[Click here to link to instructions](https://apps.state.or.us/Forms/Served/oe0105h.doc) **All positions in OHA require a Criminal Background Check and an Abuse/Neglect Check. Fingerprints may be required.**

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|  | | **STATE OF OREGON** Oregon Health Authority (OHA)POSITION DESCRIPTION | | | | | | | **Position Revised Date:**  2/8/2017  **This position is:** | | |
| **Agency:** Oregon Health Authority  **Division:** Fiscal and Operations Division  New  Revised | | | | | | | | | [Classified](http://egov.oregon.gov/DAS/HR/docs/class/ClassGuidefin.pdf)  [Unclassified](http://egov.oregon.gov/DAS/HR/docs/class/ClassGuidefin.pdf)  Executive Service  Mgmt Svc – Supervisory  Mgmt Svc – Managerial  Mgmt Svc – Confidential | | |
| **SECTION 1. POSITION INFORMATION** | | | | | | | | | | | |
| **a.** Classification Title: | | | Information Systems Specialist 5 - ISS5 | | | | | | | | |
| **b.** Classification No: | | | C1485 | | | | | **c.** Effective Date: | | 7/1/2003 | |
| **d.** Position No: | | | 1410069 | | | | |  | | | |
| **e.** Working Title: | | | Program Analyst | | | | | | | | |
| **f.** Agency No: | | | 44300 | |  | | | | | | |
| **g.** Section Title: | | | Office of Information Services (OIS) | | | | | | | | |
| **h.** Employee Name: | | | Vacant | | | | | | | | |
| **i.** Work Location (City — County): | | | | | Salem - Marion | | | | | | |
| **j.** Supervisor Name: | | | Michael Isaac | | | | | | | | |
| **k.** Position: | Permanent  Seasonal  Limited Duration  Academic Year  Full-Time  Part-Time  Intermittent  Job Share | | | | | | | | | | |
| **l.** FLSA: | Exempt  Non-Exempt | | | If Exempt: | | Executive  Professional  Administrative | **m.** Eligible for Overtime: | | | | Yes  No |

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| SECTION 2. PROGRAM AND POSITION INFORMATION |

1. **Describe the program in which this position exists. Include program purpose, who’s affected, size and scope. Include relationship to agency mission.**

Oregon Health Authority (OHA) is the organization at the forefront of lowering and containing costs, improving quality, and increasing access to health care in order to improve the lifelong health of Oregonians. OHA is responsible for most state health services and for implementing the health care reforms in House Bill 2009. OHA is overseen by the nine-member citizen Oregon Health Policy Board working toward comprehensive health and health care reform in our state.

The OHA mission is helping people and communities achieve optimum physical, mental and social well-being through partnership, prevention and access to quality, affordable health care. OHA’s work is organized into three broad goals: Improve the lifelong health of all Oregonians, increase the quality, reliability and availability of care for all Oregonians and lower or contain the cost of care so it is affordable to everyone.

OHA values service excellence, leadership, integrity, health equity and partnership.

The Office of Information Services (OIS) is a shared service provider for OHA and Oregon Department of Human Services (ODHS). The OIS budget and organizational structure are part of OHA, but services are provided to both agencies. OIS provides the technology systems and services that support more than 11,000 OHA and ODHS agency staff at local offices and facilities around the state. These systems and services help the two agencies determine client eligibility; provide medical, housing, food and job assistance; provide addiction, mental health, vocational and rehabilitative services; protect children, seniors and people with physical and/or developmental disabilities; process claims and benefits; manage provider licensing and state hospital facilities; and promote and protect the state public health. OIS systems also support internal OHA and ODHS administration functions, including human resources, finance and procurement programs.

OIS maintains and supports nearly 18,000 computers and printers for agency staff. Customers are supported by phone through the Service Desk or field technicians embedded in locations outside of Salem. The Service Desk responds to more than 9,500 assistance requests each month. OIS also supports partners that use OHA and ODHS systems at locations around the state, including state agencies such as the Oregon Department of Justice Division of Child Support, Oregon Employment Department and others; cities, counties and district attorney’s offices; private hospitals and other computer centers.

OIS provides management support for OHA and ODHS IT projects, systems architecture, data bases, IT asset and change management. OIS also coordinates network and computing operations with the Oregon State Data Center.

**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 Systems Analyst will provide analytical and technical support for the operation and maintenance of information systems, design and construct new systems, or modify and enhance existing systems.

Provides information system services to facilitate the proper functioning of the eXPRS programs and daily operations. Support the agency’s mission and program objectives through timely and accurate issue of benefits, including, but not limited to cash, food stamps, child support, provider pay, and medical by ensuring maximum availability of systems to end users. Work with other system staff under Team Lead and/or manager direction to accomplish development tasks supporting various projects and activities.

This position is responsible for all unit, system, and integration testing activities, software development Quality Assurance functions, and documentation of test results.

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| **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.**  ***Note:*** *If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.* | | | |
| **% of Time** | **N/R/NC** | **E/NE** | **DUTIES** |

|  |  |  |  |
| --- | --- | --- | --- |
| **30%** | **R** | **E** | **Software – Customer Assistance**  The System Analyst will consult with customers to determine requirements and assist with problem resolution.   * Provide technical consultation and support to users of the system that may include troubleshooting complex problems or may involve multiple components within the same system or other systems * Problem determination can include desktop, network, server, database, software configuration, and/or software debugging. * Determine workaround and identify software defects based on customer problem determination. Communicate conclusions with the customer. * Root cause analysis and submitting bug report to development team lead as needed. * Review, analyze and develop solutions to recurring problems or issues having widespread consequences. Diagnose and provide solutions that may require system fixes versus operator errors. * Contact vendors and other external entities to coordinate problem resolution. * Prioritize problems and work with users, vendors and other parties to resolve conflicts. * Track and report progress. Assist users with reporting. |
| **30%** | **R** | **E** | **Software – Operations:**  The System Analyst will provide maintenance and coordination of requests for application changes required to meet business needs.   * Impact analysis to infrastructure change which may include database software upgrade, server upgrade/move, mass workstation update (like operating system update, other commonly used software, or changes to other software). * Identification of incidents based on key indicators like multiple offices having similar problems with the software that may indicate a larger problem. Escalation of incidents to the appropriate team (e.g. database administration, server administration, network administration, desktop administration). * Ongoing operations and maintenance support for the current and future case management systems. |
| **30%** | **R** | **E** | **Software - Construction:**  The System Analyst will perform research analysis, design, development, test, and implementation of application enhancements and software.   * Conduct business analysis and research on significant portions of a large system or on a new process within an established business. Identify and deal with compatibility issues. * Address a variety of users and deals with a mixture of standards for assigned infrastructure function(s) and a moderate level of change. * Build implementation plan. Create documentation. * For data projects, uses data dictionary and may establish standards and precedents for data base design * Documents tasks according to team specifications |
| **5%** | **R** | **E** | **Planning**  The System Analyst will participate in mid-level strategic planning, considering issues such as resource utilization, disaster planning, new technologies and acquisition strategies, change control management, overall system performance and security on a strategic basis.   * Use a broad business perspective to identify opportunities where systems could provide improved benefits. * Address legal mandates for disaster planning processes and consider other entities relying on systems operations. * Evaluate and recommend new platforms, systems and utilities. * Plan for future system performance potentially caused by exceeding system capacity. |
| **5%** | **R** | **E** | **Additional Duties:**   * As may be assigned, at the discretion of OIS Leadership to meet the demands of the unit. |
| **Ongoing** | **R** | **E** | * Regular attendance and being available to respond to incoming customer inquiries are essential functions required to meet the demands of this job and provide necessary services. * Maintaining technical knowledge through on the job and formal training is required. * Works with the OIS Leadership in creating a positive work environment. |
| **Ongoing** | **NC** | **E** | **Cultural Competence**   * Promotes and fosters a diverse workforce and discrimination/harassment-free workplace. * Recognizes value of individual and cultural differences; creates work environment where individual differences are valued. * Consistently treats customers, stakeholders/partners, co-workers with dignity and respect. * Values diverse viewpoints.   **Core Values**   * Demonstrates awareness, understanding and alignment with OHA Core Values of Service Excellence, Leadership, Integrity, Health Equity, Partnership and Innovation.   **Customer Service**   * Consistently treats customers, stakeholders, partners, vendors and co-workers with dignity and respect. * Maintains a work environment that is respectful and accepting of diversity. Models expected office professional behaviors |

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| **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.**

Location / Environment

• The location of this position is in an office, cubicle and/or an agreed upon remote work environment with significant use of a computer and video conferencing

• The conditions in the location of this position may be in high traffic areas with moderate to loud noises, may be in an open landscape environment, and may include exposure to sounds and activity of others in close proximity

• May involve frequent interruptions, multiple online group and individual conversations, and switching between online meetings

• Requires the ability to work on multiple tasks simultaneously, sometimes within short time frames

Schedule

• At times, weekend and evening work will be necessary to meet customer demands and department deadlines

Communication and Privacy

• Involves frequent contact with peer and supervisory level staff, both internal and external to the organization

• Requires working with a variety of people and situations

• Requires diplomacy when working with other peers, customers, supervisors, and partners

• Confidentiality of information must be maintained at all times

Travel

• Requires periodic travel throughout the state for the purposes of attending in person meetings, trainings, etc

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| **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:**

OIS SDD System Development Methodologies

Unit manuals

Systems Standards and Procedures Manual(s)

Programmers Handbook(s)

Industry Publications

DHS Office Procedures, Policies and Procedures

Miscellaneous Reference Materials

Standard models, directives or manuals govern the work but judgment must be used in selecting the guides.

**b. How are these guidelines used?**

Manuals are used as guidelines in preparing system design documentation, ensuring project staff adheres to shop standards, and using industry publications for various technologies. These

standards contribute to consistent product and excellent customer service.

Standards and procedures will be followed under guidance of the Team Lead and Senior Analysts.

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| **SECTION 6. WORK CONTACTS** | | | |
| **With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?**  ***Note:*** *If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.* | | | |
| **Who Contacted** | **How** | **Purpose** | **How Often?** |

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| --- | --- | --- | --- |
| End-Users, Coordinators | Phone/Person/Written | Information/Issues | Daily |
| Management Staff | Phone/Person/Written | Information/Issues | As Needed |
| Policy Analysts | Phone/Person/Written | Information/Issues | As Needed |
| Other IS groups and State Agencies | Phone/Person/Written | Information/Issues | As Needed |
| Contractors & Outside Entities | Phone/Person/Written | Information/Issues | As Needed |
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| **SECTION 7. POSITION-RELATED DECISION MAKING** |

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

The Systems Analyst will provide information and make recommendations regarding systems, to solve problems and coordinate installations or construction projects. This position will participate in the coordination of problem solving and ensure conformity of methods and practices. The Systems Analyst has regular contact with users to discuss business needs and system requirements, with contracted personnel to provide oversight, and with vendors to discuss existing or new technology.

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| **SECTION 8. REVIEW OF WORK** | | | | |
| Who reviews the work of the position?*Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.* | | | | |
| **Classification Title** | **Position Number** | **How** | **How Often** | **Purpose of Review** |

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| --- | --- | --- | --- | --- |
| ITADM2 | 1020334 | In Person | Weekly/as needed | To discuss design decisions, work progress and schedules, other work related issues/concerns. |
| Team Lead | 9005037 | In person | Daily/as needed | To review work schedules, discuss design and programming decisions and ensure system documentation and development methodologies adhere to shop standards. |
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| **SECTION 9. OVERSIGHT FUNCTIONS** | | | |
| **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?** | | |
|  | 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 and signs performance evaluations | | |

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| **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.

**All positions in OHA require a Criminal Background Check and an Abuse/Neglect** **Check. Fingerprints may be required.**

At time of hire, the person in this position needs to possess the following skills and experience:

Knowledge in application support or development using Java, J2EE, EJB2, JDBC, JSP, JSF, XML, STRUTS, WebSphere, AIX, Business Objects and RBase in support of complex customer requirements is essential. In addition, this position requires working knowledge of specific DHS/ODDS applications. These include but are not limited to: Prior Authorization, claims, enrollment and SFMA.

Knowledge in application testing methodologies and tools, testing procedures and documentation, test plan generation, test result remediation.

This position requires experience in the System Development Life Cycle methodology and experience estimating resources and schedules for complex system development efforts.

Required Knowledge of:

• experience developing in an object oriented language

• software development methods including analysis, design and programming standards and techniques

• analyzing and validating user requirements.

Desired Technical Skills:

• writing technical documentation.

• testing and debugging information programs and systems.

• relational databases

• data base management systems and utilities.

• file access methods.

• programming languages.

• information system analysis, design and data management concepts.

• information systems operating software and operating systems language.

• hardware configuration.

• standards and precedents for data design and formatting.

General Knowledge of:

• operations and business of the organization.

• tools of user needs analysis.

• product testing and quality assurance.

• vendor relations and coordination.

• statistical analysis to interpret results.

• current trends, technological changes and developments in infrastructure specialty(ies).

• network design.

• data security systems.

• information systems architecture.

Skill:

• solving system performance problems.

• establishing procedures for diagnosing and solving problems.

• coordinating problem solving and resolving resource competition issues.

• developing formal training in infrastructure specialty(ies).

• evaluating costs, specification and organizational policies to recommend performance tuning.

• recommending modifications or enhancements to systems and policies.

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| **BUDGET AUTHORITY:** If this position has authority to commit agency operating money,  indicate the following:  ***Note:*** *If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.* | | |
| **Operating Area** | **Biennial Amount ($00,000.00)** | **Fund Type** |

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| **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. |

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| SECTION 12. SIGNATURES | | | | |
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| Employee Signature |  | Date |  |
|  |  |  |  |
| Supervisor Signature |  | Date |  |
|  |  |  |  |
| Appointing Authority Signature |  | Date |  |