

STATE OF OREGON Oregon Health Authority (OHA) POSITION DESCRIPTION

| Position | Revised | Date: |
|----------|---------|-------|
| 10/15/25 | | |

| | | | | | | | inis pos | ilion i | 5. |
|----|---------------------------------|---------------|----------------|-------------|----------------|-----------|------------------------|---------|--------------|
| Αg | jency: | Oregon He | alth Authority | y | | | ⊠ Classif | ied | |
| | | | | | | | ☐ Unclas | sified | |
| Di | vision: | Agency Op | erations | | | | ☐ Execut | ive Se | rvice |
| | | | | | | | ☐ Mgmt S | Svc – S | Supervisory |
| | | ı | New | ⊠ Revise | ad | | ☐ Mgmt S | Svc – N | /lanagerial |
| | | l | new | ⊠ Revise | z u | | ☐ Mgmt \$ | Svc – C | Confidential |
| SE | SECTION 1. POSITION INFORMATION | | | | | | | | |
| a. | Classific | cation Title: | Operations | & Policy A | nalyst 2 | | | | |
| b. | Classific | cation No: | C0871 | | | | c. Effective D | ate: _ | 7/1/1995 |
| d. | Position | No: | 9005085 | | | | | | |
| e. | Working | Title: | Business S | ystems Ar | alyst | | | | |
| f. | Agency | No: | 44300 | | | | | | |
| g. | Section | Title: | Office of Da | ıta Strateg | y & Operation | ons/MMIS | Business Serv | vices l | Jnit |
| h. | Employ | ee Name: | Vacant | | | | | | |
| i. | Work Lo | ocation (City | — County): | Salem/N | Marion or Po | rtland/Mu | ltnomah; Hybri | d | |
| j. | Supervi | sor Name: | Robert Cos | ta | | | | | |
| k. | Position | : Perma | anent | ☐ Seasor | nal | ☐ Limite | d Duration | ☐ Ac | ademic Year |
| | | ⊠ Full-T | ïme | ☐ Part-Ti | me | ☐ Interm | nittent | ☐ Jol | b Share |
| I. | FLSA: | ☐ Exem | pt If | Exempt: | ☐ Executive | e r | n. Eligible for | Overtii | me: 🛛 Yes |
| | | ⊠ Non-E | Exempt | | ☐ Professi | onal | | | ☐ No |
| | | | - | | ☐ Administ | trative | | | |
| | | | | | | | | | |
| | | | | | | | | | |

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 redistributing of resources and power; and recognizing, reconciling, and rectifying historical and contemporary injustices." OHA's 10-year goal is to eliminate health inequities.

The Medicaid 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:

Health Equity:

- Addressing the clinical and social conditions, as well as the historical and contemporary injustices, which undermine health, so everyone can reach their full health potential.
- Considering the diversity of Oregon's communities as we make decisions about how policy and practice are developed, and how resources are distributed.
- Respecting diverse cultures, populations, histories, and health practices; ensuring a diverse workforce and inclusive work environment.

Service Excellence:

 Exceeding expectations and being committed to delivering responsive, efficient, and effective solutions.

Integrity:

- Being accountable for maintaining the highest standards and outcomes in all aspects of our work; being a good steward of public trust and resources.
- Ensuring decisions are informed, fiscally responsible, open, and easily understood.

Leadership:

- Ensuring every employee has the ability and opportunity to help make changes that improve health and transform health care.
- Leading improvement in health through innovative strategies and creative solutions.

Partnership:

- Seeking out, listening to, and collaborating with partners across diverse communities; respecting internal and external ideas and opinions.
- Working with key invested partners and communities to protect and promote the health of all people in Oregon.

Innovation:

- Not being satisfied with the status quo and seeking new and better ways to meet the needs of the people we serve with creativity and openness.
- Pursuing opportunities to develop new evidence to evolve our practices.

Transparency:

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

Unit/Program Description:

OHA is home to most of the state's publicly supported health programs. OHA divisions include Public Health, Equity and Inclusion, Behavioral Health Division, Medicaid Division, Health Policy, and Analytics, Fiscal and Operations, and the Oregon State Hospital. Within the Agency Operations Division, the Office of Data Quality & Operations Section is responsible for operationalization of Medicaid and Behavioral Health policies into the various systems that are overseen by OHA. Among those systems is COMPASS and the Medicaid Management Information System (MMIS).

The Office of Data Strategy & Operations administers two programs - the Compass and Business Systems Unit teams. Overall, the ODSO team is responsible for maintaining and improving technology and data in OHA and working to help OHA become more strategic in its expenditures to improve data and technology. The Business Systems Unit team is responsible for coordinating, monitoring, and evaluating needs associated with the systems comprising the Medicaid Enterprise System (MES): The Medicaid Management Information System (MMIS) and Medicaid Modularity. The team works to support the OHA efforts to help identify and monitor the elimination of health inequities.

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 position serves as a business systems analyst focused primarily on work related to the Provider subsystem support and assists with the Eligibility and Enrollment work within the MMIS, as needed. This position works collaboratively with the Behavioral Health & Medicaid Policy Unit program analysts in the Medicaid & Behavioral Health Divisions, respectively. The person in this position also works with multiple programs across the Oregon Department of Human Services (ODHS) and the Oregon Health Authority (OHA). Additionally, collaboration with those in Shared Services, such as Office of Financial Services, Office of Payment Accuracy & Recovery (OPAR) and with the Office of Information Services (OIS).to determine change request work and other modifications to Medicaid systems, including the MMIS. This position serves in support of all work within the MMIS that impacts enrollment status for all Medicaid covered Oregonians and Medicaid Providers. This position will focus on work related to the following areas: Provider, Plan of Care, Prior Authorization, but also performs duties in support of multiple subsystems in MMIS as needed.

Position Performance Objectives:

The employee in this position is expected to make sure that the Oregon MMIS s compliant with current program rules and policies relating to Oregon Medicaid providers. Additionally, this position has involvement with the OHA Provider Enrollment and OHA Provider Services units. This position also interacts and works with the OHA Provider Clinical Support Unit. This position also requires interaction and support for Oregon Department of Human Services (ODHS) enrollment and Program trams. It is expected that the person filling this role will also be cross trained into other areas of work in the MMIS.

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 |
|--------------|--------|------|--|
| | | | |
| At all times | NC | E | Collaboration and Operations |
| | | | Demonstrate understanding of health inequities and support OHA's efforts to identify and eliminate health inequities. |
| | | | Work collaboratively and proactively with community partners, contractors, grantees, advocates, the Council, and people in Oregon receiving services through OHA. |
| | | | Engage in effective team participation through willingness to assist and support co-workers, supervisors, and other work-related associates. Develop good working relationships with division and agency staff through active participation in group projects and in identifying and resolving program, systems, and operational needs through a solution-based equity framework. |
| | | | Create and maintain a work environment that fosters and promotes the importance and value of a diverse, discrimination-free, and harassment-free workplace. Contribute to an environment where the knowledge and skills that staff of color, staff with lived experience, and staff who have directly received services delivered by the OHA such as Oregon Health Plan, Substance Use Disorder, and Mental Health services, etc. are valued and welcome in the overall work of OHA. |
| | | | Demonstrate recognition of the value of individual and cultural differences; create a respectful work environment, welcoming of diversity, where talents and abilities are valued. Consistently treats customers, partners, vendors, and co-workers with dignity and respect. |
| | | | Demonstrate understanding and applying principles related to health equity in research, data collection, data analysis and communication. |
| | | | Demonstrate commitment to professional development related to cultural competency, ongoing development of personal cultural awareness and humility. |
| 35% | R | Е | MMIS System Implementation and Operations |

| | | | Participate in MMIS development and implementation activities including: |
|-----|---|---|--|
| | | | Detailed Requirements Review |
| | | | ∘ Design Review |
| | | | Data Conversion |
| | | | System Testing and Acceptance |
| | | | ○ User Training |
| | | | ○ System Operations |
| | | | Coordinate stakeholders, managers, and divisional staff to develop detailed plans, long, and short-range operational goals and objectives. |
| | | | Coordinate and facilitate the development of operational plans to accomplish these goals and objectives. |
| | | | Develop processes for systematic organization improvement. |
| | | | Collaborate with information system staff to automate business processes. |
| | | | Support to the OHA and ODHS decision making process for changes such as detailed requirements, design testing, and business process improvements. |
| | | | Coordinate or lead planning initiatives; develop process and procedures for divisional strategic planning, consult with senior management and program managers on the strategic planning process and methods. |
| | | | Interpret and maintain knowledge of relevant federal, state administrative rules and regulations; coordinate and/or participate as needed in policy development and interpretation; ensure statutory compliance. |
| | | | Coordinate the development and implementation of standards, methodologies, policies, and procedures to assure effective and efficient utilization of resources. |
| 25% | R | E | Medicaid Business Process Analysis for MMIS |
| | | | Oversee in the collection of data to ensure all business needs are clearly and correctly identified in the requirements gathering process. |
| | | | Facilitate planning meetings with cross-functional stakeholder groups and interdisciplinary teams to identify, prepare, review and analyze specific business process mapping, business needs, governing policies, rules, and laws. |
| | | | Design decision processes and models to facilitate collaboration with MMIS stakeholders to arrive at organizational improvements. |

| | | | In collaboration with the various business partners, identify any necessary requirement changes and submit change through the change management process for consideration. |
|-----|---|---|--|
| | | | Conduct analysis of requirements to determine impact on project scope, cost, and business operations, in your area of business responsibility for presentation, and submission to the CCB for consideration. |
| | | | Conduct thorough research studies to evaluate departmental business operations, governing program regulations and statutes, legislative, and executive intent, operating policies, rules, and business processes. |
| | | | Chair and/or serve on task forces, committees and work groups to reach consensus and gain agreement with external stakeholders and other agencies to support proposals, policy or procedural change recommendations. |
| | | | Develop comprehensive evaluations and proposals for departmental/legislative consideration for changes to support state and departmental philosophy based on probable political and public reaction to changes in operational practices. |
| | | | Present recommendations/proposals orally and/or in writing. |
| | | | 9. |
| 15% | R | E | MMIS System Implementation and Operations |
| 15% | R | E | |
| 15% | R | E | MMIS System Implementation and Operations Participate in MMIS development and implementation |
| 15% | R | E | MMIS System Implementation and Operations Participate in MMIS development and implementation activities including: |
| 15% | R | E | MMIS System Implementation and Operations Participate in MMIS development and implementation activities including: Detailed Requirements Review Design Review Data Conversion |
| 15% | R | E | MMIS System Implementation and Operations Participate in MMIS development and implementation activities including: Detailed Requirements Review Design Review Data Conversion System Testing and Acceptance |
| 15% | R | E | MMIS System Implementation and Operations Participate in MMIS development and implementation activities including: Detailed Requirements Review Design Review Data Conversion System Testing and Acceptance User Training |
| 15% | R | E | MMIS System Implementation and Operations Participate in MMIS development and implementation activities including: Detailed Requirements Review Design Review Data Conversion System Testing and Acceptance User Training System Operations |
| 15% | R | E | MMIS System Implementation and Operations Participate in MMIS development and implementation activities including: Detailed Requirements Review Design Review Data Conversion System Testing and Acceptance User Training |
| 15% | R | E | MMIS System Implementation and Operations Participate in MMIS development and implementation activities including: Detailed Requirements Review Design Review Data Conversion System Testing and Acceptance User Training System Operations Coordinate stakeholders, managers, and divisional staff to develop detailed plans, long and short-range operational |
| 15% | R | E | MMIS System Implementation and Operations Participate in MMIS development and implementation activities including: Detailed Requirements Review Design Review Data Conversion System Testing and Acceptance User Training System Operations Coordinate stakeholders, managers, and divisional staff to develop detailed plans, long and short-range operational goals and objectives. Coordinate and facilitate the development of operational |
| 15% | R | E | MMIS System Implementation and Operations Participate in MMIS development and implementation activities including: Detailed Requirements Review Design Review Data Conversion System Testing and Acceptance User Training System Operations Coordinate stakeholders, managers, and divisional staff to develop detailed plans, long and short-range operational goals and objectives. Coordinate and facilitate the development of operational plans to accomplish these goals and objectives. Assist in development of processes for systematic |

| | | | senior management and program managers on the strategic planning process and methods. Interpret and maintain knowledge of relevant federal, state administrative rules and regulations; coordinate and/or participate as needed in policy development and interpretation; ensure statutory compliance. Coordinate the development and implementation of standards, methodologies, policies, and procedures to assure effective and efficient utilization of project resources. Participate as a Subject Matter Expert (SME) in the development and implementation of training modules as it relates to your assigned area of business responsibility to support the implementation of the MMIS. Training will be conducted by the contractor. |
|-----|----|---|--|
| 10% | R | Е | MMIS Project Management Support |
| | | _ | Identify risks and participate in the analysis and development of risk mitigation strategy. |
| | | | Maintain and manage various business functional requirements. |
| | | | Coordinate and facilitate enhancement activities with various stakeholders. |
| | | | Recommend changes to implementation plans in response to unforeseen changes or unexpected results. |
| | | | Participate in the review and evaluation of deliverables. |
| 10% | R | Е | Other MMIS and Medicaid Duties |
| | | | Prioritize and monitor tasks. |
| | | | Monitor and track assignments to ensure all deadlines are met. |
| | | | Monitor and review work products for correctness of content and conformance to standards. |
| | | | Provide direction concerning work procedures. |
| | | | Provide technical support and mentoring to staff on a daily basis. |
| | | | Identify needs for individual and/or team for equipment, supplies and/or training to ensure project staff has the essential materials to support the project in attaining its goals and mission. |
| | | | Schedule and hold regular team meetings dealing with problem identification and resolution. |
| 5% | NC | Е | Other Duties as Assigned. |

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 person in this position will work a professional work week, Monday through Friday. Some evening and/or weekend work may be required, especially during legislative session.

The job requires frequent preparation, presentation, and/or response to technical and professional material against assigned deadlines. Work product can be highly visible, and of significant interest to legislative representatives, multiple partner groups and/or state agencies and associations. Workload and priorities fluctuate and can involve highly complicated, sensitive, and/or political issues. May experience stressful situations due to unchangeable project and program timelines.

This professional collaborative position relies upon positive, productive, and respectful engagement with leadership and subject matter experts within the Division, across the Agency / state agencies, representatives of local government / governor's office, and with key invested members, partners, and providers within Oregon communities.

Occasional in-state travel may be required. This work may be performed remotely (unless the agency's business and operational needs require in-person) within the defined workweek.

When working remote, the current structure relies upon Division issued equipment, utilizing the employee's internet network and activation of secure network software to connect to OHA's Virtual Private Network, and utilizing on camera virtual meetings.

Frequent contact and work with a variety of staff, colleagues, and partners in a variety of office, virtual and meeting room settings is expected. Open office environment or virtual environment with frequent interruptions while working on multiple projects simultaneously. Continuous use of computer and communication devices/ applications. Multiple communication streams including email, instant message, and cell phone. These are daily conditions.

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:
 - Federal Regulations (including but not limited to Medicare and Medicaid regulations and Health Insurance Portability and Privacy Act)
 - National best practices and fidelity models promoted by key federal agencies
 - Oregon Revised Statues
 - Oregon Administrative Rules
 - Billing codes and practices, including HCPCS and CPT procedural codes, ICD-9 and -10 CM diagnosis codes, NDC codes as applicable, DSM-5, DC:0-5, and National Correct Coding Initiative
 - Program budget, expenditure and utilization reports, program operations claim status and error reports related to assigned medical program and service areas

- OHA/Coordinated Care Organization Contracts
- State laws, rules, and contract requirements relating to Medicaid services
- Oregon Procurement Laws and Guidelines
- OHA/ODHS Human Resource policies and procedures
- Oregon Department of Administrative Services (DAS) policies and procedures
- Departmental and office policies and procedures
- Collective Bargaining Agreement
- Local requirements as appropriate
- OHA Tribal Consultation & Urban Indian Health Program Confer Policy
- Trauma Informed Approaches
- Organizational Effectiveness strategies
- Continuous Improvement strategies
- MMIS system manuals
- Medical Services Provider Guides
- APD/CAF/Behavioral Health Eligibility Manuals

b. How are these guidelines used?

As parameters and reference to perform as an expert and to effectively consult and act as a liaison with leadership and staff in shaping, defining and prioritizing activities and priorities.

As parameters and reference to assure compliance with best practice and applicable laws, rules, policies and regulations and cost allocation. May also serve to guide strategic planning. The work of OHA is governed and administered within the context of these laws, rules and policies.

These guidelines provide basic data for ongoing management and establishing, monitoring, and coordinating program policies and procedures for the assigned programs within the legislatively approved budget.

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? |
|--|--|--|------------|
| OHA Senior Management; Other State Agency Senior Management (ODHS, OYA, ODE, etc.) | In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone | Collect, provide and discuss information and data; collaborate and coordinate on policies and programs; provide and receive direction or consultation; answer questions; gather input; enforce policies, regulations and contracts; negotiate agreements | As needed |

| OHA Staff; Other State Agency Staff | In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone | Collect, provide and discuss information and data; collaborate and coordinate on policies and programs; provide and receive direction or consultation; provide technical assistance; answer questions; gather input; enforce policies, regulations and contracts; negotiate agreements | As needed |
|---|--|--|-----------|
| Department of Justice (DOJ) | In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone | Collect, provide and discuss information and data; provide and receive direction or consultation as it relates to regulations, rules, contracts and the implications of policy or program actions or activities | As needed |
| OHP recipients and persons with lived experience | In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report) | Listen and engage to identify opportunities, co-design solutions, reconcile concerns with commitment to improve services, supports, programs and policies | As needed |
| Coordinated Care Organizations (CCOs); CCO Sub- contractors | In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone | Collect, provide and discuss information and data; collaborate and coordinate on policies and programs; provide and receive direction or consultation; provide technical assistance; answer questions; gather input; enforce policies, regulations and contracts | As needed |
| Tribal governments | In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone | Collect, provide and discuss information and data; collaborate and coordinate on policies and programs; provide and receive direction or consultation; provide technical assistance; answer questions; gather input; enforce policies, regulations and contracts | As needed |
| Centers for Medicare and Medicaid Services (CMS); Federal Agencies | In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone | Provide and discuss information and data; receive direction or consultation; receive technical assistance and discuss issues; respond to request for information; review policy changes, interpretations, and implications | As needed |

| Legislators, their offices and legislative staff; Governor's Office and staff | In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone | Collect, provide and discuss information and data; provide and receive direction or consultation; provide technical assistance; answer questions; gather input; provide bill analysis/prepare hearing testimony | As needed |
|--|--|---|-----------|
| MMIS End Users | In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone | Gather and verify Information policy and processes | As Needed |
| Policy Analysts | In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone | Gather and verify Information policy and processes | As Needed |
| System Analysts | In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone | Gather and verify Information policy and processes | As Needed |
| Other State Agencies | In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone | Gather and verify Information policy and processes | As Needed |
| Outside Entities | In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone | Explain policy and processes | As Needed |

SECTION 7. POSITION-RELATED DECISION MAKING

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

This position typically makes decisions whether an issue or desired business need pertains to functionality that is covered by the approved design of the MMIS. The impact of the decision is how to address the business need, whether it be through the defect, maintenance or change order processes.

Always determine the impact of programs, policies, operations, budgets, and all other aspects of the program on health equity. Ensure decisions prioritize the equitable distribution or redistribution of resources and power and recognize, reconcile and rectify historical and contemporary injustices.

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 |
|--|--------------------|---|--------------------------------------|--|
| Information Technology Customer Engagement & Support Manager 2 (ITCESM2) | 1013978 | Virtually, In person, Phone, Email, written form | Daily to Weekly, and as needed | Communicate updates on progress of major tasks and projects; Ensure project and program decisions meet federal, agency and user requirements; Promote quality assurance, strategic plan alignment, and equitable outcomes; Discuss and review goals, performance, expectations and training needs; Promote problemsolving and solution-seeking |

| SECTION 9. OVERSIGHT FUNCTIONS | | | | | | | |
|--------------------------------|--|-----------------------|--|--|--|--|--|
| a. | How many employees are directly supervised by this position? 0 | | | | | | |
| | How many employees are supervised through a subordinate supervisor? | | | | | | |
| b. | Which of the following activities does t ☐ Plan work ☐ Assigns work ☐ Approves work ☐ Responds to grievances ☐ Disciplines and rewards | ations 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.

- This is a multi-faceted position demanding research, analytical and writing skills; a detailed knowledge of Agency rules, policies, procedures and the ability to carry out multiple assignments with little direction and meet deadlines. This position requires the ability to communicate clearly and concisely.
- Knowledge of Medicaid Management Information System (MMIS) relevant functions, processes and interfaces.

- Knowledge with the following applications/processes/interfaces: MO (OHP); MY (Managed Care); MQ (POS/AIS); MR (Recipient); AFS CMS (Client Maintenance System); CICS Screens.
- Knowledge of Medicaid Management Information System (MMIS) relevant Provider/Claims functions.
- Knowledge of the Medical Assistance program policies and procedures.
- Proficiency in oral and written communications.
- Personal computer skills (Standard Office Software such as: Microsoft Word; Excel, Visio, Microsoft Project, etc.)
- Knowledge of business process reengineering
- Ability to read, comprehend and interpret complicated rules, regulations, policies, and procedures.
- Ability to analyze systems, identify problems and recommend solutions.
- Knowledge of information systems development and implementation processes.

| 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 | 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.

| Employee Signature | Date |
|--------------------------------|------|
| | |
| Supervisor Signature | Date |
| | |
| Appointing Authority Signature | Date |

SECTION 12. SIGNATURES