



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
5/9/2025

This position is:

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

Agency: Oregon Health Authority

Division: Fiscal and Operations Division

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

- a. Classification Title: Information Technology Application Development Manager 1
- b. Classification No: X7895 c. Effective Date: 07/01/2021
- d. Position No: 1020336
- e. Working Title: Mainframe Transformation 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: Michael Isaac
- 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.

Oregon Health Authority (OHA) is the organization at the forefront of lowering and containing costs, improving quality, and increasing access to health care in order to improve the lifelong health of Oregonians. OHA is responsible for most state health services and for implementing the health care reforms in House Bill 2009. OHA is overseen by the nine-member citizen Oregon Health Policy Board working toward comprehensive health and health care reform in our state.

The OHA mission is helping people and communities achieve optimum physical, mental and social well-being through partnership, prevention and access to quality, affordable health care. OHA's work is organized into three broad goals: Improve the lifelong health of all Oregonians, increase the quality, reliability and availability of care for all Oregonians and lower or contain the cost of care so it is affordable to everyone.

OHA values service excellence, leadership, integrity, health equity and partnership.

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 Mainframe Transformation Manager conducts analysis, planning, coordination and implementation of service-oriented information and data systems across a range of technology platforms. Focus areas include ongoing support and maintenance of legacy mainframe systems, applications and data, and coordination with other technology modernization teams across OIS.

The manager develops and maintains strong relationships with business/functional units, executive leadership and peer technology managers while leveraging sound understanding of mission, drivers and goals. The manager makes decisions on IT services, support and products, and understands impacts/investments required to achieve desired organizational IT results.

The manager will also partner with peer mainframe managers to develop and implement long-term technology and resourcing plans related to IT system modernization, organizational change management, and published strategic plan alignment.

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
60%	NC	E	<p>Mainframe Transformation Manager:</p> <p>Tasks in this Organizational Function relate to managing software and system solution staff on a day-to-day basis. Duties include, but are not limited to:</p> <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 to carry out OIS goals and objectives to provide IT services to ODHS/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. • 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 ODHS/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 staff on areas of shared responsibility; may establish reporting relationships and administrative controls over program or support operations. • Coordinate activities with other OIS areas.

			<ul style="list-style-type: none"> • 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:</p> <p>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. • Assess, recommend and approve appropriate, job-related training for staff. • Evaluate staff performance. • 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.
10%	NC	E	<p>Communication:</p> <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

			<p>with direct program and/or administrative responsibilities.</p> <ul style="list-style-type: none"> • Perform other duties as may be assigned, at the discretion of OIS Leadership, to meet the demands of the unit.
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 an anti-racist, 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>Technical Leadership</p> <ul style="list-style-type: none"> • Maintains and grows technical knowledge to keep current with OIS technology offerings to meet the demands of business consultation. <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.

Position may require periodic travel throughout the state. At times, weekend and evening work will be necessary to meet customer demands and department deadlines.

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:

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 ODHS/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 manager must interpret and apply these guidelines on the basis of specialized training experience. The manager devises and applies new approaches and previously unused methods within existing basic concepts and theories.

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?

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, Consultation and Direction	Daily/as-needed
Unit Staff	Phone/Person/Written	Information, Issues, Consultation and Direction	Daily/as-needed
Management Staff	Phone/Person/Written	Information, Issues, and Consultation	Weekly/as-needed
Policy Analysts	Phone/Person/Written	Information, Issues, and Consultation	Daily/as-needed

Other IS groups and State Agencies	Phone/Person/Written	Information, Issues, and Consultation	Monthly/as-needed
Contractors & Outside Entities	Phone/Person/Written	Information, Issues, Consultation and Direction	As Needed

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.

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, Software Engineering	00000119	Person, phone, email	Weekly	Review status, decisions, issues and direction

SECTION 9. OVERSIGHT FUNCTIONS

- a. How many employees are directly supervised by this position? 11
- How many employees are supervised through a subordinate supervisor? 0
- b. Which of the following activities does this position do?

- ☒ Plan work
- ☒ Assigns work
- ☒ Approves work
- ☒ Responds to grievances
- ☒ Disciplines and rewards

- ☒ Coordinates schedules
- ☒ Hires and discharges
- ☒ Recommends hiring
- ☒ Gives input for performance evaluations
- ☒ 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.

- In depth knowledge and skills in the following areas:
 - Technical enterprise software development
 - Project Management
 - Resource Development and Management
 - Operational and Tactical Planning
 - Software/System Development Lifecycle and its benefits
 - Cloud computing
 - System infrastructure including web and backend database servers and techniques for sizing environments to meet load/performance requirements
 - Agile development terms and methodologies
 - Leadership in a software testing organization
- Management experience in two or more of the following areas:
 - Large-scale, enterprise modernization efforts, transition planning and implementation of Enterprise Resource Planning (ERP) Platforms
 - Enterprise application and system development
 - Support, maintenance and administration of enterprise software
 - Generative and Regenerative Artificial Intelligence (AI), Large Language Models (LLM)
 - Application and enterprise service architecture
 - Data Analysis, Business Intelligence and reporting methodologies
- Cross-functional, collaborative leadership
- Current experience supervising subordinate technical team leads and staff
- Ability to work under tight schedules and in close coordination with Human Resources, OIS executives, peer managers, agency divisions, partners and contractors.
- Ability to partner with other agencies regarding the implementation of software solutions.
- Experience in promoting a culturally competent and diverse work environment.
- Additional desired experience in the following areas:
 - Experience working with system integration vendors or other software vendors providing solutions specifically in the review and analysis of contracts and other technical vendor deliverables
 - Process improvement leadership
 - DevOPS
 - IBM z/OS mainframe systems, infrastructure and applications
 - Meaningful Use Understanding
 - Public or non-profit Public Health programs

- Leading distributed or remote technical teams

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-TEDS	\$10,000 Approval Limit	

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