



State of Oregon Position Description

Company: Oregon Department of Education

Organization: Enterprise Services - ODE

Service Type:

SECTION 1. POSITION INFORMATION

Job Profile Title:	Information Systems Specialist 6	Job Profile ID:	1486
Business Title:	Business Analyst (Unfilled)	Position ID:	000000182860
Employee Name:		Company ID:	58100
Representation:	OAS	Budget Auth No:	1446519
Location:	Salem ODE Public Service Building		
Supervisor:	Randy James (Information Technology Customer Engagement and Support Manager 2)		
Position:			
Time Type:	Full Time		
FLSA:	Exempt		
Exempt Reason:	Computer Employee 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.

The Oregon Department of Education (ODE) oversees the education of students in Oregon's public K-12 education system. ODE encompasses early learning, public preschool programs, the state School for the Deaf, regional programs for children with disabilities, and education programs in Oregon youth corrections facilities. While ODE isn't in the classroom directly providing services, the agency (along with the State Board) focuses on helping districts achieve both local and statewide goals and priorities through strategies such as: developing policies and standards, providing accurate and timely data to inform instruction, training teachers on how to use data effectively, effectively administering numerous state and federal grants; sharing and helping districts implement best practices. At the Oregon Department of Education, we are guided by the following values: integrity, accountability, excellence, and equity.

This position is in the Office of Information Technology (OIT). OIT provides timely and reliable information technology services and contributes to an infrastructure that allows ODE staff to focus on the core mission of leadership, accountability, and school improvement. OIT consists of several units that collectively cover a full range of agency technology services and provide information technology and project management support to internal and external customers, ensuring that technology solutions are

developed, enhanced, and managed, and the technology infrastructure is maintained in a reliable and secure manner.

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 Analyst plays a critical role in supporting the mission of the State's education information system by ensuring the reliability, performance, and security of enterprise solutions and by analyzing and optimizing information systems that support student data, academic performance, and administrative operations. This role bridges technical solution design and operations with strategic business analysis to enhance business people and process structures across the education information ecosystem.

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.

45% - N E - Business Area Consulting

- Plan, organize, monitor, and coordinate Information Solution and Service delivery to Agency program areas.
- Develop understanding in business processes, functional requirements, and business rules associated with program area solutions and Agency data collections.
- Collaborate with program area customers to determine functional and business process requirements that align with current and future business needs.
- Ensure communication with customers and user guidance documentation is prepared using non-technical language and is updated to current version and change status.

30% - N E - Solution Design & Quality

- Design and document functional requirements, business processes, and business rules that accurately define program needs for program area solutions and Agency data collection new solutions, enhancement to existing solutions, and fixes.
- Plan and develop quality assurance and customer satisfaction methodologies in conjunction with IT and program area staff.
- Evaluate and conduct comprehensive analysis of solutions, processes, and business rules to ensure that Enterprise Solutions are continuing to align with program area needs.
- Analyze program area functional needs and business processes to recommend options to best align technology to business need.
- Work closely with application development staff in the design, development and testing of solutions and data collections.
- Provide analytical, technical, and project management direction and advice to customers and application development staff.
- Analyze solution narrative statements and business needs to translate them into functional solution and/or development specifications.
- Participate in the development and evolution of solution development standards and project management methodologies.
- Assist/create test plans and validate test plans against documented requirements, processes, and business rules.

15% - N NE - Customer Assistance

- Help diagnose solution issues reported by customers or uncovered during testing.
- Provide feedback to colleagues, leadership and customers on how testing is conducted, reviewed and tracked.
- Assist customers in understanding technical language, functional requirements, solution specifications, business rules and design concepts.
- Give feedback when necessary, and communicate regularly with customers.

5% - N NE - Professional Duties

- Maintain knowledge of state-of-the-art technologies, innovations and trends through training, printed and on-line professional journals and publications, contact with other information systems professionals, and self-initiated study.
- Attend training and other developmental activities.
- Report technology advancement and trends to management and technical staff and recommend ways to use appropriate technologies to maximize future organizational benefits.
- Interface with other state agencies and external organizations in order to maintain current knowledge of emerging technologies and share information.

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.

Duties are performed in an office environment working at a computer terminal for long periods of time. Business needs may require working irregular hours or shift work (24x7, weekends, evenings, holidays, and travel for job related purposes) in order to do work, make changes, or maintenance that are not approved to be done during the hours of 6am – 6pm. Workload and priorities fluctuate and can involve highly complex, sensitive, and/or political issues. This position relies upon collaborative, productive, professional and respectful engagement with staff, colleagues, leadership, and subject matter experts within the Agency, across other state agencies, representatives of local government and/or governor's office, with key investment members, partners, and providers within Oregon communities, and others.

This position may be eligible for hybrid remote work, subject to manager approval, business needs, and completion of a remote work agreement in Workday. Employees must have a home workspace that meets all technology, security, and safety requirements, including protection of confidential information. Remote work requires use of agency-issued equipment, a secure internet connection, and VPN access. Staff must follow the DAS Remote Work policy, guidelines and applicable collective bargaining agreements. The official duty station is the Public Service Building in Salem, Oregon. Travel to this location may be required at the employee's expense.

SECTION 5. GUIDELINES

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

- Vendor Supplied Manuals
- Operating Procedure Manuals
- ODE Policies, Procedures, and Processes
- Oregon Revised Statutes
- Oregon Administrative Rules
- Statewide Policies and Processes
- Information Technology Infrastructure Library (ITIL)
- ODE Enterprise IT Strategy and IT Standards documents
- System Development Methodology
- Systems Development Policies and Procedures

How are these guidelines used?

They provide general guidance and policy directions, and framework to the incumbent who must interpret and apply them as necessary for each application.

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?
Customers - agency application users	In Person, by mail, email or telephone	Discuss support services, problem resolution or other IT support issues.	Daily
ODE Office and Program Management	In Person, by mail, email or telephone	Discuss support services and other IT support issues.	As Needed
Section and Unit staff	In Person, by mail, email or telephone	Triaging, problem escalation, section-wide process management, and identifying service management.	Daily
Vendors	In Person, by mail, email or telephone	Identify and discuss technology needs and implementation.	As Needed

SECTION 7. POSITION RELATED DECISION MAKING

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

This position is responsible for conducting data quality analysis, quality assurance of new solutions and assisting senior business analyst with solution design and refinement. This position must determine the cause of software and data quality issues and escalate appropriately.

SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
Information Technology Customer Engagement and Support Manager 2	0000214	In Person, by mail, email or telephone	Monthly	Supervisory one-on-one
ISS8 - Team Lead		In Person, by mail, email or telephone	Regularly	To ensure work/task assignment and team workload balance.
IT Customer Engagement and Support Manager 2	0000214	In Person, by mail, email or telephone	Quarterly	Performance review / Quarterly PAFs
Project Manager		In Person, by mail, email or telephone	Regularly	To keep the project manager informed of project task progress and to discuss issues needing resolution.

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:

- Demonstrated knowledge of developing, deploying, and maintaining complex transactional application projects.
- Demonstrated ability to write and communicate system specifications, models, and diagrams.
- Strong understanding of relational databases with advanced working knowledge of writing SQL queries and experience with SQL Server.
- Strong ability to analyze and QA solutions, identify solution integrity issues and make recommendations.
- Demonstrated skill in data reporting, design, configuration, testing, implementation, and customer support.

This position requires successfully passing a pre-employment background check. The pre-employment check may include a review of the following records: criminal background, DMV, licensure, and sexual misconduct. Adverse background data may be grounds for immediate disqualification, withdrawal of a conditional job offer, or termination of employment.

SECTION 11. BUDGET AUTHORITY

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

Operating Area	Biennial Amount	Fund Type
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SECTION 12. ORGANIZATIONAL CHART

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

SECTION 13. SIGNATURES

_____ Employee	_____ Date
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_____ Manager	_____ Date
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_____ Appointing Authority	_____ Date
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