



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
05/01/2025

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: ISS8 - Information Systems Specialist
- b. Classification No: C1488 c. Effective Date: 07/01/2025
- d. Position No: XXXXX
- e. Working Title: Cloud Systems Architect
- f. Agency No: 44300
- g. Section Title: Office of Information Services (OIS)
- h. Employee Name: Vacant
- i. Work Location (City — County): Portland, Multnomah or (Remote Work)
- 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 Administrative
- 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 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 11,000 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 more than 9,500 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:

Systems Architect provides the highest level of technical expertise and leadership to analyze, plan, develop, integrate, implement, and coordinate the operations, maintenance, installation and construction of information systems.

This Systems Architects is responsible for technical direction of software systems while guiding the evolution of the systems architecture and quality and enabling innovation.

Systems Architect guides design, development, while instituting industry best practices and standards.

This role is part of a team that provides technical expertise and leadership to develop, integrate and implement mostly Public Health information systems.

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%	R	E	<p>Software and Data – Planning (Level 4): 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. Addresses resource utilization issues where there are distributed needs within the agency and competition for resources. Recommends changes in business operations to effectively utilize system resources. Considers system features, configuration, and compatibility issues. Establishes standards for assigned infrastructure functions. The environment may require integrating multiple systems from multiple organizations.</p>
40%	R	E	<p>Software and Data – Construction (Level 3): Systems Architect is responsible for the overall architecture and maintenance of complex software products and systems. Constructs systems software and software interfaces at a highest level of technology and sophistication. Safeguards software and data repositories and supervises recovery as required. Installs and tests off-the-shelf, public domain or otherwise outsourced software and designs any necessary interfaces to existing systems.</p>
20%	R	E	<p>Software and Data – Customer Assistance & Operations (Level 3): Systems Architect provides customer assistance and technical help with a wide variety of customers, developers, and Operations staff. Serves as Liaison to software and data vendors for problem resolution and technical support purposes and may coordinate a team of software experts working on a technical project. Performs research for planning purposes. Advises management regarding the feasibility of new products or new additions to existing products and recommends software and data products that could improve departmental operational efficiency and effectiveness. Assists the Team Lead and Lead Developers in coordinating with other OIS units to ensure that proposed technical solutions fit within the technological and coding standards and strategic direction of OIS.</p> <p>Systems Architect position will be responsible for assisting the OIS management and customer organizations with collection</p>

			and analysis of business requirements and resources for the purpose of defining the strategic business and technical direction, including the design of new software and technology applications. Analyzes business requirements and needs by meeting with customers, customer liaisons, and other project teams to create the best possible business solutions.
Ongoing	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. • Maintaining technical knowledge through on the job and formal training is required. • 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.
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. • Works with the OIS Leadership in creating a positive work environment.

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. Although a driver's license is not required for work duties, often, travel to meetings is required with some travel to trainings. 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. At times, weekend and evening work may be necessary to meet customer demands and department deadlines. Deadlines and department requirements may create stressful situations.

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.

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.

Standard models, directives or manuals govern the work, but judgement must be used in selecting the guides. Interpretation and adaptation of controlling precedents is required and, within the framework of existing precedents, the ISS8 adapts or improves methods or procedures to fit specific issues and projects.

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?

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	Electronic/Phone/ Person/Written	Information/Issues/Problem Solving	Weekly
Management, Leadership Staff	Electronic/Phone/ Person/Written	Information/Issues	Weekly
Policy Analysts	Electronic/Phone/ Person/Written	Information/Issues	Weekly

Other IS groups and State Agencies, IS Vendors	Electronic/Phone/Person/Written	Information/Issues	Weekly
Contractors & Outside Entities	Electronic/Phone/Person/Written	Information/Issues	Monthly
Business Customers	Electronic/Phone/Person/Written	Information/Issues	Daily
OIS Workgroup	Electronic/Phone/Person/Written/Huddles	Information/Escalations	Daily

SECTION 7. POSITION-RELATED DECISION MAKING

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

The ISS8 has daily contact with management, professional IS staff and a wide range of agency and other jurisdictions staff to provide expert advice and consultation in planning, development, implementation and coordination for the operations, maintenance, installation and construction of information systems on a regular basis.

The ISS8 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
----------------------	-----------------	-----	-----------	-------------------

ITADM2	1000042	Electronic, in person, meetings, telephone	Monthly or more often as needed	To review work environment and schedules, to discuss work objective, work feedback and employee development.
Team Lead or Lead Worker		Electronic meetings, email, Teams or telephone	Daily	To review design decisions, technical mentorship. To discuss work priority, clarify status of scheduled deliverables and objectives, and to provide feedback on finished work products.

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.

DESIRED ATTRIBUTES:

- Ability to work with little guidance when performing architectural technology functions, establishing personal work priorities, resolving issues in alignment with business priorities, technical standards, organization practices, and enterprise frameworks and paradigms
- Ability and desire to support and lead cross-functional teams
- Willingness to assist with the development of business use cases, user stories or other agile software development requirements gathering and documentation processes, which are recorded and tracked in Azure DevOps Server for work completion, tracking and reporting
- Knowledge and willingness to learn current Information Technology frameworks such as ITIL, PMBOK, Agile, DevOps etc.
- Ability to develop a new application from beginning to end as well as maintaining existing applications in more than one modern programming language
- Experience, ability and desire to monitor, support and maintain Custom and COTS based application systems
- Ability to take high level, customer driven ideas and turn them into actionable work objectives
- Effective written and verbal communication and presentation skills
- 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 Power BI, Tableau and SSRS
- Solid understanding and willingness to learn, use and improve the OIS Software Development Lifecycle (SDLC)
- Experience with and knowledge of Microsoft and other Software Development technology stacks such as: .NET, Angular, IIS, Azure DevOps, Microsoft OS and SQL Server, Azure (ADF, Synapse, etc.), Dynamics, PowerApps, etc.
- Experience using modern source control systems, testing practices, code and design review tools and processes such as ADOS, Git, SonarQube and Burp
- Excellent problem-solving skills and experience
- Experience developing, maintaining, and sharing system documentation
- Experience and willingness to share knowledge content within internal agency Stack Overflow
- Experience in refining requirements, meeting agreed completion dates, and performing unit & integration testing as part of the SDLC
- Ability to multi-task effectively between projects
- Experience with interpretation and design of database models (Common Data Service, SQL Server, XML etc.)
- Strong working knowledge of Microsoft SQL, database design and modeling theory and the T-SQL query language, SSIS, Azure Data Factory, Synapse and ETL practices
- Proven ability to identify, address, and remediate security vulnerability findings
- Experience providing proposed enhancements, bug fixes and system changes that address business system change requests
- Experience or desire to advance health equity, address systemic health disparities and to collaborate 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

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