



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
03/18/2025

Agency: Oregon Health Authority

Division: Agency Operations Division

☐ 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: Information Systems Specialist 8
- b. Classification No: X1488 c. Effective Date: 6/22/2020
- d. Position No: _____
- e. Working Title: Senior Technical Project Manager
- f. Agency No: 44300
- g. Section Title: OIS - Project Solutions
- 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 a Senior Technical Project Manager, you will provide leadership, project management and technology expertise for a wide variety of technology projects, many of which are major projects that are complex, multi-platform, multi-vendor and distributed statewide. Your responsibilities will include leading decision-making processes for the analysis, design, development, testing, training and implementation efforts that achieve the long-term goals for the Oregon Health Authority and Department of Human Services.

In this role, your project management work will include a variety of tasks and activities. Project activities can be technical such as large-scale hardware implementations; off-premise system upgrades; software enhancements that may be developed internally or by a vendor; data migrations; development of new data access methods; change control management; and system performance improvements.

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	Software (Construction) Level 3 The work shall include a variety of tasks and activities: <ul style="list-style-type: none"> • Designs, develops and implements IT assets that support business functions within DHS/OHA. • Use project management standards, principles and planned outcomes to manage IT projects. • Provide project management leadership for large and/or complex technology related projects undertaken by OHA/DHS. These assignments can be state-wide initiatives that require a high-level coordination and negotiation between multiple vendors, other agencies, ETS, customers, partners, and stakeholders. Projects can also involve the management of contracts with external service providers.

		<ul style="list-style-type: none"> • Initiate projects which includes obtaining authorization and commitment, demonstrating business needs and project feasibility. • Plan and schedule implementations. Consider timing, version compatibility and other factors, such as internal and external business and technical resource availability. • Create work breakdown structures that outline the individual project plans; assign duties, responsibilities and scope of authority to project team members. • Define, track, and manage project scope, deliverables, and implementation (These tasks may be performed in the context of liaison to an outside contractor or consultant). • Manage changes to project scope, budget and schedule through formal change control procedures. Accountable for having projects completed on-time and within budget. • Ensure business and functional requirements meet business expectations that translate to business outcomes which are agreed upon by the project team, project sponsor and executive steering committee. • Assist with business analysis, if needed. • Meet with the OIS Executive Leadership, Service Development and Delivery (SDD) Managers/Team Leads, customers, partners, and stakeholders to evaluate, understand, document and communicate customer's technology needs to both internal and external parties including ETS. • Review assigned tasks and assess performance issues to determine progress; update assignments; and when experience or technical limitations on the part of the other personnel are recognized, provide more specific directions for progress and completion. • Manage resources to diagnose and troubleshoot equipment problems. Ensure that all problems have been resolved. • Develop resources, cost, and time estimates for accomplishing the customer's technology needs. Develop project plans, other methodology-based deliverables and contracts as needed. • Monitor project status, develop and deliver project status reports, provide a project close-out report, and make recommendations for adjusting future projects. • Resolve issues quickly as they arise during project planning and delivery. • Ensure that the project team(s) accept responsibility to complete projects to the customer's and sponsor's satisfaction in accordance with phased development plans, standards and deadlines that are agreed upon by project Executive Steering Committee. • Obtain Sponsor approval and sign-offs at the end of each project. • Develop Request for Proposal documents for acquisition of Design, Development and Implementation (DDI) services, Quality Assurance, and/or a wide variety of hardware needs that meet the requirements of the business.
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			<ul style="list-style-type: none"> Facilitate, evaluate, and select multiple vendor proposals for development of programming code, software or technology. Review project deliverables through all phases of a project. Ensure that projects are using the right level of versioning of software technology and/or evaluating whether to upgrade to the new software version. Monitor and evaluate the overall system performance during post-implementation of the newly implemented or updated system(s) to ensure customer satisfaction.
30%	NC	E	<p>Software and Hardware (Planning) Level 4 The work shall include a variety of tasks and activities:</p> <ul style="list-style-type: none"> Participate in Tactical Planning, Information Resource Planning, and Infrastructure planning for Technology Projects. Provide input and updates to these planning processes, and act as customers advocate in discussions in ensuring that the business needs are represented and prioritized correctly. Plan for a variety of applications/operating systems with a variety of users and hardware. Plan, develop and manage master project plans that coordinate individual work tasks, schedules and preliminary project budgets for technology (e.g., software, hardware, etc.) projects. Participate in and/or provide support with OHA/DHS Agency Technology Governance Council effort. Work in this area includes analyzing future projects for individual resourcing needs, collaborating across technical and business teams, analyzing options to maximize overall agency staff utilization while optimizing the number and sequencing of projects to deliver the most value for OHA and DHS. Preparing recommendations with supporting documentation for Agency Governance Council decision making. Plan and identify project risks and decide which risks are likely to affect the project. Design strategies to manage and mitigate those risks. Work with stakeholders to develop contractor deliverables that meet the IT statement of work (SOW) standards. Participate with OIS groups in evaluating new industry products, approaches, and technology direction with a focus on how they can be integrated within OHA/DHS. Ensure that project team(s) analyze the impacts of configuration changes and develop compatibility/scalability plans. Work with multiple vendors, agencies to plan and implement new systems or major upgrades. Work with other project managers to resolve resource issues for competing priority projects. Provide input to project team members on roles and responsibilities. Provide feedback to project team on team issues.

			<ul style="list-style-type: none"> • Perform contract administration functions including evaluation and selection of contract staff to work on projects and tasks, evaluation of contract staff for performance, and assist in process to remove contract staff from projects for performance or other problems. Perform contract administration for tracking and reviewing overall contract performance including expenditures. Assist in review and approval of contractor invoices. • Responsible to work directly with business area staff by participating in business meetings to plan project priorities, cost analysis, and budget needs. • Plan for integrating multiple systems involving multiple organizations. • Acts as a liaison between OIS and Business Program areas on selecting, testing, and evaluating technology. • Acts as liaison in collaboration with OIS Technical Managers and Leads between multiple vendors, ETS, customers, and OIS to plan and implement a new system (e.g., major software or hardware upgrade).
5%	NC	E	Software (Customer Assistance) Level 3 <ul style="list-style-type: none"> • Meet with the customers to evaluate, understand, document and communicate customer's needs. • Facilitate and coordinate delivery of services as needed with internal technical staff as well as external staff from the Enterprise Technology Services to ensure project needs are met. • Leads a team that creates, designs, or procures new systems; makes recommendations related to automation techniques which significantly extends the efficiency and effectiveness of computing resources; designs or evaluates advanced systems; conducts comprehensive analysis of advanced technology concepts and hardware configurations. Directs architects, engineers and senior analysts in implementation of complex IT system solutions.
10%	NC	E	Software (Operations) Level 3 <ul style="list-style-type: none"> • Lead and direct the activities of project teams to make certain projects progress on schedule and within prescribed budget. • Ensure scope control is maintained. • Ensure proper methodologies for quality control testing are maintained. • Contact vendors regarding project related problems and resolve or escalate problems as needed. • Provide back-up support to OIS Management during project status discussions. Provide and maintain project decision and issue logs. Track and report project progress. • Work with minimal supervision, representing OIS management within Project Solutions. Participate in and contribute to OIS management team decisions.
10%		E	Data (Construction) Level 3

			<ul style="list-style-type: none"> • Ensure that project team evaluates data relationships to “normalize” design for efficient utilization and storage (e.g., data mapping). • Ensure that project team provides conceptual, physical, and logical database designs to the database administrators and system analysts. • Ensure that the project team identifies corrupt or problematic data issues for mission critical systems; evaluate and execute actions to resolve errors as needed. • Ensure that project team recommends changes to the data models to meet business practices. • Perform data analysis activities when expertise is required.
5%	NC	E	Communications (Construction) Level 3 <ul style="list-style-type: none"> • Communicate verbally and in writing with project stakeholders. • Responsible to communicate the status of projects to the customer, Executive Steering Committees, Office of the State CIO and Legislative Fiscal Office that are consistent with Project Solutions reporting practices and the individual needs of the project when appropriate. Establish regular meetings to ensure progress and challenges are communicated in a timely manner. • Work with OIS Leadership, OIS Management and technical staff in determining the best solution for a given project, which could include technology that is new to the agency. • Work with ETS staff as needed to deliver project solutions. • Responsible for conflict resolution. • Facilitates planning with OIS and Business Program area(s) to determine which technology best meets their business requirements. • Develop and implement plans to communicate with and involve project stakeholders. • Identify project risks, and decide which risks are likely to affect the project. • Coach team members on project methodology and processes. • Lead meetings to convey project details as necessary.
Ongoing	R	NE	Additional Duties: Duties may be assigned at the discretion of OIS Leadership to meet the demands of the unit. Often changes must be implemented quickly under short timelines because of federal or legislative mandates. For example, the work may include assisting the user with streamlining manual business processes before automation is implemented.
Ongoing	NC	NE	Cultural Competence <ul style="list-style-type: none"> • Promotes and fosters a diverse workforce and discrimination/harassment-free workplace.

			<ul style="list-style-type: none"> • 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
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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. 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. Often travel to meetings is required with some travel to trainings. 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.

Employees will be considered for remote work based on consistently demonstrating work habits that are well-suited to working remotely, including, but not limited to, self-motivation, self-discipline, the ability to work independently, the ability to manage distractions, the ability to meet deadlines, and demonstrated record of meeting established performance expectations.

Staff working remote shall:

- Meet all responsibilities and perform all duties as if their role was performed in a traditional work setting.
- Comply with all agency policies, guidelines, and management directives.
- Maintain a professional demeanor in the performance of all duties.
- Meet and maintain performance expectations.
- Be available each week during traditional business hours, as determined by the business need.

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.

To be eligible for remote work, staff must have a home workspace that meets all applicable technology, security and safety requirements including the ability to provide protection of confidential information.

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 & Procurement Law
- Legislative Direction
- Enterprise Technology Services including State Data Center Operations processes
- OSCIO and DAS Policies & Procedure
- Collective Bargaining Agreements
- Department of Administrative Services Rules
- DHS & OHA policies, procedures, standards and methodologies
- OIS SDLC practices and standards
- Project Solutions Standards, Practices, and Procedures
- 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?
IT Director of Project Solutions	Person, Phone, Writing	Strategy, Planning, Problem Resolution, Projects	Monthly/as needed
OIS Managers	Person, Phone, Writing	Strategy, Planning, Problem Resolution, Projects	Weekly/as needed
Agency Leadership	Person, Phone, Writing	Support Strategy, Joint planning, Projects	Monthly/as needed

Contractors, Vendors	Person, Phone, Writing	Understand vendor capabilities and coordinate technology procurement	Daily/as needed
DAS Procurement Services	Person, Phone, Writing	Contract support, review, and approvals	Daily/as needed
Enterprise Information Services	Person, Phone, Writing	Project planning, updates, reviews, and approvals	Monthly/as needed
Agency Office of Contracts and Procurement	Person, Phone, Writing	Contract support, review, and approvals	Daily/as needed
Legislative Fiscal Office	Person, Phone, Writing	Project planning, updates, reviews, approvals, and funding support.	Monthly/as needed
State Data Center Services	Person, Phone, Writing	Coordination of technical project support	Monthly/as needed.

SECTION 7. POSITION-RELATED DECISION MAKING

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

This position will provide leadership for business system improvements impacting multiple agencies and partners across geographical or regional areas. The projects are often high risk addressing multiple internal and external organizations/stakeholders with broad impact to state governmental or community based organizations and public interests. This position will effectively recommend courses of action regarding project scope, project feasibility, project timelines, project staffing, outsourcing, training and project costs affecting the outcomes of projects. Decisions made will have a wide-ranging impact affecting information technology service delivery and service costs.

Poor decision making, judgment, or communication can impact scope, quality, budget and timely delivery of the project and support to internal and external organizations/stakeholders. Poor technical decisions or recommendations can impact the ability to successfully deliver projects.

Examples of typical decisions include:

- Decisions about planning and organizing projects;
- Decisions about the requirements and scope of projects;
- Decisions about the feasibility of projects;
- Decisions about the costs and timeframes for projects;
- Decisions about the quality assurance of projects;
- Decisions about the staffing levels for projects;
- Decisions about project work schedules;
- Decisions about project work assignments;
- Decisions about the quality of project work;
- Decisions about the approval of project work;
- Decisions about the training needs of project team members;
- Decisions about the hiring of contractor personnel.
- Decisions about contract awards, contractor selection and contract administration.

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
Principal Exec/Mgr. F	9005035	In person, over the phone, written	As needed	Process improvement career enhancement performance evaluation

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.

- Strong experience in software development operations.
- Experience with Microsoft project management tools to include Project and TFS.
- Experience with Waterfall and Agile methodologies
- Experience in advancing health equity, addressing systemic health disparities and collaborating with diverse, vulnerable and underrepresented populations.

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