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

STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date: 06/01/2026

Agency: Oregon Health Authority

Division: Agency Operations Division

☐ New ☐ Revised

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

SECTION 1. POSITION INFORMATION

a. Classification Title: Information Systems Specialist 7
b. Classification No: C1487 **c.** REPR Code: OAH
d. Position No:
e. Working Title: Sr Business Systems Analyst
f. Agency No: 44300
g. Section Title: Office of Information Services
h. Employee Name:
i. Work Location (City — County): Salem – Marion / Remote or Portland – Multnomah / Remote
j. Supervisor Name:
k. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year
☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share
l. FLSA: ☒ Exempt If Exempt: ☐ Executive **m.** Eligible for Overtime: ☐ Yes
☐ Non-Exempt ☒ Professional ☒ No
☐ Administrative
☐ Computer

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.

OHA values health equity, service excellence, integrity, leadership, partnership, innovation, and transparency. OHA's health equity definition is "Oregon will have established a health system that creates health equity when all people can reach their full potential and well-being and are not disadvantaged by their race, ethnicity, language, disability, age, gender, gender identity, sexual orientation, social class, intersections among these communities or identities, or other socially determined circumstances. Achieving health equity requires the ongoing collaboration of all

regions and sectors of the state, including tribal governments to address: the equitable distribution or redistribution of resources and power; and recognizing, reconciling, and rectifying historical and contemporary injustices." OHA's 10-year goal is to eliminate health inequities.

The Agency Operations Division is aligned with the Oregon Health Authority's core values of partnership, service excellence, leadership, integrity, health equity, innovation, and transparency. In our practice, these values are expressed through:

Service Excellence:

- Understanding and responding to Oregon public health needs and the people we serve
- Pursing our commitment to innovation and science-based best practices
- Fostering a culture of continuous improvement

Leadership:

- Building agency-wide and community-wide opportunities for collaboration
- Championing public health expertise and best practices
- Creating opportunities for individual development and leadership

Integrity:

- Working honestly and ethically in our obligation to fulfill our public health mission
- Ensuring responsible stewardship in public health resources

Health Equity:

- Eliminating health disparities and working to attain the highest level of health for all people
- Ensuring the quality, affordability, and accessibility of health services for all Oregonians
- Integrating social justice, social determinants of health, diversity, and community

Partnership:

- Working with partners and communities to protect and promote the health of all Oregonians
- Seeking, learning from, and respecting internal and external ideas and opinions
- Exploring and defining the roles and responsibility of public health staff and partners

Innovation:

- We are not satisfied with the status quo if there are new and better ways to meet the needs of the people we serve. We bring creativity, experience, and openness to our search for solutions to problems. We pursue opportunities to develop new evidence to evolve our practices.

Transparency:

- We communicate honestly and openly, and our actions are upfront and visible. We provide open access to information and meaningful opportunities to provide input and participate in our decision-making.

The Office of Information Services (OIS) provides shared technology services that support the work of two agencies, the Oregon Health Authority (OHA) and the Oregon Department of Human Services (ODHS). OIS delivers and maintains the systems and tools that enable staff and partners across the state to carry out essential programs and services. These include determining eligibility for benefits; administering medical, housing, food, and employment assistance; supporting behavioral health and rehabilitative services; protecting children, older adults, and people with disabilities; processing claims and benefits; managing provider licensing and state hospital systems; and promoting and protecting public health. OIS also supports internal administrative functions such as human resources, financial management, and procurement.

OIS supports more than 250 business-facing applications used by approximately 17,000 agency and partner staff located across 166 sites throughout Oregon. In addition to supporting agency staff, OIS provides technology services to a wide network of partners who rely on OHA and ODHS systems to serve their communities. OIS ensures the reliability, security, and accessibility of these systems through service desk support, ongoing system maintenance, and coordination of network and computing operations. The office also supports technology strategy and delivery through project management, systems architecture, database administration, and IT asset and change management.

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 incumbent provides senior-level leadership in business analysis, software quality assurance, testing, and process improvement activities supporting complex agency technology initiatives. The ISS7 collaborates closely with the Business Systems Architect (ISS8), Software Engineering leadership, Product Owners, and business partners to ensure business system solutions align with enterprise architecture standards, Agile and DevOps practices, accessibility requirements, and the agency's technology strategy. The position leads requirements elicitation, Agile delivery activities, backlog refinement, sprint planning, sprint reviews, retrospectives, user acceptance testing, release validation, and post-deployment review activities while serving as a subject matter expert in requirements management, Agile practices, quality assurance, testing methodologies, defect management, and requirements traceability. The ISS7 partners with Product Owners, business leadership, and technical teams to prioritize work, manage competing priorities, and align technology solutions with business objectives and strategic initiatives.

This role operates with a high degree of independence on complex system initiatives, providing mentorship and guidance to analysts, testers, and technical staff. The Senior Business Systems Analyst contributes to the continuous modernization of agency systems through the application of business analysis expertise, quality assurance leadership, collaboration, and innovation to deliver accessible, secure, and sustainable technology solutions. This position is assigned to the Software Quality Assurance and Testing Team and provides leadership in quality assurance, testing practices, and requirements validation activities to ensure technology solutions meet business objectives, customer expectations, accessibility requirements, and enterprise quality standards.

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 and Data – Customer Assistance:** • Provide senior-level business analysis, customer engagement, and technical consultation to developers, project managers, Product Owners, business partners, executive leadership, and operational teams regarding software

			applications, business processes, Agile delivery, and technology solutions. • Serve as the primary liaison between business partners, technical teams, software and data vendors, and agency leadership to facilitate resolution of complex business and technical issues, evaluate solution alternatives, and support strategic decision-making. • Lead intake, discovery, solution planning, requirements analysis, backlog management, and Agile delivery activities for complex software initiatives by facilitating discussions with business and technical partners, identifying business needs, analyzing impacts, documenting requirements, managing priorities, and ensuring traceability throughout the software development lifecycle. • Provide leadership in Agile delivery practices by facilitating complex backlog refinement sessions, sprint planning activities, sprint reviews, retrospectives, release planning efforts, and cross-team coordination activities. Partner with Product Owners and leadership to manage priorities, resolve impediments, and promote continuous improvement. • Conduct research and analysis of emerging technologies, business needs, operational challenges, and system enhancement opportunities. Provide recommendations to leadership regarding feasibility, risks, benefits, resource impacts, and alignment with agency and enterprise technology strategies. • Collaborate with Architects, Team Leads, Software Engineers, Product Owners, and business partners to evaluate solution alternatives and ensure proposed solutions align with enterprise architecture standards, OIS development practices, accessibility requirements, security standards, and strategic technology objectives. • Provide leadership and consultation for Software Quality Assurance (SQA), testing, and validation activities, including requirements validation, defect management, user acceptance testing, release readiness assessments, and continuous process improvement efforts to ensure delivered solutions meet business expectations and quality standards.
30%	R	E	**Software and Data – Construction:** • Provide senior-level leadership and consultation for business analysis, Agile delivery, software quality assurance, testing, and planning activities supporting complex software development, modernization, and system enhancement initiatives. • Lead analysis of business, functional, and system requirements to ensure completeness, testability, traceability, and alignment with business objectives, technical standards, accessibility requirements, organizational priorities, and long-term technology strategies. Collaborate with business partners,

			Product Owners, architects, developers, and project teams to identify solution options, manage competing priorities, and resolve complex business and technical issues. • Lead intake, discovery, backlog management, solution planning, and Agile delivery activities for complex initiatives. Facilitate discussions with business and technical partners, backlog refinement sessions, sprint planning, release planning, sprint reviews, retrospectives, and cross-team coordination efforts to support successful delivery outcomes, alignment with business priorities, and continuous process improvement. • Establish and oversee testing strategies, test planning activities, quality assurance processes, release readiness planning, and requirements traceability practices for assigned projects and initiatives. Review project requirements, user stories, acceptance criteria, and design specifications to identify quality risks, testing impacts, dependencies, and opportunities for process improvement. • Apply advanced test analysis techniques to define test conditions, validate requirements coverage, and ensure appropriate testing approaches are implemented throughout the software development lifecycle. Provide expert guidance regarding test design, test automation, accessibility testing, defect management, quality assurance best practices, and risk-based testing approaches. • Plan and coordinate testing environments, testing resources, test data requirements, testing schedules, and testing tool configurations to support project objectives, organizational standards, release readiness activities, and successful implementation outcomes. Participate in project governance and review activities as the testing and quality assurance lead, providing recommendations regarding quality metrics, risk mitigation strategies, release readiness, and corrective actions. • Monitor and communicate testing progress, quality metrics, defect trends, project risks, dependencies, and release readiness status to project leadership, Software Quality Assurance leadership, Product Owners, and business partners. Coordinate, prioritize, mentor, and adjust testing assignments and activities for staff assigned to project efforts to ensure timely delivery of high-quality technology solutions that meet business objectives and organizational standards.
30%	R	E	**Software and Data – Operations:** • Establish, maintain, and continuously improve quality assurance, testing, Agile delivery, and operational standards, processes, procedures, documentation, and guidance to promote consistency, compliance, efficiency, and alignment with organizational objectives. • Lead planning activities related to quality assurance, testing, Agile delivery, operational readiness, and process maturity by

			identifying risks, dependencies, resource needs, performance trends, and opportunities for organizational improvement. • Develop and recommend quality metrics, operational measurements, and reporting practices used to evaluate the effectiveness of manual and automated testing efforts, Agile delivery practices, and overall solution quality. • Research emerging technologies, testing tools, Agile methodologies, accessibility requirements, and industry best practices; evaluate applicability and recommend improvements to OIS testing practices, operational processes, and service delivery approaches. • Recommend and help implement improvements to quality assurance standards, testing methodologies, Agile practices, operational procedures, and testing tools to increase effectiveness, efficiency, quality, and organizational value. • Lead peer reviews, walkthroughs, inspections, retrospectives, and quality assessments of requirements, testing artifacts, documentation, and other project deliverables. Document lessons learned and promote continuous improvement across teams and projects. • Develop documentation, training materials, and operational guidance. Mentor, coach, and train analysts, testers, developers, and other technical staff regarding business analysis practices, Agile methodologies, quality assurance standards, testing approaches, accessibility requirements, and testing tools. • Represent the Software Quality Assurance and Testing Team during solution operations, maintenance activities, governance reviews, release readiness reviews, and cross-functional meetings. Provide consultation and recommendations regarding operational support, quality risks, testing impacts, production readiness, and ongoing system improvements.
5%	R	E	**Software and Data – Strategic Planning:** • Lead strategic planning activities related to software quality assurance, testing methodologies, Agile delivery practices, and continuous improvement initiatives to support agency technology objectives. • Evaluate emerging technologies, testing tools, automation frameworks, accessibility solutions, and industry best practices; develop recommendations regarding adoption, implementation, and long-term organizational value. • Establish and recommend quality assurance standards, testing methodologies, governance practices, and performance metrics to improve consistency, quality, efficiency, and risk management across technology initiatives. • Analyze resource utilization, organizational capabilities, operational readiness, and technology trends to identify

			opportunities for process improvement, service enhancement, and modernization. • Participate in strategic technology planning efforts with agency leadership, architects, Product Owners, and software engineering teams to ensure quality assurance and testing practices align with enterprise architecture standards, accessibility requirements, security objectives, and agency technology strategies. • Develop recommendations regarding testing tools, automation strategies, quality metrics, change management practices, and long-term quality assurance roadmaps supporting sustainable delivery of technology solutions.
5%	**R**	**E**	**Additional Duties:** • As may be assigned, at the discretion of OIS Leadership to meet the demands of the unit. • Maintaining technical knowledge through, on the job and formal training is required. • 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.
Ongoing	NC	NE	**Cultural Competence** • Promote and foster a diverse workforce and discrimination/harassment-free workplace. • Recognize value of individual and cultural differences; create work environment where individual differences are valued. • Consistently treat customers, partners, co-workers with dignity and respect. • Value diverse viewpoints. **Core Values** • Demonstrate awareness, understanding and alignment with OHA Core Values of Service Excellence, Leadership, Integrity, Health Equity, Partnership and Innovation. **Customer Service** • Consistently treat customers, partners,vendors and co-workers with dignity and respect. • Maintains a work environment that is respectful and accepting of diversity; model expected office professional behaviors.

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.

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. While performing the duties of this job, in an office, 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 involves frequent contact with executives, management, and staff both internal and external to the organization. It requires working with a variety of people and situations, which requires the incumbent to exercise diplomacy. Confidentiality of information must always be maintained.

This position requires the ability to work on multiple tasks simultaneously, sometimes within short time frames. There can be frequent interruptions, demanding timeframes, and non-traditional working hours. At times, weekend and evening work may be necessary to meet customer demands and department deadlines. Deadlines and department requirements may create stressful situations.

Although a driver's license is not required for work duties, some travel to meetings or training may be required. At times, weekend and evening work will be necessary to meet customer demands and department deadlines.

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.

Technical and administrative guides, policies and precedents provide guidance. These are general in nature and, in the most significant areas of work, have only partial or indirect application. The ISS 7 must interpret and apply these guidelines based on specialized training and experience. The ISS 7 devises and applies new approaches and previously unused methods within existing basic concepts and theories.

b. How are these guidelines used?

Manuals are used as guidelines in preparing system design documentation, ensuring project staff adheres to common 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? When applicable, please identify contacts that might be virtual/ in-person, or both.

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?

End-Users, Coordinators	Phone/Person/Written	Information/Issues	Weekly or As Needed
Management Staff	Phone/Person/Written	Information/Issues	Weekly or As Needed
Other technical staff	Phone/Person/Written	Information/Issues	Weekly or As Needed
Other IS groups and State Agencies	Phone/Person/Written	Information/Issues	Weekly or As Needed
Contractors & Outside Entities	Phone/Person/Written	Information/Issues	Weekly or As Needed

SECTION 7. POSITION-RELATED DECISION MAKING

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

The ISS 7 operates under managerial direction. Consults with supervisor to establish overall program or project objectives. The ISS 7 works with substantial latitude for unreviewed action and decisions and informs the supervisor on progress, potentially controversial issues or far-reaching implications. Work review is on completion from an overall standpoint in terms of feasibility, compatibility with other units and effectiveness in meeting expected results.

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
IT Application Development Manager	9405539	Person, Phone, E-mail	Weekly or more frequently as needed.	To review work environment and schedules, discuss work objectives, feedback and employee development.
Lead Worker or Team Lead	TBD	Person, Phone, E-mail	Weekly or more frequently as needed.	To review design decisions, technical mentorship. To discuss work priority, clarify status of scheduled deliverables and objectives, and to provide feedback on finished work products.

SECTION 9. OVERSIGHT FUNCTIONS *(Supervisory positions only)*

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

Knowledge and Skills

• Expert knowledge of software development life cycle (SDLC) methodologies, including Agile, Scrum, Kanban, iterative, Waterfall, DevOps, and enterprise software delivery practices.
• Experience facilitating intake, discovery, business analysis, and requirements elicitation efforts involving complex business processes, multiple business and technical teams, and enterprise technology solutions.
• Experience leading the development of business cases, business requirements, functional requirements, use cases, process flows, user stories, acceptance criteria, and other requirements documentation supporting software engineering initiatives.
• Demonstrated ability to translate high-level business objectives, legislative requirements, policy changes, and customer-driven concepts into actionable software requirements, project objectives, and implementation approaches.
• Strong knowledge of Agile delivery practices and experience facilitating backlog refinement, sprint planning, daily standups, sprint reviews, retrospectives, and cross-functional coordination activities in partnership with Product Owners and business partners.
• Expert skills in quality assurance and testing practices, including leadership of test planning, defect management, regression testing, integration testing, accessibility testing, performance testing, security testing, and user acceptance testing activities.
• Experience utilizing Azure DevOps (ADOS) for intake management, backlog management, work tracking, reporting, requirements traceability, test management, defect management, and project oversight.
• Knowledge of accessibility standards and testing methodologies, including application of WCAG requirements using automated and manual testing techniques to ensure compliance and inclusive user experiences.
• Experience with automation frameworks, API testing, performance testing, and application security testing practices aligned with OWASP principles.
• Experience using modern software development and quality assurance tools including Azure DevOps, Git, SonarQube, and related testing and review tools.
• Strong analytical, organizational, facilitation, leadership, problem-solving, and communication skills.
• Ability to independently establish priorities, resolve complex issues, mentor analysts and testers, and guide project teams in alignment with business priorities, enterprise architecture standards, organizational practices, and technology strategies.

Extensive Knowledge of
• Business analysis principles, methodologies, and techniques used to elicit, analyze, validate, document, prioritize, and manage complex business, functional, and system requirements.
• Agile software delivery frameworks and practices, including leadership of Scrum and Kanban teams within complex application development environments.
• Software quality assurance principles, testing methodologies, accessibility requirements, defect management practices, and quality management processes throughout the software development life cycle.
• Requirements traceability, backlog management, work prioritization, release readiness, and governance practices supporting enterprise technology initiatives.
• Business and technical partner engagement, facilitation, negotiation, conflict resolution, and consensus-building techniques used to resolve complex business and technical issues.
• Software development lifecycle methodologies, governance processes, and best practices supporting delivery of large-scale information technology solutions.

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 _____