain their desired licenses or certifications.

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".			
65%			**Licensing Processing** Understands and explains State Rules and Laws relating to the Agency's licenses, permits, and registration types. Understands the unique and diverse intra and inter agency requirements related to each license, permit, and registration and how they impact and overlap each other. Understands

				the different requirements to ensure that each license application is truly complete and accurate and determines if it is appropriate to issue. Has the expertise to know when it is appropriate to turn over problems to the specific Program or to resolve it without referral. Works with licensee and Program staff to complete applications or resolve related issues. Works with Program staff to get authorization to process licenses when applicable.
				Enters and maintains data in the Agency Licensing System (LSM) and Batch Processing System (BP). Understands how the data overlaps with agency Program requirements and system requirements to ensure data integrity. Uses the Licensing Search Module (LSM), Accounting Module (AM), and other FileMaker databases to research licensee information. Is responsible for monitoring system data quality integrity by reviewing and performing cleanup based on daily and weekly system generated reports. Removes and destroys confidential data once information is entered into the system.
				Communicates in person, over the phone, and through written correspondence to answer questions from Licensing Staff, Agency Staff, and the public. Provides technical support for the Agency's Online Licensing system to the general public. This includes walking the customers thru the online process and troubleshooting any questions or problems they may have. Has the expertise and knowledge to document t and escalate problem to IT Support when needed.
				Demonstrates and fosters an attitude of being open and friendly to coworkers, agency staff, and the general public. Finds ways to educate and assist licensees with questions or concerns related to regulations and procedures.
				Participates in developing and writing License Unit business process procedures.
				Identifies license over and underpayments. Works with Accounts Receivable Unit to make payment corrections and monitor unallocated funds. Generates and ensures accuracy of billings letters mailed to licensees and any follow-up correspondence. Tracks and follows up on refunds.
10%				**License Renewal Mailings** Generates or requests data integrity reports for review prior to mass mailing of renewals. Organizes information and participates in cleanup. Coordinates schedule for producing and mailing renewal forms. Works with Program staff to coordinate changes to renewal forms, updates letters or attachments, and verify renewal fees. Works with Licensing Staff and IT Staff to make any necessary changes prior to the mailing. Provides quality check of IT changes prior to sending completed job to DAS print center for processing. Works with DAS to ensure print jobs are received and mailed as scheduled.
15%				**Licensing Print System (LPM), Billing Letter System (BL)** Serves as the unit technical and procedural expert and assists other license staff with questions or training related to the LPM and BL. Works directly with IT Help desk to resolve daily work function problems. Participates in identifying and documenting business requirements for system development upgrades. Establishes and maintains operating procedures. Ensures

			protocols and controls are established and maintained. Serves as backup technical and procedural expert for the Licensing Search Module (LSM), Batch Processing (BP, and Online Renewal System (OLR).
10%			**Other Duties as Assigned** Is knowledgeable in all job functions of the work unit. Assists and/or trains coworkers as needed. Assists unit with daily workflow prioritization. Stays in communication with the Licensing Operations & System Analyst. Works on projects

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.

Office Environment - Must prioritize workload and work with customers in a courteous and professional manner. Must be able to deal graciously with the occasional angry or hostile customer. Must have the ability to determine when to escalate an issue to the Unit Manager.

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.

Federal and State laws, Statutes and Regulations Department Policies
Various program and operational manuals Desk Procedures

b. How are these guidelines used?

The guidelines are used as the basis for administering the licensing operations, making decisions on issuing licenses, collecting on delinquent licenses, and as the guideline for interpreting and explaining the laws to those who must obtain a license.

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 curser at end of a row (outside table) and hit "Enter".			
Public	Person, phone, letter, fax, e-mail	To ask or answer questions concerning license issuance	Daily
Agency Personnel	Person, phone, email, written communication	To coordinate the issuance and record maintenance of licenses	Daily
Public	Phone, email	Provide Online Renewal Support	Daily
Agency Personnel	In Person, phone, e-mail	Provide support for internal licensing systems	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

Understand licensing criteria for ODA's licenses within 8 Program categories and make decisions related to processing. Establish priorities on high and low volumes of work to meet critical deadlines. Analyze Licensing Printing System (LPM) problems to determine whether the problem is a technical issue or business process issue. Analyze Licensing Search Module (LSM), Batch Processing (BP), Billing Letter

(BL), and Online License Renewals (OLR) system issues to determine whether the problem is a technical issue or business process issue.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".				
Chief Information Officer	0139400 / 000000021189	In person, e-mail, video, written communication	As needed	Work is reviewed upon completion to assure goals are met and through informal discussions as needed. Quarterly reviews

SECTION 9. OVERSIGHT FUNCTIONS   THIS SECTION IS FOR <u>SUPERVISORY</u> POSITIONS ONLY

a. How many employees are directly supervised by this position?   _____
    How many employees are supervised through a subordinate supervisor?   _____

b. Which of the following activities does this position do?

☐ Plan work   ☐ Coordinates schedules
☐ Assigns work   ☐ Hires and discharges
☐ Approves work   ☐ Recommends hiring
☐ Responds to grievances   ☐ Gives input for performance evaluations
☐ Disciplines and rewards   ☐ 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:

ODA 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 ODA. 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 collaborative 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.

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

Operating Area	Biennial Amount ($00000.00)	Fund Type

Note: If additional rows of the below table are needed, place curser 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