



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
2/14/2025

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: Information Technology Application Development Manager 2
- b. Classification No: 7894 c. Effective Date: 02/14/2017
- d. Position No: _____
- e. Working Title: Cloud BI and DevOPS Enablement Manager
- f. Agency No: 44300
- g. Section Title: Office of Information Services
- 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 18,000 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 18,000 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:

The Technology Platform - Cloud BI and DevOps Enablement (TP-CBDE) Manager acts on the authority of the IT Director to oversee the development and ongoing operations of the organization's Cloud-Forward initiatives. This role involves close collaboration with other Technology Platform & OIS Technical Teams and partnerships with various state agencies, including but not limited to the State Data Center (DCS) and Enterprise Information Systems (EIS). These services play a crucial role in delivering IT solutions that support the shared programs of ODHS and OHA, ensuring scalability, security, and operational efficiency in cloud-based environments.

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	IT Solutions Manager: Tasks in this Organizational Function relate to managing software and system solution managers and staff on a day-to-day basis. Duties include, but are not limited to: <ul style="list-style-type: none"> • Direct OIS service program(s) by determining policies, procedures and program priorities consistent with policy established by higher-level officials. • Determine the most effective utilization of resources in order to carry out OIS goals and objectives to provide IT services to DHS/OHA business partners. • Determine the policy for service program(s) by analyzing all pertinent issues and information regarding the impact of proposed policy on the provision of services.

			<ul style="list-style-type: none"> • Determine the resources necessary to implement policies in order to ensure the efficient and effective provision of services. • Determine division or program(s) priorities by evaluating the needs of DHS/OHA business partners. • Authorize the redistribution of human, fiscal and equipment resources needed to accomplish assigned work effectively. • Prepare or direct the preparation of biennial and interim budget requests for the service program(s), determine priorities among requests from reporting managers and staff and explain the need for additional resources to higher-level officials in order to obtain the resources necessary to implement services. • Direct the administration of IT service development and delivery and/or evaluate the quality of services provided through review of reports and/or statistical data and conferences with reporting staff. • Identify and/or resolve conflicts between reporting managers and staff on areas of shared responsibility; may establish reporting relationships and administrative controls over program or support operations. • Coordinate activities with other OIS & EIS technical teams. • Ensure compliance with established policies, objectives, program priorities and applicable laws, rules and regulations. • Evaluate the quality of services being provided through constant review of performance measures and through the review of customer surveys. • Assess progress toward meeting goals and objectives and takes corrective action where necessary. • Conduct research and analysis and identify and understand current trends in legislation, business models and processes, and capabilities and trends in computer technologies. • Provide expert advice to business partners, the IT Director and to OIS executive staff members and others as needed.
25%	NC	E	<p>Supervision: Tasks in this Organizational Function relate to the supervision of support staff on a day-to-day basis. Duties include, but are not limited to:</p> <ul style="list-style-type: none"> • Interview, select and hire staff.

			<ul style="list-style-type: none"> • Assess, recommend and approve appropriate, job-related training for staff. • Evaluate staff performance. • Create, assign and monitor staff's quarterly goals • Hear and resolve employee grievances. • Determine the need for (and initiate as needed) disciplinary action. • Approve or disapprove recommendations from subordinate staff regarding personnel actions.
20%			Technical Capabilities: <ul style="list-style-type: none"> • Lead the design, consultation, and implementation of cloud-based solutions on Azure, AWS, or other platforms. • Oversee DevOps practices, including CI/CD pipelines, containerization, and automation using Azure DevOps, GitHub Actions, Kubernetes, Docker and Redhat/Openshift. • Ensure security, compliance, and cost-efficiency of cloud environments. • Evaluate and implement new cloud-native technologies that align with business needs. • Define cloud governance, security policies, and best practices for cloud environments. • Oversee the design and deployment of Power BI dashboards and reports for real-time decision-making. • Lead integration of cloud data platforms, including Azure Synapse, Databricks, SQL Managed Instances, other 3rd party tools. • Work with business units to define KPIs, data governance strategies, and reporting needs. • Lead and mentor teams on best practices in cloud architecture, automation, and security. • Facilitate training and skill development in DevOps, cloud engineering, and Power BI. • Coordinate with IT leadership, project managers, and business stakeholders to align technology with strategic objectives. • Manage budgets, vendor relations and contracts. • Prepare reports on cloud performance, cost optimization, and security compliance. • Provide strategic recommendations for cloud migration, DevOps adoption, and BI enhancements.
10%	NC	E	Communication:

			<p>Tasks in this Organizational Function relate to communications with customers, managers, executives and support staff on a day-to-day basis. Duties include, but are not limited to:</p> <ul style="list-style-type: none"> • Address customers and professional organizations regarding agency programs and policies. • Resolve disputes. • Prepare reports and correspondence. • Maintain liaison with representatives of other agencies and/or the public.
5%	NC	E	<p>Additional Duties:</p> <ul style="list-style-type: none"> • Assist a department, agency or division head in the performance of some or all of the above responsibilities and principle accountabilities as a full-authority deputy with direct program and/or administrative responsibilities. • Perform other duties as may be assigned, at the discretion of OIS Leadership, to meet the demands of the unit. Act in Managers place as required or in absence of direct manager • Manages vendor relations for the designated software products and service including but not limited to vendor product/solution assessments, product renewals, Coordinating dispute resolutions with vendors and other OHA internal teams.
Ongoing	NC	E	<ul style="list-style-type: none"> • Through regular attendance, be available to respond to incoming customer inquiries are essential functions required to meet the demands of this job and provide necessary services. • Maintain technical knowledge through on the job and formal training is required. • Work with the OIS Leadership to create a positive work environment.
Ongoing	NC	NE	<p>Cultural Competence</p> <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. <p>Core Values</p> <ul style="list-style-type: none"> • Demonstrates awareness, understanding and alignment with OHA Core Values of Service Excellence,

			<p>Leadership, Integrity, Health Equity, Partnership and Innovation.</p> <p>Customer Service</p> <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.
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SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

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

Work may involve non-traditional hours for incident response or deployments.

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:

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

Technical and administrative guides, policies and precedents provide guidance. These are general in nature and, in the most significant areas of work, have only a partial or indirect application. The ITADM2 must interpret and apply these guidelines on the basis of specialized training experience. The ITADM2 devises and applies new approaches and previously unused methods within existing basic concepts and theories

Must adhere to state and federal security policies, cloud governance frameworks, and DevOps best practices. Ensure compliance with Azure Well-Architected Framework, NIST, and CIS benchmarks. Follow documentation and reporting standards for cloud environments and automation workflows.

b. How are these guidelines used?

Manuals are used as to evaluate staff adherence to established laws, policies, processes and

procedures. All systems developed and/or maintained must meet state and federal regulations, including system certification and performance requirements, and must be consistent with state policies.

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	Change to Measurable Value
Unit Staff	Phone/Person/Written	Information/Issues	Daily
Management Staff	Phone/Person/Written	Information/Issues	Daily
Policy Analysts	Phone/Person/Written	Information/Issues	Weekly
Other IS groups and State Agencies	Phone/Person/Written	Information/Issues	Daily
Contractors & Outside Entities	Phone/Person/Written	Information/Issues	Weekly

SECTION 7. POSITION-RELATED DECISION MAKING

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

This position makes daily decisions concerning implementation of new systems or changes in existing systems, including system feasibility, time and staff requirements, and scope of effort. Decisions affect the ability of system staff to complete projects in support of agency, OIS and program direction.

Decisions directly impact agency and OIS budgets in the areas of staff expenditures, hardware and software acquisition, scope of effort and cost benefit of work. Decisions affect the ability of the OIS to deliver its programs and perform its mission and goals.

Minimum Requirements:

- Bachelor's degree in Computer Science, Engineering, or related field.
- 8+ years of experience in Cloud Engineering, DevOps, and IT leadership.
- Hands-on expertise with Azure, AWS, or Google Cloud Platform (GCP).
- Proficiency in CI/CD tools, containerization (Docker, Kubernetes), and scripting (PowerShell, Python, Bash).
- Knowledge of Power BI, data visualization, and cloud analytics solutions.
- Experience with security and compliance frameworks (e.g., SOC 2, HIPAA, NIST, CIS Controls).

Preferred Qualifications:

- Azure Solutions Architect, AWS Certified Solutions Architect, or equivalent certification.
- Knowledge in serverless computing, microservices, and API management.
- Leadership experience in an Agile/DevOps-driven IT environment

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
IT Director of Technology Platform	9410728	Person, phone, email	Weekly	Review status, decisions, issues and direction

SECTION 9. OVERSIGHT FUNCTIONS

a. How many employees are directly supervised by this position? 20

How many employees are supervised through a subordinate supervisor? _____

b. Which of the following activities does this position do?

- | | |
|---|--|
| <input checked="" type="checkbox"/> Plan work | <input checked="" type="checkbox"/> Coordinates schedules |
| <input checked="" type="checkbox"/> Assigns work | <input checked="" type="checkbox"/> Hires and discharges |
| <input checked="" type="checkbox"/> Approves work | <input checked="" type="checkbox"/> Recommends hiring |
| <input checked="" type="checkbox"/> Responds to grievances | <input checked="" type="checkbox"/> Gives input for performance evaluations |
| <input checked="" type="checkbox"/> Disciplines and rewards | <input checked="" 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.

This position requires in-depth knowledge and skills in the areas of team-building, communication and project management, resource development and management, operational and tactical planning, budgeting and cost/benefit analysis.

This position requires knowledge and expertise which is sufficient and current to allow effective supervision of subordinate team leads and technical staff. Previous management experience in the

area of application and system development, support, maintenance and administration, application and enterprise service architecture and data analysis is desired.

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