RECRUITMENT PROFILE

Chief Information Officer

Office of Information Services (OIS)

Serving the Oregon Health Authority (OHA) & Oregon Department of Human Services (ODHS)

~$300 Million	680 OIS Staff	18,000+ Users	2 Agencies
Biennial OIS Budget	**Technology Workforce**	**Enterprise Footprint**	**Shared Governance**
Legislatively Approved Funds	8 Direct Execs | 672 Indirect FTE	Statewide Staff & Field Offices	OHA & ODHS Executive Teams

Lead a vital shared-service technology enterprise. Modernize Oregon's health and human services digital infrastructure. Deliver measurable results for the people, workforce, and communities of Oregon.

Oregon seeks an accomplished, values-driven enterprise technology executive to lead the Office of Information Services (OIS) through a pivotal period of modernization. As the shared technology leader for the Oregon Health Authority (OHA) and the Oregon Department of Human Services (ODHS), the CIO is accountable for reliable 24/7 operations, reduced legacy-system risk, stronger cybersecurity and privacy, accessible human-centered digital services, and responsible governance of data, cloud technologies, and artificial intelligence.

The successful candidate will be a visible, collaborative, and steady executive who listens closely to program leaders, frontline staff, Tribal governments, and community partners. The CIO must translate competing policy mandates into a coherent multiyear roadmap, make principled trade-offs, and build public trust through transparent, measurable delivery.

This is more than an internal IT management role. OIS platforms, data ecosystems, and infrastructure are central to Oregon's public health system and social safety net. They determine benefits eligibility, support child welfare and self-sufficiency programs, power public health operations and the Oregon State Hospital, enable provider licensing and payment, and facilitate secure information exchange for millions of Oregonians.

EXECUTIVE OVERVIEW

The Opportunity & Enterprise Scope

The Office of Information Services (OIS) is the shared technology organization for the Oregon Health Authority (OHA) and the Oregon Department of Human Services (ODHS). OIS provides the digital platforms, applications, infrastructure, cybersecurity, data capabilities, endpoint devices, service management, enterprise architecture, and delivery expertise that support health and human services across Oregon.

The Chief Information Officer (CIO) is a full member of both the OHA and ODHS Executive Leadership Teams and works closely with the State Chief Information Officer in DAS Enterprise Information Services. The CIO leads 680 positions—8 direct executive reports and 672 staff through subordinate supervisors—and exercises delegated authority over an OIS legislatively approved budget of approximately $300 million in total funds.

The CIO shares accountability with OHA and ODHS program executives for the value, usability, security, affordability, and measurable outcomes of technology investments. Success requires balancing dependable 24/7 operations with disciplined, human-centered modernization.

MISSION & VALUES ALIGNMENT

Why This Opportunity Matters

At OHA and ODHS, technology is a means to advance the mission. It helps Oregon protect vulnerable children and adults, expand access to health care, deliver food and income supports, respond to public health emergencies, and promote health and social equity. The CIO must lead in close alignment with the missions and core values of both agencies:

Oregon Health Authority (OHA)

OHA works so that all people in Oregon can reach their full potential and well-being and are not disadvantaged by race, ethnicity, language, disability, age, gender, gender identity, sexual orientation, social class, geography, or other socially determined circumstances.

Core Values

Health Equity • Service Excellence • Integrity • Leadership • Partnership • Innovation • Transparency

Oregon Department of Human Services (ODHS)

ODHS helps Oregonians in their own communities achieve well-being and independence through opportunities that protect, empower, respect choice, and preserve dignity—aspiring to be a model human services agency built on human potential.

Core Values

Integrity • Stewardship • Responsibility • Respect • Professionalism • Innovation • Service Equity

Level 3 - Restricted

POSITION DUTIES & GOVERNANCE

Leadership Scope and Organizational Accountability

The CIO has broad executive authority for enterprise technology strategy, operations, architecture, investments, cybersecurity, service levels, sourcing, workforce development, and modernization. Responsibilities are organized across five core leadership areas, with equity, accessibility, and Tribal partnership embedded throughout:

25%	**Enterprise Technology Strategy & Mission Partnership** Serve on the OHA and ODHS executive leadership teams; co-create and maintain a multiyear enterprise technology strategy and modernization roadmap; establish transparent governance, architecture standards, decision rights, and portfolio priorities; share accountability with program executives for benefits realization and outcomes; and translate technical trade-offs into clear choices for agency leaders, the Governor's Office, legislators, Tribal governments, and the public.
20%	**Digital Services, Product Delivery & Modernization** Sequence the modernization of legacy applications, infrastructure, and technical debt without disrupting care or benefits; advance accessible, multilingual, mobile-ready, human-centered services informed by user research; embed empowered cross-functional product teams, Agile delivery, quality engineering, and DevSecOps; and promote interoperable, reusable platforms and cloud strategies that reduce duplication and vendor lock-in.
20%	**Cybersecurity, Privacy, Resilience & Service Reliability** Lead enterprise technology-risk governance in partnership with security, privacy, legal, and emergency management leaders; strengthen identity and access management, vulnerability management, software supply-chain security, and third-party risk controls; maintain tested 24/7 business continuity, disaster recovery, and cyber-recovery capabilities; establish service-level objectives; and lead transparent, decisive incident response.
15%	**Data, Artificial Intelligence & Emerging Technology Governance** Partner with data, privacy, legal, equity, and program leaders to improve data quality, interoperability, and ethical stewardship; establish comprehensive responsible-AI governance covering approved use cases, human oversight, bias and equity, accessibility, procurement, provenance, vendor risk, and monitoring; and create safe pathways to pilot and scale generative and agentic AI and automation while keeping consequential decisions explainable and reviewable.
15%	**Organizational Leadership & Public Stewardship** Lead, develop, and retain an inclusive, high-performing OIS workforce of 680 positions, including 8 direct executive reports; manage the approximately $300 million biennial budget, lifecycle

	costs, and strategic vendor partnerships; build a responsive, dignified service culture; partner with the State CIO Office on statewide strategy; and provide authoritative testimony and reporting to the Legislature, Legislative Fiscal Office, auditors, and federal agencies.
5% + Always	**Emergency Leadership, Equity, Accessibility & Tribal Partnership** Provide executive command during public health, operational, or technology emergencies. Across all responsibilities, embed health equity, service equity, accessibility, privacy, and civil rights in technology governance, procurement, and design; engage Tribal governments, communities, and people with lived experience early and meaningfully; and identify and eliminate digital exclusion and algorithmic harm.

CANDIDATE PROFILE

What We Need From the Next CIO

The successful candidate will bring executive-level technology leadership experience from a large, complex, highly regulated, or mission-critical organization. They must demonstrate the ability to sustain reliable operations while leading enterprise transformation. Experience in government, health, human services, or another complex service-delivery environment is valuable; however, demonstrated capability and measurable results matter more than experience in any single sector.

✓ Partner effectively with OHA and ODHS mission leaders, establish shared accountability for business outcomes, and translate agency policy priorities into a focused, achievable technology and modernization roadmap.	✓ Lead major digital, data, cloud, infrastructure, application, or legacy-modernization portfolios that deliver verifiable gains in service quality, risk reduction, cost efficiency, user adoption, and client outcomes.
✓ Exercise executive command of cybersecurity, privacy, identity and access management, 24/7 operational resilience, disaster and cyber recovery, third-party risk, and the protection of sensitive health and human services data.	✓ Govern data, analytics, automation, generative and agentic AI, and emerging technologies responsibly by embedding human oversight, bias mitigation, accessibility, data provenance, and transparency.
✓ Apply contemporary digital-service and delivery practices, including human-centered design, empowered product management, Agile and iterative delivery, DevSecOps, enterprise architecture, interoperability, and IT service management.	✓ Steward substantial public or enterprise budgets (~$300M biennial scale), complex portfolios, procurement lifecycles, and major vendor contracts—holding integrators and technology partners accountable for outcomes.
✓ Build, mentor, and retain a cohesive executive leadership team (8 direct reports) and an inclusive, high-	✓ Navigate shared-services governance with diplomacy, facilitation skill, and coalition-building across

performing workforce of 680 staff while working constructively in a union-represented environment.	organizations with differing missions, authorities, funding streams, and technical fluency.
✓ Communicate complex technology choices, trade-offs, operational incidents, and investment risks candidly and in plain language to agency directors, the Governor's Office, legislators, oversight bodies, and the public.	✓ Advance health equity, service equity, accessibility, and inclusive design—engaging Tribal governments, diverse communities, and people with lived experience early and meaningfully.
✓ Make timely, evidence-informed executive decisions under uncertainty—including when to build, buy, share, retire, pause, or redirect initiatives that are not delivering public value.	✓ Model humility, curiosity, courage, and integrity—surfacing difficult truths early, learning from setbacks, inviting independent review, and earning lasting trust across Oregon's health and human services ecosystem.

TOTAL REWARDS & RECRUITMENT PROCESS

Compensation, Benefits & The Selection Process

Executive Compensation & Total Rewards Summary

- **Salary Range 40X (Executive Service – MESN, Classification 7441):**
  - Non-PERS Qualifying Range: $14,143 – $21,919 per month ($169,716 – $263,028 annually)
  - PERS Participating Range (+6.95%): $15,125 – $23,442 per month ($181,500 – $281,304 annually)
- **Executive Benefits Package:**
  Comprehensive medical, dental, and vision insurance (PEBB); Oregon Public Employees Retirement System (PERS/OPSRP) pension; generous vacation, sick, and personal leave; 11 paid holidays; optional deferred compensation (OSGP); and Public Service Loan Forgiveness (PSLF) eligibility.
- **Location & Hybrid Arrangement:**
  Based in Salem, Oregon. Supports a hybrid work arrangement with on-site presence required in Salem and statewide for executive leadership, incident response, legislative testimony, and partner engagement.

OHA Executive Recruitment will conduct a structured, multi-stage selection process designed to assess candidates against the enterprise technology leadership competencies, shared-service governance capabilities, and values required for success:

Stage 1	Stage 2	Stage 3	Stage 4
Application & Review	**Initial Executive Interview**	**Final Executive Interview & Presentation**	**References & Due Diligence**
Candidates submit a resume, cover letter (up to two pages), and supplemental questions through Workday. An	Approximately 8–10 semifinalists will participate in structured virtual interviews with a panel	Approximately 2–3 finalists will advance to comprehensive final in-person interviews and	Comprehensive reference checks, a criminal background check, an abuse/neglect check, and

Executive Review Committee will review applications and select approximately 8–10 semifinalists to advance.	representing OHA, ODHS, and statewide technology leadership.	strategic discussions with OHA and ODHS Executive Leadership and key partners. Finalists will also be asked to prepare a brief presentation followed by a Q&A session.	an Equal Pay Analysis will be completed prior to final appointment.

Shape the next chapter of technology for Oregon's health and human services system.

OREGON HEALTH AUTHORITY

Questions About the Opportunity or Confidential Nominations?

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Level 3 - Restricted