



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
05/21/2023

This position is:

- ☒ **Classified**
☐ **Unclassified**
☐ Executive Service
☐ Mgmt Svc – Supervisory
☐ Mgmt Svc – Managerial
☐ Mgmt Svc – Confidential

Agency: Oregon Health Authority

Division: Agency Operations Division

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

- a. Classification Title: ISS8 - Senior Systems Analyst
- b. Classification No: C1488 c. Effective Date: 07/01/2013
- d. Position No: _____
- e. Working Title: Sr. Developer/Systems Architect
- f. Agency No: 44300
- g. Section Title: Office of Information Services (OIS)
- h. Employee Name: _____
- i. Work Location (City — County): Salem - Marion
- j. Supervisor Name: _____
- k. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year
☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share
- l. FLSA: ☒ Exempt If Exempt: ☐ Executive ☒ Professional ☐ Administrative
☐ Non-Exempt
- m. 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.

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 the 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:

This position is a Sr. Developer/Systems Architect for the Office of Information Services. The Systems Architect is responsible for the overall engineering and development of information systems, and coordinates all levels of the system design, work process, user interface design, and application infrastructure design. The Sr. Developer/Systems Architects defines and implements software development processes and standards. This position mentors and supports the application development staff in their various roles and responsibilities.

This position will evaluate applications for technology upgrades, and develop strategies for technology integration. The Sr. Developer/Systems Architect will support and develop processes and tools related to software engineering such as testing, continuous integration, configuration management, and software builds.

This position requires excellent communications skills, including good listening skills; effective communications to senior or executive management levels in specific customer and public situations; facilitation skills for customer groups at the middle to senior management level. This position must be able to build relationships and facilitate effective discussions with employees at all levels of the organization.

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
10%	R	NE	Software or Data – Customer Assistance: <ul style="list-style-type: none"> Diagnoses user problems and questions, addressing the most complex problems for systems most critical to the state. (Critical means those systems with significant time constraints, such as Payroll systems, those tracking revenues, with regulatory requirements or dealing with public safety issues.) As the expert, helps other IS staff solve problems and deal with major system crashes. Establishes procedures for diagnosing and solving problems.
10%	R	NE	Software or Data – Operations: <ul style="list-style-type: none"> Tasks in this Organizational Function relate to keeping the operations going on a day-to-day basis. This includes installation, performance monitoring, access, security, back-ups, scheduling, inventory management and processing orders. Plans and schedules installations considering timing, version compatibility and other factors. Analyzes system performance and addresses performance problems. Evaluates costs, specifications, and organizational policies to recommend system performance tuning. Resolves resource competition issues. The typical environment is diverse with multiple vendors, has multiple sites, distributed needs within the agency and multiple entities in the work flow.
45%	R	NE	Software or Data - Construction: <ul style="list-style-type: none"> Conducts business analysis and research for large or unprecedented projects and for projects that involve new businesses or introduce new technology. Does business process modeling and formal data modeling, considering overall system performance. Installs and tests out-sourced and/or purchased software, constructing specialized integration software as needed. Evaluates new technologies and directions for software solutions and integration.

			<ul style="list-style-type: none"> • Designs, engineers and constructs systems software and software interfaces at the most advanced level of technology and sophistication. • Builds implementation plans which involve multiple vendors, multiple jurisdictions, and require cross agency cooperation. • Sets data standards, approves design changes, sets documentation policies and procedures, and has final authority for consensus decisions. • Establishes metadata (dictionary). • Projects assigned generally involve a high level of coordination and there are usually conflicting needs and significant compatibility issues.
30%	R	NE	Planning: <ul style="list-style-type: none"> • Responsible for high-level strategic planning, considering issues such as resource utilization, acquisition planning and new technologies, disaster planning, overall system performance, and security on a strategic basis. • Assesses new technologies, and test technology with existing systems and evaluates for adoption. • Recommends changes in business operations to effectively utilize system resources. • Considers system features, configuration and compatibility issues. • Establishes standards for assigned infrastructure and software development functions. • For data, decides overall issues of data sharing, data location, usage, security, integrity, and flexibility and makes resource allocation decisions. • Establishes and enforces metadata standards. • Reviews and approves logical data models for new projects for conformance to overall strategic plan and physical design standards. • The planning environment at this level typically has multiple remote locations, a mixture of standards, and a high level of expansion or change. • The environment may require integrating multiple systems from multiple public and private organizations.
5%	R	NE	Additional Duties: <ul style="list-style-type: none"> • As may be assigned, at the discretion of OIS Leadership to meet the demands of the unit.
Ongoing	R	NE	<ul style="list-style-type: none"> • 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	NE	Cultural Competence <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> Demonstrates awareness, understanding and alignment with OHA Core Values of Service Excellence, Leadership, Integrity, Health Equity, Partnership and Innovation. Customer Service <ul style="list-style-type: none"> 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.

Position may require periodic travel throughout the state. At times, weekend and evening work will be necessary to meet customer demands and department deadlines.

While performing the duties of this job, you will be in an open landscape environment and may be exposed to the sounds and activity of those working around you. These conditions may be in high traffic areas with moderate to loud noises and frequent interruptions. This position requires the ability to work on multiple tasks simultaneously, sometimes within short time frames.

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 Employee Handbook

The person in this position should have a working knowledge of the agency rules, policies and programs; Oregon Revised Statutes (OSR) and Oregon Administrative Rules (OAR) related to OHA; and the policies and procedures specific to these systems.

Guidelines exist in the form of general agency policy, legislation, or broadly stated technical objectives which require extensive interpretation and definition. The ISS8 often must develop or adopt guidelines to the specific circumstances in response to unprecedented problems or issues.

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.

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?
Child Welfare Business Analysts	Phone/Person/Written	Information/Issues	Daily
OIS Management Staff	Phone/Person/Written	Information/Issues	As Needed
Other OIS and IS groups and State Agencies	Phone/Person/Written	Information/Issues	As Needed
Contractors & Outside Entities	Phone/Person/Written	Information/Issues	As Needed

SECTION 7. POSITION-RELATED DECISION MAKING

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

The ISS8 consults with and advises management, professional IS staff, and other jurisdiction staff on planning, development, implementation and coordination for the operations, maintenance, installation and construction of information systems on a regular basis. The ISS8 has frequent contact with vendors to assess new technology and with contracted personnel to provide oversight, negotiate contract modifications, and analyze compliance with contract specifications.

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
PEM E	1012470 1010538	Person/Phone/Written	Daily/As Needed	Work Product/Timelines/Quality

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?
- | | |
|--|---|
| <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 and 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.

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

- Ability to work with little guidance when performing architectural technology functions, establishing personal work priorities, resolving issues in alignment with business priorities, technical standards, organization practices, enterprise frameworks and paradigms.
- Support cross-functional project teams consisting of Application Development, IT operations, and Business staff
- Willingness to assist with the development of business use cases, user stories or other agile software development requirements gathering and documentation methodologies which are recorded and tracked in ADOS DevOps Server for work completion, tracking and reporting.
- Knowledge and willingness to learn current Information Technology frameworks such as ITIL, PMBOK, Agile, DevOps etc.
- Ability to develop new application from beginning to end as well as maintaining existing applications in more than one modern programming language.
- Ability to take high level, customer driven ideas and turn them into actionable work objectives.
- Excellent written and verbal communication and presentation skills.
- Ability and desire to work in a team environment in alignment with OIS practices.
- Knowledge and understanding of Business Intelligence and reporting tools such as SSRS, Power BI and Tableau.
- Solid understanding and willingness to learn and use the OIS Software Development Lifecycle (SDLC).
- Knowledge of Software Development technology stacks, such as: .NET, Angular, IIS, Azure DevOps, Microsoft OS and SQL Server, etc.
- Experience using modern source control systems, testing practices, code and design review tools and processes such as ADOS, Git, SonarQube and Burp
- Good problem-solving skills and experience.

- Regularly shares knowledge content within Stack Overflow.
- Satisfy requirements, meet agreed completion dates, and perform unit & integration testing
- Multi-task effectively between projects
- Interpret and design database models (Common Data Service, SQL Server, XML etc.)
- Working knowledge of Microsoft SQL, database design and modeling theory and the T-SQL query language and SSIS.
- Help identify, address and remediate security vulnerability findings
- Provide proposed enhancements, bug fixes and system changes that address business system change requests
- Develop and maintain solution documentation.
- Strong working knowledge of modern relational database design, modeling, manipulation and ETL.
- Experience and ability to support, monitor and maintain Custom and COTS based systems in production use by business partners.
- Experience in advancing health equity, addressing systemic health disparities and collaborating with diverse, vulnerable and underrepresented populations.

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

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