



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
04/17/2025

This position is:

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

Agency: Oregon Health Authority

Division: Agency Operations Division

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

- a. Classification Title: Information Technology Project and Portfolio Manager 3
- b. Classification No: X7953 c. REPR Code: MMS
- d. Position No: _____
- e. Working Title: EDGE IT Project Delivery Director
- f. Agency No: 44300
- g. Section Title: OIS – EDGE
- h. Employee Name: Vacant
- i. Work Location (City — County): Salem – Marion
- j. Supervisor Name: _____
- k. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year
☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share
- l. FLSA: ☒ Exempt If Exempt: ☒ Executive ☐ Professional ☐ Administrative ☐ Computer
☐ Non-Exempt
- m. Eligible for Overtime: ☐ Yes ☒ No

SECTION 2. PROGRAM AND POSITION INFORMATION

- a. Describe the program in which this position exists. Include program purpose, who's affected, size and scope. Include relationship to agency mission.

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
- 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 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 primary purpose for this role is to lead and manage the delivery of major technology initiatives on behalf of OHA and ODHS.

The Enterprise IT Project Delivery Manager is a senior level technology leader within OIS EDGE Projects and responsible for leading the largest, highest risk, and most complex technology projects for ODHS and OHA. This position will direct and manage the work of senior level project managers, coordinators, and other project staff to meet project and organizational goals.

The position will work closely with the EDGE Senior IT Director in assisting the Chief Information Officer (CIO) in planning and directing the administration, operation and statewide service delivery of all information systems to the 17,000 employees of OHA and ODHS, and the clients whom they serve.

This position works directly with ODHS and OHA Chief Operating Officers, Project Directors and Program Leaders to understand project desired goals and to establish the appropriate strategic and tactical project approach, staffing, and processes.

This position collaborates with the State CIO's office, State Procurement Office, Legislative Fiscal Office, State Data Center, and federal funding partners to ensure effective project communication and coordination is established and maintained throughout the project life cycles.

This position is a strategic-level position and participates in setting the strategic direction for the use of technology to support OHA and ODHS programmatic and administrative functions. This position creates tactical plans and project plans and may be involved in statewide planning efforts.

The Enterprise IT Project Delivery Manager manages the project managers and project coordinators assigned to the project(s) they are leading. This position provides project management expertise, coaching and best practices through the Enterprise Project Management Office (PMO), and ensures projects are managed utilizing a standard, consistent methodology for critical technology projects. This position coordinates with the EDGE Senior IT Director and Enterprise PMO Manager to implement OIS programs, policies and procedures, particularly in relation to projects. The Enterprise IT Project Delivery Manager assists the EDGE Senior IT Director by representing OIS in statewide and central/shared services groups which may include governance committees, steering committees, or other decision-making bodies.

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
65%	N	E	Strategic Planning and Project Oversight • Provide assistance, insight, and an enterprise view to Information Technology (IT) and strategic planning efforts for OHA and ODHS business partners. • Partner with the program areas to establish technology project efforts in alignment with their specific IT needs and identify / optimize the solutions available, while being fiscally sound. • Understand, effectively characterize, and communicate the business and other drivers across both the OHA and ODHS (e.g. legislative compliance, federal requirements, technology, etc.) and ensuring these factors are adequately represented in the planning process. • Provide project oversight over a large IT Portfolio (30+) and focus on initiatives affecting OIS project service delivery, which typically requires cross functional resource allocation. • Participate in, inform, and make recommendations regarding ODHS and OHA project prioritization, governance, and reporting. • Staff assignments and forecasting; partner with both agencies project manager, Business Engagement Services, and other parts of the organization to represent current staffing assignments, capacity, and future project staffing / capacity needs. • Participate in the RFP and contract negotiations to confirm that the awarded vendor understands the requirements, schedule, and budget. Monitor vendors’ performance to ensure the terms set in the contract are fulfilled throughout the project and support negotiations. • Ensure that agency decisions and policies are analyzed to determine impacts to projects. • Lead the development, review, and approval in forecasting and project portfolio budget estimates. Establish project budgets and proper management of funds in maintaining project budgets. Contribute to the section budget planning including staffing, training, contracts, and services / supplies estimates to be rolled up in the OIS biennial budget. Review and contribute to agency program option package development related to technology projects and maintenance / operations services.

15%	N	E	Staff Recruitment, Development, and Management • Responsible for mentoring, coaching, training, and guiding other members of the team who are in management, supervisory, management non-supervisory, and represented roles. • Staff Assignments; partner with business customers in assigning project staff to ensure optimum fit and success for customer and staff member. • Recruitment; manage recruitment efforts from initiation through posting and selection. • Interview; manage selection of candidates for interviews and interviews candidates with selected panels. • Hiring; makes offers to selected candidates after performing reference checks, with input from other management. • Engage Human Resources (HR) proactively to help the team through changes and team building and ensure solid HR principles are followed. • One-on-Ones; perform and document bi-weekly one-on-one meetings with staff. • Development Plans; work with staff to develop and implement Employee Development Plans. • Performance Feedback Input; solicit and compile input from managers and peers to be used for employee performance evaluations. • Performance Evaluations; prepare and perform performance evaluations with staff. • Performance Management; works with other managers, employees, and OIS Human Resources as needed for performance management and progressive discipline. • Leave Request Approvals; approves the leave requests for staff and approves time.
15%	N	E	Leadership and Collaboration • Responsible for developing and managing relationships with business customers and external stakeholders. • Align resources and help create a unified picture of the OIS mission, so that OIS continues to provide consistent messages about projects to all stakeholders. • Serve as the key advisor and partner with agency business executives in the area of project management strategy and approaches. • Coordinate and work in partnership with the other OIS teams (e.g. ISPO, EA/BRM, SE, TO, TP, and VSO) to ensure activities are assigned and supported, so they can fulfill their responsibilities for the project and successfully transition to operations. • Ensure alignment of activities and seamless coordination of state processes and practices, such as, ensuring

			Information Resource Requests and State Stage Gate activities are managed consistently. • Advise the IT Directors about project management, project risk management, project quality management, project methodology, project governance and project best practices. Assist in determining recommended resource levels as necessary to carry out program goals and service delivery. • Ensure appropriate representation on project-related task forces and work groups inside and outside the agency. • Monitor or Lead the review, development, approval, and administration of technology contracts for the IT projects, including working closely with OIS Vendor Supplied Operations (VMO), OHA/ODHS Office of Contracts and Procurement, DAS State Procurement Office, and Department of Justice legal counsel. This includes work with requests for information, requests for proposals, requests for quotes, and deliverables-based statements of work and ensuring contracting best practices, policies, and procedures are followed. • Develop and maintain credible relationships with EIS, LFO, and Federal Partners by regularly engaging in communications about the projects. Direct and review development of internal and external project status reports for internal stakeholders, EIS, LFO, and Federal Partners.
5%	N	E	Additional duties as assigned.
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. This position requires a work environment where conversations can be kept private and not overheard by unintended listeners. Often travel to meetings is required with some travel to trainings and conferences. 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.

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, DAS Information Systems Guidelines, OPUC and FCC Rules, DAS Policy, SEIU Collective Bargaining Agreement, Regulations and Tariffs, Federal Regulations, State Statutes, OHA and ODHS internal policies and procedures, Project Management Book of Knowledge (PMBOK) and Project Management best practices.

b. How are these guidelines used?

The work of OIS is governed and administered within the context of these laws, rules and policies. They provide general guidance, policy direction, regulatory guidelines and technical specification framework in determining interpretation and application when developing strategies, operating policies and guidelines and overseeing systems activities of the department.

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?
CIO, DCIO and Executive Managers	Phone, Person, Writing	Mission, programs, policy, and projects.	Frequent
ODHS / OHA Chief Operating Officer	Phone, Person, Writing	Mission, programs, policy, and projects.	Frequent
OIS Management / Staff	Phone, Person, Writing	Policy, projects, direction, budget	Often
ODHS / OHA Program Officers	Phone, Person, Writing	Service, joint planning, projects	As needed
DAS (OCIO, CISO)	Phone, Person Writing	Projects	As needed

DOJ, Attorney General's Office	Phone, Person, Writing	Contract/RFP issues, grievance resolution	As needed
Legislative Fiscal Office	Phone, Person, Writing	Projects	As needed
Vendors / Contractors	Phone, Person, Writing	Procurement, coordination	As needed
Other state and federal agencies	Phone, Person, Writing	Projects, coordination, service delivery	As needed

SECTION 7. POSITION-RELATED DECISION MAKING

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

The Enterprise IT Project Delivery Manager acts on the authority of the EDGE Senior IT Director to oversee major technology projects for OHA and OHS. In this position, decision regarding multi-million dollar projects, alignment to State Stage Gate and other state and federal criteria are required. This position works with DAS to determine if externally conducted QA is required and then ensures that is in place where needed. The person in this position manages contracts and commits the agency to contractual arrangements.

In this position, decisions regarding multi-million dollar projects, alignment to State Stage Gate and other state and federal criteria are required. Lack of technology experience, background and knowledge will inhibit decision making and the ability to provide appropriate direction to project staff. Incorrect decisions and communication regarding project documentation, approach, funding, and structure could result in a project being stopped by the agency leadership, EIS, and / or the LFO potentially resulting in wasted tax payer funds and loss of trust by citizens, leadership, State and Federal funding partners. Project failures can have widespread and long lasting impacts. Failed projects damage the service delivery reputation for the OIS, the agency and the citizens we serve. Poor decisions or practices in contract development and contract administration could lead to customers' needs not being met and result in litigation. Decisions related to staffing projects could lead to misalignment of experience and skills for projects to be delivered efficiently and resulting in extended schedules, scope, and additional cost. Decisions related to not using Quality Assurance Services could place a project at risk and violate DAS policy.

Given the reliance on automated systems within ODHS and OHA program areas, central support offices, county governments, and other community partners, the decisions in this position support the ongoing operation of ODHS and OHA and delivery of services to needy Oregonians throughout the state.

The position exercises technology authority of agency IT assets. The position ensures the accuracy and integrity of the technical aspects of programs which affects all Department and Division programs and level of services provided.

This position makes daily decisions regarding the adequacy of the performance of subordinate staff and about the hiring of new staff. These decisions have a major impact on the ability of OIS to maintain the qualified staff needed to perform the group's work.

As part of the planning process, this position assists in making decisions about OIS goals and objectives, budgets, workload and performance measures. These decisions affect the ability of OIS to accomplish its stated mission.

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
ITAD1 Senior IT Director of EDGE	1000375	Formal review, regular confer.	Annual, monthly, weekly	Provide performance feedback and direction.

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

- a. How many employees are directly supervised by this position? 13
- How many employees are supervised through a subordinate supervisor? 11
- b. Which of the following activities does this position do?
- | | |
|---|--|
| ☒ Plan work | ☒ Coordinates schedules |
| ☒ Assigns work | ☒ Hires and discharges |
| ☒ Approves work | ☒ Recommends hiring |
| ☒ Responds to grievances | ☒ Gives input for performance evaluations |
| ☒ Disciplines and rewards | ☒ 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.

Extensive hands-on technology project management and leadership experience is required. Project experience must include leading and managing project teams to successful project delivery involving multiple business program functions, multiple interfaces with legacy systems, business process change, and multiple groups contributing to projects.

Knowledgeable in different methodologies, such as, PMI (Project Management Institute), SDLC (System Development Lifecycle), Waterfall, Agile/Disciplined Agile, Scrum and Kanban.

Experience and knowledge to serve as a key advisor and partner with agency business and technology executives in technical project management strategy and approaches with multi-million dollar projects.

This position requires up-to-date technical expertise and knowledge to direct technical experts. The incumbent must be able to “translate” technical issues and ideals into non-technical language understandable by all levels of management and customers throughout state government.

Technology experience must include an understanding of technology topics such as: operations, support, development, delivery, change management, incident management, configuration management, software development life cycle, computing environments, networks, and servers.

Due to the importance of collaboration in this role, this position requires: strong facilitation skills of both technical and non-technical participants; the ability to effectively build relationships and network internally and externally to ensure that inclusive and broad participation takes place across a variety of diverse backgrounds and positionalities, and proficient verbal and written communications.

Strong procurement, contracting, contract administration, budgeting, and financial analysis experience and knowledge required.

Position requires a strong customer service orientation and a high degree of responsiveness to customer requirements. Because of the rapidly changing technology in the information systems industry and the varied customer environments requiring these technologies, this position demands innovative thinking, flexibility, and an ability to manage change and varied resources.

Be familiar with how to engage diverse communities authentically and develop equity and inclusion strategies.

Bachelor’s degree or higher in computer science, public administration, business management or other relevant field is preferred.

Project Management Professional Certification.

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
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OIS	\$20,000,000	Other fund, federal fund, general fund.

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