



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
05/14/2025

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: Project Manager 3
- b. Classification No: X0856 c. REPR Code: MMN
- d. Position No: _____
- e. Working Title: Senior Project Manager
- f. Agency No: 44300
- g. Section Title: OIS – EDGE
- 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 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:**

This Project Manager 3 (PM3) position will be responsible for developing and managing the execution of comprehensive or high-risk project plans, budgets, schedules and controls from project initiation to project close out. This position will lead the OHA/ODHS decision-making process for the detailed requirements, design, testing, training and start-up operations related to the development and implementation efforts of achieving the long-term goals of the customer agency.

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
40%	NC	E	Project Management: • Use project management standards, principles, and planned outcomes to manage projects and contribute to team project management practice maturity. • Develop and manage master project plans that coordinate individual work tasks, schedules, preliminary project funding plans, and project budgets. • Identify which risks are likely to affect the project and design strategies to mitigate: Manage risks and respond to changes over the course of the project. • Resolve issues impacting project schedule. Represent issues and recommended options needing escalation to Executive Steering Committee members for resolution. • Participate in planning and development of policy, goals, objectives and direction for the project; staying within the prescribed project scope, time frame, and funding parameters, while meeting all interested party expectations. • Communicate the project schedule, general issues and concerns, and project status to key interested parties.

			• Participate in the preparation of regular status reports for interested parties that outline progress against project plan, major risks and suggested mitigation of those risks. • Ensure scope control is maintained. • Track budget expenditures, and analyze project budget reports to calculate project expenses; examine cost estimates and compare to original budget; discuss budget issues with project team. • Work with divisions, partners and external entities representatives to assure that they clearly understand project tasks, activities, and deliverables. • Monitor progress on tasks and develop methods for helping team members work through the various project related issues. • Develop Advanced Planning Document Updates for submission to CMS to request additional funds or add additional scope when needed.
20%	NC	E	Contract Monitoring: • Monitor and report out on contractor performance against the project plan. • Coordinate deliverable review groups to ensure timely and accurate review, approval and acceptance of sub-deliverables and deliverables. • Review deliverables with specific responsibility for overall coherence of the final documents. • Evaluate the quality of services provided through review of reports and/or statistical data; confer with reporting staff as needed. • Ensure project outcomes are consistent with customer agency strategic direction as well as supporting the tasks, activities, and deliverables. • Monitor progress on tasks and develop methods for working through project related issues. • Provide coordination among contract, Agency and other state and external staff; facilitate procedures of communication between contractors and stakeholders to ensure full participation, cooperation, and representation of all. • Develop and maintain effective working relationships with customers, agencies, partners, and personnel with whom work must be coordinated or interfaced. • Oversee/facilitate the resolution of business area issues or cross-functional issues. • Review and approve bills/invoices for payment.
25%	NC	E	Scope Management: • Develop Advanced Planning Document (APD) updates to add scope, change schedule milestones and/or request additional funding from federal partners.

			- Assist with development of contract amendments, change orders, and new procurements including the preparation of materials for submission to the federal government, state legislature, Department of Administrative Services, Department of Justice, and the Joint Legislative Committee on Information Management and Technology. - Facilitate/oversee the identification of change requests and ensure appropriate people are involved in the process and outcomes.
5%	NC	E	Project Team Co-Leadership: - With the Contractor Project Manager, co-manage the planning, organizing and assigning of skilled staff to projects. - Recommend/authorize redistribution of available resources to meet changing project needs. - Participate in the identification of project structure and resources needs for future phases.
5%	NC	E	Systems Management: Oversee the identification and coordination of any hardware, software and/or telecommunications changes needed by partners and/or external entities that will need to interface with the project system(s).
5%	NC	E	Project Communication: - Develop and implement plans to communicate with and involve project interested parties. - Maintain clear communication with project members and interested parties. - Lead project meetings and serve as primary contact for interested parties and sponsor concerns. - Create status reports on a regular basis for State, Federal, and Legislative entities.
Ongoing	NC	NE	Cultural Competence - Promote and foster a diverse workforce and discrimination/harassment-free workplace. - Recognize the 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. This position requires the ability to work on multiple tasks simultaneously, sometimes within short time frames, and interface effectively with business partners. It requires maintenance of tight deadlines and close coordination of a large number of tasks. There can be frequent interruptions, demanding timeframes, and non-traditional working hours. At times, weekend and evening work is required to meet customer demands and department deadlines.

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.

There may be times that a position or an individual must be located full-time, on-site, within traditional business hours. Times when on-site presence can be required include but are not limited to training, performance, business alignment, accommodations, or resource availability

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 Law
- * Code of Federal Regulations (CFR's)
- * Oregon Revised Statutes
- * Oregon Administrative Rules
- * Contract Law
- * Legislative Direction
- * Collective Bargaining Agreements
- * Department of Administrative Services Rules
- * Department of Human Services policies, procedures, standards and methodologies
- * Project Management Institute's Guide to the Project Management Book of Knowledge

b. How are these guidelines used?

To ensure the project outcomes meet program specifications, performance requirements and are consistent with State policy. To ensure State and Federal policies, laws and regulations are followed.

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?
EDGE Project IT Director	In person, phone, electronically	Strategy, planning, problem resolution, projects.	As needed
OIS Managers	In person, phone, electronically	Strategy, planning, problem resolution, projects.	As needed
Agency Leadership	In person, phone, electronically	Support strategy, joint planning, projects.	As needed
Contractors, Vendors	In person, phone, electronically	Understand vendor capabilities and coordinate technology procurement.	As needed
Agency Business Teams	In person, phone, electronically	Strategy, joint planning, projects.	As needed

SECTION 7. POSITION-RELATED DECISION MAKING

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

This position's responsibility involves multiple and dissimilar functions and impacts a large geographical or regional area. The projects are often high risk addressing multiple internal and external organizations/interested parties with broad impact to state governmental or community based organizations and public interests. Typical decisions made by this position include: procedural, scope, budget, communication and project planning affecting outcomes of the project.

Poor decision making, judgement, or communication can impact scope, quality, budget and timely delivery of the project and support to internal and external organizations/interested parties. Decisions affect the ability of the agency to meet federal regulations and standards. Decisions that have a negative impact on the project could impact public perception of the agency, state government and services to organizations/citizens.

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
ITM2 Project Services Manager	9409590	In person, phone, electronically	As needed	Process improvement, career enhancement, performance evaluation
ITPPM3 IT Project Delivery Manager	9005035	In person, phone, electronically	As needed	Program and project oversight
ITA1 Senior IT Director of EDGE	1000375	In person, phone, electronically	As needed	Program and project oversight

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

- a. How many employees are directly supervised by this position? _____
- How many employees are supervised through a subordinate supervisor? _____
- 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.

Managing large complex multi-million dollar projects implementing COTS, developing custom software solutions, and organizational transformations.

Successful application of project management knowledge in ambiguous and unique circumstances while managing a cross-functional team with internal matrix resources and external contractors.

5 years of PM experience in the last 7 years using project management best practices and standard methodologies, e.g. PMI (PMBOK), PRINCE 2, etc.

Successful navigation of complex organization with occasionally loosely defined structure and boundaries.

Adept at recognizing and anticipating emerging project risks, business priorities, and addressing those developments through risk mitigation, contingency plans, and communication strategies.

Superior communication and interpersonal soft skills.

Demonstrated management experience in risk mitigation and project stewardship, i.e. given the constraints and budget, the client's success criteria AND expectations are met, and project costs are controlled

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