



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
12/02/2021

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 Systems Specialist 7
- b. Classification No: C1487 c. Effective Date: _____
- d. Position No: _____
- e. Working Title: Senior Systems Analyst
- f. Agency No: 44300
- g. Section Title: Office of Information Services (OIS)
- 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.

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:

As a Senior Systems Analyst, you will provide operations and maintenance support for custom built and purchased software programs that automate the business of the Oregon Health Authority and the Department of Human Services.

In this position, you will be part of a team that supports mostly applications that serve administrative support functions for all areas of the agency.

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
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15%		E	Business Requirements Collection and Analysis —The Senior Systems Analyst position will be responsible for assisting the OIS management and customer organizations with collection 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.
20%		E	Planning - 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.
40%		E	Software Development and Maintenance —The Senior Systems Analyst is responsible for the overall maintenance of complex software products and systems. Constructs systems software and software interfaces at a highly advanced level of technology and sophistication. Diagnoses technical problems and designs technical solutions. 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.
10%		E	Operational Support and Maintenance —The Senior Systems Analyst provides operational support for software and data systems running regularly in production mode. Provides technical support for the maintenance and tuning of these systems. Assumes the release manager role for all systems supported by the development team. Set standards and process for release and writing instructions and directives to ensure compliance with those standards.
10%		E	Customer and Vendor Organization Liaison —The Senior Systems Analyst 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

			<p>data products that could improve departmental operational efficiency and effectiveness.</p> <p>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>
5%		NE	<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	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, 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
At All Times		E	<ul style="list-style-type: none"> 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. Maintaining technical knowledge through on the job and formal training is required. 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.

Position may require periodic travel throughout the state.

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. At times, weekend and evening work will be necessary to meet customer demands and department deadlines. This position requires the ability to work on multiple tasks simultaneously, sometimes within short time frames. It may require long hours with night and weekend work and occasional travel. 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.

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:

Team System Development Methodology
 Team Systems Standards and Procedures Manual
 OIS Employee Handbook
 PMI Project Management Body of Knowledge (PMBOK)
 Programmer's 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.

Guidelines exist in the form of general agency policy, legislation, or broadly stated technical objectives which require extensive interpretation and definition. The ISS 7 often must develop or adopt guidelines to the specific circumstances in response to unprecedented problems or issues.

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	Phone/Person/Written	Information/Issues	Daily
Management Staff	Phone/Person/Written	Information/Issues	As Needed
Policy Analysts	Phone/Person/Written	Information/Issues	As Needed
Other IS groups and State Agencies	Phone/Person/Written	Information/Issues	As Needed

Contractors & Outside Entities	Phone/Person/Written	Information/Issues	As Needed

SECTION 7. POSITION-RELATED DECISION MAKING

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

Makes design decisions for a general or detailed application system that meets customer need, without compromising efficiency and operability, using state-of-the-art techniques. Interprets detailed design and programming specifications. Performs unit and system tests to ensure they meet efficiency, operability and customer requirement goals. Makes decisions on production jobs while responding to systems failures outside regular work hours.

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 Executive Manager D	1500009	Person, Phone, E-mail	Weekly or more frequently as needed	To review work schedules and design decisions; to clarify status of scheduled deliverables, discuss assignment evaluations as submitted to the manager by the team leader, peers, and customers.
IS8 Team Lead	9409556	Person, Phone, E-mail	Weekly or more frequently as needed	To review work schedules and design decisions; to clarify status of scheduled deliverables, discuss assignment evaluations as submitted to the manager by the team leader, peers, and customers.

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.

- Experience with web-based and object-oriented development in C#.NET.
- Experience with structured application design, analysis, modeling, programming, testing and implementation.
- Experience developing Extract, Transform, Load (ETL) interfaces.
- Experience with SQL Server and/or other comparable relational databases.
- Knowledge of data analysis and data modeling.
- Demonstrated ability to provide analysis and documentation of business processes and requirements/user stories.
- Experience with Business Intelligence tools.
- Experience managing application development projects
- Experience managing short-term and long-term system goals.
- Experience in promoting a culturally competent and diverse work environment.

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