



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
10/10/2022

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: ISS5 - Analyst
- b. Classification No: C1485 c. Effective Date: 07/01/1995
- d. Position No: 9406219
- e. Working Title: Applications Developer
- f. Agency No: 44300
- g. Section Title: Office of Information Services (OIS)
- 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
☒ 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 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.

The Office of Information Services (OIS) is a shared service provider for OHA and the Oregon Department of Human Services (ODHS). The OIS budget and organizational structure are part of OHA, but services are provided to both agencies. OIS provides the technology systems and services that support more than 27,000 OHA and ODHS agency staff at local offices and facilities around the state. These systems and services help the two agencies determine client eligibility; provide medical, housing, food and job assistance; provide addiction, mental health, vocational and rehabilitative services; protect children, seniors and people with physical and/or developmental disabilities; process claims and benefits; manage provider licensing and state hospital facilities; and promote and protect the state public health. OIS systems also support internal OHA and ODHS administration functions, including human resources, finance and procurement programs.

OIS maintains and supports nearly 27,000 computers and printers for agency staff. Customers are supported by phone through the Service Desk or field technicians embedded in locations outside of Salem. The Service Desk responds to up to 10,000 assistance requests each month. OIS also supports partners that use OHA and ODHS systems at locations around the state, including state agencies such as the Oregon Department of Justice Division of Child Support, Oregon Employment Department and others; cities, counties and district attorney's offices; private hospitals and other computer centers.

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

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:

As an ISS5 Developer working with our DevOps, Batch and Interface teams, you will develop, integrate, implement and coordinate projects and activities that support operations, maintenance, installation and construction of information systems. This position will deal with creating, building and deploying software. The majority of the job duties involve application development, business analysis and research, problem solving, or system administration.

The ISS5 Developer will work with senior developers to provide support for staff on new system development, system modifications and system updates. This role works with senior developers to implement recommendations.

The Application Developer is assigned work in terms of program and project objectives, priorities and timelines. This position consults with supervisors and team leads to resolve policy questions and problems in coordinating activities with other programs. Typically, work is subject to technical and administrative control in which review is made of program or project accomplishments and adherence to policies, directives, and desired results. This role is part of a team that supports mostly Child Welfare applications.

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	Software – Customer Assistance Diagnoses user problems and questions, addressing the most complex problems for systems most critical to the state. (Critical means those systems with significant time constraints, such as systems tracking revenues, systems meeting regulatory requirements or systems dealing with public safety.) 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, helps other IS staff solve problems and deal with major system crashes. Establishes procedures for diagnosing and solving problems. Develops formal, informal and ad-hoc system training. The typical system environment is diverse, with a mixture of data base 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%	R	E	Software – Operations: Tasks relate to keeping the operations going on a day-to-day basis. This includes installation, performance monitoring, access, security, back-ups, scheduling, inventory management and processing requests. Plans and schedules installations considering timing, version compatibility and other factors. Installations typically involve products new to the industry or significant changes, such as overall system hardware upgrades or those that require creative tuning. Analyzes system performance and addresses performance problems. Evaluates costs, specifications, and organizational policies to recommend system performance tuning. Resolves resource competition issues. The typical environment is diverse with multiple vendors, has multiple sites, distributed needs within the agency and multiple entities in the workflow. Often involves security at the data level.
70%	R	E	Software - Construction: Conducts business analysis and research for large or unusual projects and for projects introducing new technology or new business processes. Often does business process modeling and may include formal data modeling requiring consideration of overall system performance. Projects involve a high level of coordination and there are usually conflicting needs and significant compatibility issues. Builds implementation plans which often involve multiple vendors, multiple jurisdictions, and cross agency cooperation. Completes overall hardware system upgrades and codes extensions to communications software (such as Firewall, Enterprise DBMS, or system management software). Normalizes data, updates the data dictionary, and reviews other staff work for conformance with established standards. Develops bid specifications and makes high level recommendations which include costs, performance factors, and vendor selection. Construction environment typically has multiple remote locations, a mixture of IS standards and significant expansion or change. This level of data construction deals with distributed data, typically read-only basis, not remote input and manipulation.

5%	R	E	Planning <ul style="list-style-type: none"> • Participates in mid-level strategic planning, considering issues such as resource utilization, disaster planning, new technologies and acquisition strategies, change control management, overall system performance and security on a strategic basis. • At this level, the work requires a broad business perspective and identifying opportunities where systems could provide better benefits to the organization. • Environment contains a variety of software, hardware, communications and data base management systems and typically involves multiple vendors. • Generally must consider external users from other agencies or public access and remote access. • These factors influence the strategic enterprise modeling done at this level. • Evaluates and recommends new platforms, systems and utilities. • Plans for future system performance in light of the impact caused by exceeding system capacity.
5%	R	E	Additional Duties: <ul style="list-style-type: none"> • As may be assigned, at the discretion of OIS Leadership to meet the demands of the unit.
Ongoing	R	E	<ul style="list-style-type: none"> • Regular attendance and being available to respond to incoming customer inquiries are essential functions required to meet the demands of this job and provide necessary services. • Maintaining technical knowledge through on the job and formal training is required. • Works with the OIS Leadership in creating a positive work environment.
Ongoing	NC	E	Cultural Competence <ul style="list-style-type: none"> • Promotes and fosters a diverse workforce and discrimination/harassment-free workplace. • Recognizes value of individual and cultural differences; creates work environment where individual differences are valued. • Consistently treats customers, stakeholders/partners, co-workers with dignity and respect. • Values diverse viewpoints. Core Values <ul style="list-style-type: none"> • Demonstrates awareness, understanding and alignment with OHA Core Values of Service Excellence, Leadership, Integrity, Health Equity, Partnership and Innovation. Customer Service

			<ul style="list-style-type: none"> • Consistently treats customers, stakeholders, partners, vendors and co-workers with dignity and respect. • Maintains a work environment that is respectful and accepting of diversity. Models 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.

At times, weekend and evening work will be necessary 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. While performing the duties of this job, you will be in an open landscape environment and may be exposed to the sounds and activity of those working around you. These conditions may be in high traffic areas with moderate to loud noises and frequent interruptions. This position requires the ability to work on multiple tasks simultaneously, sometimes within short time frames

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

The person in this position should have a working knowledge of the agency rules, policies and programs; Oregon Revised Statutes (OSR) and Oregon Administrative Rules (OAR) related to OHA; and the policies and procedures specific to these systems.

System documentation, consultation with vendors, agency/division process and procedures and

state and federal laws provide guidance.

Regarding CJIS:

Criminal Justice Information Services (CJIS) Policy

Federal Information Processing Standards (FIPS) Publication (Pub) 199

Federal Information Processing Standards (FIPS) Publication 200

IRS Publication 1075, Tax Information Security Guidelines for Federal, State and Local Agencies

MARS-E Catalog of Minimum Acceptable Risk Security and Privacy Controls for Exchanges

National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53 Rev. 5

NIST SP 800-88

Social Security Administration Information Exchange Security Requirements and Procedures

Other federal and state laws, rules and regulations governing data privacy and security

Oregon Administrative Rules

Oregon Revised Statutes

Statewide Cyber Security Standards

Department of Administrative Services (DAS) rules, policies, and procedures

Department, Authority and program rules, policies, and procedures

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.

Regarding CJIS (as cited in 5a):

Serve as a basis for making judicious assessments and decisions regarding the privacy and security posture and configurations of networks, systems, and data.

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	Phone/Person/Written	Information/Issues	Daily
Management Staff	Phone/Person/Written	Information/Issues	Weekly
Policy analysts	Phone/Person/Written	Information/Issues	Monthly
Other IS groups and State Agencies	Phone/Person/Written	Information/Issues	Monthly
Contractors & Outside Entities	Phone/Person/Written	Information/Issues	Monthly

SECTION 7. POSITION-RELATED DECISION MAKING

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

The ISS5 has daily contact with managers and technical staff and a wide range of system users to provide information and make recommendations regarding systems, to solve problems and to coordinate installations or construction projects. There is regular contact with other Information Systems staff and with vendors and external entities to coordinate problem solving and ensure conformity of methods and practices. The ISS5 has regular contact with users to discuss business needs and system requirements, with contracted personnel to provide oversight and with vendors to discuss existing or new technology.

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
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OR-Kids Technical Managers / ITADM2	1019051	In person, meetings, telephone	Daily/Weekly	To review work schedules and design decisions; to clarify status of scheduled deliverables, discuss assignment evaluations as submitted to the manager by the team leader, peers, and customers.
ISS7 – Team Lead	1010949	In person, telephone, meetings	Daily	To review work progress, quality of technical components and programming test results

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.

- Working knowledge of continuous integration and continuous deployment CI/CD
- Experience with GIT code repository

- Willingness to assist with the development of business cases, user stories or other agile software development requirements gathering and documentation methodologies which are recorded and tracked in ADOS DevOps Server for work completion, tracking and reporting.
- General knowledge and willingness to learn current Information Technology frameworks such as ITIL, PMBOK, Agile, DevOps etc.
- Ability to develop new applications with support, maintain existing applications, address bugs and implement enhancements in more than one modern programming language with help from an Architect or Sr. Developer.
- Participate in the process of taking high level, customer driven ideas and turn them into actionable work objectives.
- Good written and verbal communication.
- Ability and desire to work in a team environment in alignment with OIS practices.
- Knowledge and understanding of Business Intelligence and reporting tools such as SSRS, Power BI and Tableau.
- Good understanding and willingness to learn and use both Agile and Waterfall OIS Software Development Lifecycles (SDLC).
- Experience with one or more of the following common Software Development technologies such as: .NET, Angular, IIS, Microsoft Power Apps, Azure, Azure DevOps, Microsoft OS and SQL Server, and an expectation to gain skills the remaining skillsets.
- Some experience using modern DevOps tools including source control systems, testing practices, code and design review tools and processes such as ADOS, Git, SonarQube and Burp
- Good problem-solving skills and experience.
- Work with Architect to satisfy requirements, meet agreed completion dates, and perform unit & integration testing
- Multi-task effectively between a couple projects, usually in one or two business areas.
- Working knowledge of Microsoft SQL and the T-SQL query language and SSIS.
- Help identify, address and remediate security vulnerability findings.
- Address identified and assigned enhancements, bug fixes and system changes.
- Develop and maintain system documentation and share knowledge in agency Stack Overflow system.
- Working knowledge of modern relational database design, modeling, manipulation and ETL.
- Ability to install, support, monitor and maintain Custom and COTS based systems in production use by business partners.
- Experience in advancing health equity, addressing systemic health disparities and collaborating with diverse, vulnerable and underrepresented populations.

Ability to be cleared by the FBI Criminal Justice Information Services (CJIS) and Oregon State Police through a fingerprint-based criminal background check for access to criminal justice information (CJI).

Must be able to pass CJIS training and testing to CJIS Level 4 rating

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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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