

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 Oregon State Hospital 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
- Pursuing 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 stakeholders and communities to protect and promote the health of all Oregonians
- Seeking, listening to, 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.

Oregon State Hospital (OSH) provides psychiatric evaluation, diagnosis, and treatment for civilly- and criminally committed persons with mental illness throughout the state. The Technology Services department (TS) support OSH by:

- 1) Acting as a liaison between OSH staff and management, the Office of Information Services (OIS) and outside vendors to provide expert guidance in the field of information technology and information management.
- 2) Assisting direct care, operations, and administrative staff to select, acquire, and implement new or enhanced technologies that improve patient care and hospital operations.

3) Working with OIS and outside vendors to provide, development, maintenance, and support for all OSH information systems.

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 purpose of this position is to plan, develop, construct, and maintain databases and large-scale software applications for the Oregon State Hospital. This position maintains, updates, and upgrades the OSH data warehouse from which many large-scale databases and applications source much of their data. This position also serves the purpose of maintaining the interrelationship between the data warehouse, Avatar EHR, and the databases and large-scale software applications for the Oregon State Hospital. Avatar is critical to the function of the applications this position develops and maintains; without Avatar these applications could not function.

This position plans and leads analysis of new and existing OSH applications and systems, integrates system processes with application enhancements and new development, and provides operations support and maintenance for applications. The position also consults with business partners, analysts and IT experts in OIS and the hospital to resolve issues and collaborate on systems development including MS Access Databases, SQL, Data Warehouse, Power Apps and others. These systems are small to large scale, many are mission critical, support patient safety and recovery, and are of high demand.

This position utilizes technical skill and ability of a high order in the analysis and resolution of technical problems in the areas of customer assistance, operational maintenance, and design. Customers served are technically sophisticated end-users, software vendors and suppliers and contractors.

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	E	<p>Software or Data – Customer Assistance:</p> <ul style="list-style-type: none"> Diagnoses application issues, answers questions regarding application functioning, analyzes complex problems related to applications and systems. These include mission critical Access Databases such as Personnel Database, Incident Tracker, Work Station Tracker, PowerBI, and other data applications which ensure patient and staff security and compliance with OARs and OSHA regulations. Coordinates with OSH and vendors to analyze and resolve major software issues. Supports the Technology Services (TS) Avatar team with training and technical support. Establishes procedures for diagnosing and solving problems.

35%	R	E	<p>Software or Data – Operations: Tasks in this Organizational Function relate to keeping the operations going on a day-to-day basis. This includes:</p> <ul style="list-style-type: none"> • Monitor the performance of applications and systems as listed above. • Maintain the operational status of applications and systems. • Conduct the planning for operations and maintenance activities involving applications and systems. • Collaborates with Security professionals to address issues relating to security and access to applications and data such as hospital devices, mobile medication cabinets, and other HIPAA compliant systems.
30%	R	E	<p>Software or Data - Construction:</p> <ul style="list-style-type: none"> • Conducts analysis with business partners and analysts to determine business needs, legal requirements, and appropriate solutions. • Examines new technology for viability in solving business problems at OSH. • Coordinates and conducts functional and regression testing of OSH applications based on business requirements and designs. • Creates new applications for OSH-required processes. • Collaborates with other TS staff on data optimization related to WhereScape and data warehouses.
15%	R	NE	<p>Software or Data - Planning:</p> <ul style="list-style-type: none"> • Participates in mid-level operational strategic planning, including the consideration of access to systems based on data security requirements and employee role, assessment of new technologies, and identification of vendors when applicable, OSH business continuity, performance of large and complex OSH data storage systems and applications, data security, and legal compliance. • Analyzes system features, configurations, and compatibility to identify recommended changes and improvements.
10%	R	NE	<p>Additional Duties:</p> <ul style="list-style-type: none"> • Communications – Assist with implementation or maintenance of devices OHS uses for electronic data storage or convenience, as needed. • Other tasks may be assigned, at the discretion of TS Leadership to meet the demands of the unit.

Ongoing	NC	NE	<p>Cultural Competence</p> <ul style="list-style-type: none"> • Consistently treats consumers and co-workers with dignity and respect. • Demonstrates recognition and appreciation of the value of individual and cultural differences. • Assures that service delivery is provided in a culturally competent way; assures that printed materials are available in different languages as needed and/or in alternate format bilingual services available and facilities are accessible for all consumers. <p>Core Values</p> <ul style="list-style-type: none"> • As an employee of Oregon State Hospital demonstrates awareness, understanding and alignment in service delivery with the DHS Core Values of Integrity, Stewardship, Responsibility, Respect and Professionalism. • Consistently treats customers, stakeholders, partners, vendors and co-workers with dignity and respect.
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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.

Normal work hours are Monday through Friday 8:00am to 5:00pm. Extended hours may be required in the evenings or on weekends. Will be required to work from one of the OSH campuses; can telework up to 4 days per week, under agreement with the Director. Works in an open landscape environment. Extensive use of the computer telephone, and Web tools. Is subject to fluctuating workloads and priorities. Occasional contact with patients with mental illness, other agency representatives, and members of the public. Incidental local and in-state travel is required.

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 be maintained at all times. There can be frequent interruptions, demanding timeframes, and non-traditional working hours. 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.

- This position requires the ability to work on multiple tasks simultaneously, sometimes within short time frames, and interface effectively with business partners.
- Position requires maintenance of tight deadlines and close coordination of a large number of tasks.

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:

Oregon Revised Statutes; Oregon Administrative Rules; OSH Policy and Procedure Manual, DHS Policies, Federal Regulations: other federal laws and regulations; The Joint Commission

(TJC) standards.

Technical and administrative guides, policies and precedents provide guidance.

b. How are these guidelines used?

Standard models, directives or manuals govern the work but judgement must be used in selecting the guides. Interpretation and adaptation of controlling precedents is required and, within the framework of existing precedents, the position adapts or improves methods or procedures to fit specific issues and projects.

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?
Director of TS	Phone/In person/Teams	Supervision	Daily
TS Manager	Phone/In person/Teams	Supervision	Daily
OSH Management	Phone/In person/Teams	Inform/Consult/Liaison Duties	As Needed
OSH Finance and Operations leadership	Phone/In person/Teams	Inform/Consult	As Needed
IT Partner (OIS/ETS) Management & Staff	Phone/In person/email/Teams	Inform/Consult/Liaison Duties	Daily
Outside Contractors	Phone/In person/Teams	Inform/Consult/Liaison Duties	As Needed

SECTION 7. POSITION-RELATED DECISION MAKING

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

Makes design decisions for a general or detailed system design, which meets customer requirements, is efficient, operable and utilizes state-of-art techniques. Decisions affect the efficiency of the system and its ability to meet Agency program requirements. Additionally, these decisions will lead to the successful implementation of systems and process changes that span multiple OSH campuses across the state and may affect systems and processes in other agencies or divisions such as the Oregon Health Authority, Office of Information Systems, or the Department of Administrative Services. Independent judgement is required to make decisions on system design and process development, where this position interprets, and sometimes sets, precedent. The effect of decisions will impact patients and staff at OSH. These effects may include, but are not limited to, enhanced treatment, safety and care of patients, increased or decreased recidivism, operational efficiencies, importation of best practices from other institutions, other similar outcomes, and the overall success or failure of information technology. Makes decisions on production jobs after regular work hours.

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
Technology Services Manager		In person, telephone, on-line meetings.	Monthly or more frequently as needed.	Discuss decisions; review work and project schedules; evaluate adherence to agency and state policy; and ensure work performance meets productivity and quality expectations.

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.

Business Analysis skills with the ability to lead or coordinate technology based business process design from problem statement to system implementation. Requires high level coordination and verbal/written communications skills with technical and non-technical audiences.

- Ability to lead technical and non-technical requirements gathering and analysis projects
- Expert skills in application concept design utilizing story board application workflow tools and other UI concept development tools to accurately and clearly describe proposed application systems to both non-technical and technical staff or contractors
- Aptitude in all phases of the SDLC with high expert level skill in requirements, conceptual design, and testing phases.

- Proficiency in SQL and Visual Basic programming languages.
- IT industry standard quality control, unit test, string test, functional test, system test methods. Includes knowledge and skills to assure a system meets requirements, is developed, implemented, maintained, and supported using quality driven change control techniques including defect identification, management, resolution, and support/knowledgebase documentation.
- All positions in OSH require a criminal records check.

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