



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
05/22/2025

Agency: Oregon Health Authority

Division: Office of Information Services (OIS)

☐ 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: ISS7
- b. Classification No: C1487 c. Effective Date: 7/01/2013
- d. Position No: _____
- e. Working Title: Cloud Platform Engineer
- f. Agency No: 44300
- g. Section Title: Technology Platform
- 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
☐ 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 Office of Information Services 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 DHS. 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 11,000 OHA and DHS 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 DHS 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 more than 9,500 assistance requests each month. OIS also supports partners that use OHA and DHS 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 DHS 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 ISS 7 Cloud Platform Engineer provides expert consultation to management and professional IS staff. Conducts comprehensive analysis, planning, development, implementation and coordination for the operations, maintenance, installation and construction of information systems. The focus of these systems will be cloud implementations including new systems and migrating existing systems while adhering to the agency cloud adoption framework.

The State of Oregon has adopted a Cloud Forward strategy. This position should use the Cloud Forward strategy as guiding principles.

As a Cloud Platform Engineer, you will provide expert-level in-depth 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).

In this role, you will design, construct, operate, and maintain infrastructure platforms to host applications developed by Software Engineering teams. 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.

This is a new position assigned to a team tasked with building and operating an enterprise cloud hosting platform.

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
15%	N	E	System - Design: <ul style="list-style-type: none"> 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.

			<ul style="list-style-type: none"> Assesses new technologies, selects, tests with existing systems, and evaluates for adoption. Recommends changes in business operations to effectively utilize system resources. Addresses resource utilization issues where there are distributed needs within the agency and competition for resources. Considers system features, configuration, and compatibility issues. Establishes standards for assigned infrastructure functions. <p>The environment may require integrating multiple systems from multiple public and private organizations.</p>
20%	N	E	<p>System - Construction:</p> <ul style="list-style-type: none"> Conducts business analysis and research for large or unprecedented projects and for projects that involve new businesses or introduce new technology. Does business process modeling and formal data modeling, considering overall system performance. Builds implementation plans which involve multiple vendors, multiple jurisdictions, and require cross agency cooperation. Sets data standards, approves design changes, sets documentation policies and procedures, and has final authority for consensus decisions. Develops bid specifications and provides recommendations to high level management which include costs, performance factors, and vendor selection. At this level, the typical Construction environment has a mix of database management systems and distributed data with remote input and manipulation, multiple remote locations, a mixture of IS standards and a significant amount of expansion or change. Projects assigned generally involve a high level of coordination and there are usually conflicting needs and significant compatibility issues. <p>Builds or assists other teams in building cloud solutions.</p>
40%	N	E	<p>System – Operations:</p> <ul style="list-style-type: none"> Tasks in this Organizational Function 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 orders. Plans and schedules installations considering timing, version compatibility and other factors. Analyzes system performance and addresses performance problems. Evaluates costs, specifications, and organizational policies to recommend system performance tuning. Resolves resource competition issues. Monitors platform to ensure applications are running

			<p>optimally and works with development teams to resolve issues.</p> <p>The typical environment is diverse with multiple vendors, has multiple sites, distributed needs within the agency and multiple entities in the workflow.</p>
20%	N	E	<p>System – Customer Assistance:</p> <ul style="list-style-type: none"> • 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 Payroll systems, those tracking revenues, with regulatory requirements or dealing with public safety issues.) • 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 incidents. • Establishes procedures for diagnosing and solving problems. • Develops formal training for assigned functions.
5%	R	E	<p>Additional Duties:</p> <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	<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, Leadership, Integrity, Health Equity, Partnership and Innovation. <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

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 always maintained. 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:

Oregon Cloud First Strategy
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

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.

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 ISS must interpret and apply these guidelines on the basis of specialized training and experience. The ISS will devise and apply new approaches and previously unused methods within existing basic concepts and theories.

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, Developers	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. Explain the direct effect of these decisions:

The Cloud Platform Engineer consults with and advises management and professional IS staff on planning, development, implementation and coordination for the operations, maintenance, installation and construction of information systems on a regular basis. The Cloud Platform Engineer has frequent contact with vendors to assess new technology and with contracted personnel to provide oversight, negotiate contract modifications, and analyze compliance with contract specifications.

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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Application Development Manager 2	106767	In Person, Meetings, Telephone, electronic communication	Monthly, Or More Often as Needed	To review work schedules, discuss design decisions, and ensure system support adhere to customer support standards
ISS8 Team Lead		In Person, Meetings, Telephone, electronic communication	Daily	Review work, coordinate efforts, and communicate roadblocks

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 checked="" 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.

INFORMATION SYSTEMS SPECIALIST 7 positions require the following Knowledge and Skills.

At time of hire, the person in this position needs to possess the following skills and experience:

Required Knowledge and Skills:

- Functional knowledge of at least one leading cloud computing platform such as Azure, GCP, or AWS.
- Direct experience in containers and orchestration of containers on a cloud platform.
- Experience in cloud application support, development, programming, testing and/or database administration.

- Understanding of Cloud native development, DevOps, Azure DevOps (or similar), PaaS/SaaS/LaaS/DBaaS solutions, configuration management tools, and/or other cloud computing platforms.
- Knowledge of cloud platform administration tools for identity management, cost management, resource management, monitoring tools, security controls, and compliance reporting.
- Proven experience in designing, deploying, and managing cloud infrastructure solutions that support artificial intelligence (AI) and machine learning (ML) workloads, including optimizing performance for AI model training, data processing, and scalable deployment of AI-driven applications.
- 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.
- Proficiency in deploying solutions to cloud platforms, with a focus on serverless or containerized applications.
- Ability to participate in the advancement of systems delivery concepts, methodologies, techniques, and tools.
- Capability to select and adapt tools and support methodologies. Specifically, those related to cloud solutions.
- Experience in advancing health equity, addressing systemic health disparities, and collaborating with diverse, vulnerable, and underrepresented populations.
- Understanding of cloud monitoring tools and experience with responding to system and user needs based on data from monitoring

Preferred Knowledge and Skills:

- Working knowledge of GitOps concepts and tools for implementation.
- Familiarity with System Development Life Cycle (SDLC) methodologies.
- Knowledge of cloud solution architecture including hybrid cloud systems with significantly different technology stacks both on premise and with multiple cloud providers.
- 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 building and releasing infrastructure-as-code (IAC) in controlled environments with an understanding of lifecycle configuration management.
- Project Management knowledge including understanding of project management methodologies such as waterfall and Agile along with their respective processes.
- Ability to estimate resource and schedule requirements for complex system development efforts.
- Experience writing scripts to build automation and tools using (but not limited too) PowerShell, Python, Bash, YAML, JSON, 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