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: 07/06/2026

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: Senior Systems Analyst
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 ☐ Non-Exempt If Exempt: ☐ Executive ☐ Professional ☐ Administrative ☒ Computer **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.

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 information technology systems and services that help the Oregon Department of Human Services and Oregon Health Authority to:
- Determine client eligibility.
- Provide medical, housing, food, and job assistance.
- Provide addiction, mental health, and vocational/rehabilitative services.
- Protect children, seniors, and people with physical and/or developmental disabilities.
- Process claims and benefits.
- Manage provider licensing and state hospital facilities.
- Promote and protect the state public health.

- Support internal ODHS and OHA administrative functions, including human resource, finance, and procurement programs.

OIS supports more than 250 business facing applications that are used by approximately 17,000 agency and partner staff located at 166 locations throughout Oregon.

OIS provides management support for ODHS and OHA IT projects, systems architecture and data bases, IT asset and change management, and coordinates network and computing operations with the Oregon State Data Center.

The OIS organizational structure consists of the Office of the Chief Information Officer and several major operational sections that play vital roles in meeting its mission and customer goals:

- IT Business Engagement Services
- Enterprise Alignment and Design
- Customer Services and Support
- Solution Development and Delivery
- Project Solutions
- Vendor Managed Services
- Information Security and Privacy Office
- Business Operations
- Health Service Equity Transformation (REALD & SOGI)

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 serves as a technical authority supporting the Legacy Payment Systems (JV, Check-Recon, Accounting Interface, Budget, and other financial accounting system applications), Oregon ONE Eligibility, Summer Meals (SEBT), and other Self-Sufficiency Program systems, executives and staff to ensure all are aligned in the overall goals, implementation and ongoing operations and maintenance of the new Summer Meals Programs (SEBT) and other mission critical projects impacting the SEBT program.

The position serves as a senior software developer and operational engineering specialist for the Summer Electronic Benefits Transfer (SEBT) Program, providing technical leadership in the design, development, implementation, testing, and ongoing maintenance of enterprise applications supporting benefit issuance and financial processing. The incumbent develops and maintains complex interfaces between the SEBT vendor-managed solution, Oregon ONE Eligibility, Legacy Payment Systems, Financial Information System (FIS), and internal financial applications. This position supports the agency's long-term modernization strategy by developing state-managed interfaces and transitioning financial processing from legacy mainframe technologies to modern enterprise solutions while ensuring continuity of mission-critical business operations.

As a Senior Systems Analyst, this position will provide project management skills for small to medium-scale projects. This includes facilitating discussions as needed, tracking project requirements, milestones, and deliverables, aligning objectives across multiple technical teams, and reporting project status to management. The Senior Systems Analyst will also require a level of technical expertise. They will provide support, architectural and testing guidance for technically sophisticated computer software and data systems that are foundational to the ongoing operation of large scale, mission critical computer

systems within the Oregon Health Authority (OHA) and the Oregon Department of Human Services (ODHS).

This position will facilitate the needs of development teams to help them analyze and resolve technical problems in the areas of customer assistance, operational maintenance, and construction. The customer base served includes technically sophisticated end-users, software vendors and suppliers, systems programmers, technical contractors, system management staff and various other systems operation staff.

The position performs advanced analysis of business and technical requirements; evaluates system architecture and operational impacts; develops implementation strategies; coordinates technical activities across multiple development, infrastructure, security, and business teams; and provides consultation throughout the Software Development Life Cycle (SDLC). This role evaluates complex production issues, identifies technical solutions, recommends improvements to business processes and system architecture, and provides operational engineering expertise supporting statewide service delivery.

This position serves as a technical liaison among executive leadership, business programs, software development teams, infrastructure services, vendors, and external partners to ensure enterprise systems continue to support evolving business needs while maintaining operational stability, security, performance, and compliance with agency technology 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
20%	N	E	**Software - Customer Assistance:** • Serve as the senior technical resource supporting SEBT financial and benefit issuance applications, providing expert consultation to developers, analysts, Office of Financial Services staff, business partners, and vendor organizations regarding software design, interface processing, financial transactions, and enterprise system integration. • Diagnose user problems and questions, addressing the most complex problems for the systems that support the SEBT program. . • Problem solving usually requires a high level of coordination with other IS staff and multiple vendors and involves situations requiring conflict resolution. • As the expert, help other IS staff solve problems and deal with major system crashes. • Establish procedures for diagnosing and solving problems. • Develop formal training for assigned infrastructure function(s). • The typical system environment is diverse, with a mixture of database management systems and hardware devices and standards.

			• Usually deals with distributed data, multiple remote locations, multiple jurisdictions and a high level of expansion or change.
10%	N	E	**Software - Operations:** Tasks in this Organizational Function relate to keeping the operations going on a day-to-day basis. This includes: • Support ongoing production operations of the SEBT enterprise solution by analyzing system performance, troubleshooting interface failures, and resolving complex production issues affecting benefit issuance and financial processing. • Coordinate implementation of software releases, interface enhancements, and production deployments across multiple enterprise applications and vendor-managed solutions supporting the SEBT program. • Coordinate operational readiness activities for enterprise applications including deployments, releases, configuration changes, maintenance windows, and system upgrades. • Evaluate operational impacts associated with software implementations, infrastructure changes, interfaces, security requirements, and system performance. • Monitor enterprise application health and recommend improvements that increase reliability, availability, scalability, and performance. • Analyze system resource utilization and recommend technical solutions that improve operational efficiency. • Collaborate with infrastructure, security, database administration, and vendor teams to ensure enterprise systems remain stable, secure, and compliant with agency standards.
55%	N	E	**Software - Construction:** • Perform advanced systems analysis, software design, programming, testing, and implementation for highly complex enterprise applications supporting the Summer Electronic Benefits Transfer (SEBT) Program and other mission-critical systems. • Design, develop, code, test, and implement complex interfaces between the SEBT vendor solution, Oregon ONE Eligibility, Legacy Payment Systems, Financial Information System (FIS), and other enterprise applications. • Develop and maintain both financial and non-financial application components supporting eligibility determination, benefit issuance, payment processing, reconciliation, reporting, and system integration. • Design and develop interface processes supporting benefit issuance while ensuring data integrity, system security, and compliance with agency and federal requirements.

			• Develop technical specifications, implementation plans, and testing strategies supporting enterprise software enhancements. • Perform code reviews, system testing, integration testing, defect resolution, and production implementation activities throughout the Software Development Life Cycle (SDLC). • Evaluate impacts of proposed changes across multiple interconnected enterprise systems and recommend technical solutions that improve system performance, maintainability, scalability, and operational reliability. • Analyze business requirements and translate them into technical solution recommendations supporting enterprise architecture. • Develop implementation strategies for system enhancements involving multiple applications, agencies, vendors, and business partners. • Review technical design documents, interface specifications, testing strategies, and implementation plans to ensure compliance with enterprise architecture and development standards. • Evaluate impacts of proposed system changes across interconnected applications and recommend solutions that minimize operational risk while maximizing system performance and maintainability. • Provide technical consultation throughout all phases of the Software Development Life Cycle.
10%	N	E	**Software - Planning:** • Lead technical planning activities supporting the transition of SEBT financial processing from legacy mainframe applications to modern vendor-managed and state-supported enterprise solutions. • Provide technical leadership for modernization efforts involving legacy financial systems, payment interfaces, enterprise reporting, and statewide benefit delivery systems. • Coordinate technical activities between application developers, Office of Financial Services (OFS), business stakeholders, infrastructure teams, vendors, and external partners to ensure successful implementation of enterprise system enhancements. • Evaluate enterprise architecture and recommend technical solutions supporting migration from legacy mainframe technologies while maintaining operational continuity and financial integrity. • Research and recommend technical approaches that improve interoperability between legacy systems, vendor-managed applications, and future state enterprise solutions. • 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. • Coordinate and facilitate across multiple technical and functional areas include different teams aligned with specific technology stacks and business programs. • Address resource utilization issues where there are distributed needs within the agency and competition for resources. • Recommend changes in business operations to effectively utilize system resources. • Consider system features, configuration and compatibility issues. • Establish standards for assigned infrastructure functions. • Establish and enforce standards. • Document artifacts relating to system interactions and business processes. • Review and approve deliverables for new projects for conformance to overall strategic plan and physical design standards. • Conduct training in organizational strategy and processes.
5%	N	NE	**Additional Duties:** • As may be assigned, at the discretion of OIS Leadership to meet the demands of the unit.
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. Maintain 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.

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. This position requires the ability to work on multiple tasks simultaneously, sometimes within short time frames, and interface effectively with business partners.

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. The base position will be located in Salem, Oregon with remote work capabilities for candidates who have full access to the needed technology. OHA promotes a flexible work environment. This position is eligible for 100% remote work. Work location may be changed at any time at the discretion of the hiring manager.

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
OIS Strategic Technology Plan
OIS SDD System Development Lifecycle (SDLC)
Unit manuals
Systems Standards and Procedures Manual(s)
Programmers Handbook(s)
Industry Publications
OHA/ODHS Office Procedures, Policies and Procedures
Miscellaneous Reference Materials

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? 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	In Person and Online Communications	Information/Issues	Daily
Management Staff	Person/Online	Information/Issues	As Needed
Policy Analysts	Person/Online	Information/Issues	As Needed

Other IS groups and State Agencies	Person/Online	Information/Issues	As Needed
Contractors & Outside Entities	Person/Online	Information/Issues	As Needed

SECTION 7. POSITION-RELATED DECISION MAKING

Describe the typical decisions of this position.

The Senior Systems Analyst makes decisions in the overall design and development of the systems. They resolve product related issues and is primarily responsible for ensuring the developed systems satisfy business requirements. Makes recommendations on changes in business operations to more effectively utilize system resourced. Directs, tracks, and reports on progress of projects.

The Senior Systems Analyst is expected to anticipate problems and take initiative to identify and direct preventive actions. This position collaborates and at times leads the decision making on what tools to use in constructing the system.

This position recommends changes in business operations to effectively utilize system resources. Reviews and approves all design deliverables, including but not limited to logical data models for conformance to overall strategic plan and physical design standards.

Explain the direct effect of these decisions:

Decisions made by this position directly impact statewide benefit issuance, financial processing, enterprise system integration, payment reconciliation, and modernization efforts supporting Summer EBT and related financial applications. The role independently determines technical approaches for software design, interface architecture, system integration, database modifications, testing strategies, production implementation, and migration from legacy mainframe technologies to modern enterprise platforms. These decisions significantly affect system reliability, financial accuracy, federal compliance, and uninterrupted delivery of benefits to Oregonians.

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
Application Development Manager 2	1016922	In Person, Meetings, Telephone, electronic communication	Monthly, As Needed	To review work schedules, discuss design decisions, and ensure system support adhere to customer support standards
ISS8 Team Lead	9410999	Verbal, Written, Meetings; in person and virtually	Weekly/as needed	To review work schedules, discuss design and programming decisions and ensure system documentation and development methodologies adhere to shop standards.

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.

Required Knowledge and Skills:

- Advanced software development experience designing, coding, testing, and implementing complex enterprise applications.
- Experience developing interfaces between enterprise systems, vendor-managed solutions, financial systems, and legacy applications.
- Experience designing and developing financial processing applications, payment interfaces, reconciliation processes, and enterprise reporting solutions.
- Experience supporting enterprise modernization initiatives involving migration from legacy mainframe applications to modern architectures.
- Experience developing software throughout the full Software Development Life Cycle using structured development methodologies.
- Experience in application support, development, programming, testing and/or database administration.
- High level knowledge of enterprise systems architecture including connectivity concepts of interfaces, IP addresses, ports, and protocols.
- Excellent oral and written communication skills and the ability to work with and facilitate diverse groups and individuals. This includes the ability to prioritize workloads and the ability to analyze complex procedures, processes and policies. The person in this position must have experience coordinating projects with other Information Systems professionals, and in writing documentation according to established standards.
- Ability to participate in the advancement of systems delivery concepts, methodologies, techniques, and tools.
- Competence in creating project management artifacts such as timelines, budgets, responsibility and accountability matrixes, reports, etc.
- Ability to successfully coordinate across multiple teams including technical and business groups.
- Ability to estimate resource and schedule requirements for complex system development efforts.

Desired Knowledge and Skills:

- Familiarity with System Development Life Cycle (SDLC) methodologies.
- Understanding of the concepts, methodologies, techniques, and tools of system development. This includes selecting and adapting, where necessary, appropriate tools and support methodologies for use by their team. The incumbent in this position will participate in the advancement of systems delivery concepts, methodologies, techniques, and tools.
- Experience in advancing health equity, addressing systemic health disparities and collaborating with diverse, vulnerable and underrepresented populations.
- Experience with Mainframe technologies (COBOL, VSAM, DB2, CICS, JCL, etc).

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