



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
03/02/2017

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 - Systems Architect
- b. Classification No: C1488 c. Effective Date: 07/01/2013
- d. Position No: _____
- e. Working Title: Systems Architect
- f. Agency No: 44300
- g. Section Title: Office of Information Services (OIS)
- 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.

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:

This position is a Systems Architect for the Office of Information Services. The Systems Architect is responsible for the overall engineering and development of information systems, and coordinates all levels of the system design, work process, user interface design, and application infrastructure design. The Systems Architect defines and implements software development processes and standards. This position mentors and supports the application development staff in their various roles and responsibilities.

This position will evaluate applications for technology upgrades, and develop strategies for technology integration. The Systems Architect will support and develop processes and tools related to software engineering such as testing, continuous integration, configuration management, and software builds.

This position requires excellent communications skills, including good listening skills; effective communications to senior or executive management levels in specific customer and public situations; facilitation skills for customer groups at the middle to senior management level. This position must be able to build relationships and facilitate effective discussions with employees at all levels of the organization.

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 |
|-----------|--------|------|---|
| 10% | R | E | <p>Software or Data – 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.) As the expert, helps other IS staff solve problems and deal with major system crashes. Establishes procedures for diagnosing and solving problems. |
| 10% | R | E | <p>Software or Data – 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. The typical environment is diverse with multiple vendors, has multiple sites, distributed needs within the agency and multiple entities in the work flow. |

| | | | |
|-----|---|---|--|
| 45% | R | E | <p>Software or Data - 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. • Installs and tests out-sourced and/or purchased software, constructing specialized integration software as needed. • Evaluates new technologies and directions for software solutions and integration. • Designs, engineers and constructs systems software and software interfaces at the most advanced level of technology and sophistication. • 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. • Establishes metadata (dictionary). <p>Projects assigned generally involve a high level of coordination and there are usually conflicting needs and significant compatibility issues.</p> |
| 30% | R | E | <p>Planning:</p> <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. • Assesses new technologies, and test technology with existing systems and evaluates for adoption. • Recommends changes in business operations to effectively utilize system resources. • Considers system features, configuration and compatibility issues. • Establishes standards for assigned infrastructure and software development functions. • For data, decides overall issues of data sharing, data location, usage, security, integrity, and flexibility and makes resource allocation decisions. • Establishes and enforces metadata standards. • Reviews and approves logical data models for new projects for conformance to overall strategic plan and physical design standards. • The planning environment at this level typically has multiple remote locations, a mixture of standards, and a high level of expansion or change. <p>The environment may require integrating multiple systems from multiple public and private organizations.</p> |

| | | | |
|---------|----|----|--|
| 5% | R | E | Additional Duties: As may be assigned, at the discretion of OIS Leadership to meet the demands of the unit. |
| Ongoing | R | 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. |
| Ongoing | NC | NE | Cultural Competence <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. Core Values <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. Customer Service <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. 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:

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.

Guidelines exist in the form of general agency policy, legislation, or broadly stated technical objectives which require extensive interpretation and definition. The ISS 8 often must develop or adopt guidelines to the specific circumstances in response to unprecedented problems or issues.

Regarding CJIS:

Criminal Justice Information Services (CJIS) Policy

Federal Information Processing Standards (FIPS) Publication (Pub) 199

Federal Information Processing Standards (FIPS) Publication 200

IRS Publication 1075, Tax Information Security Guidelines for Federal, State and Local Agencies

MARS-E Catalog of Minimum Acceptable Risk Security and Privacy Controls for Exchanges

National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53 Rev. 5

NIST SP 800-88

Social Security Administration Information Exchange Security Requirements and Procedures

Other federal and state laws, rules and regulations governing data privacy and security

Oregon Administrative Rules

Oregon Revised Statutes

Statewide Cyber Security Standards

Department of Administrative Services (DAS) rules, policies, and procedures

Department, Authority and program rules, policies, and procedures

- 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.

Regarding CJIS (as cited in 5a):

Serve as a basis for making judicious assessments and decisions regarding the privacy and security posture and configurations of networks, systems, and data.

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? |
|---------------|-----|---------|------------|
|---------------|-----|---------|------------|

| | | | |
|--|----------------------|--------------------|--------|
| Child Welfare Business Analysts | Phone/Person/Written | Information/Issues | Daily |
| OIS Management Staff | Phone/Person/Written | Information/Issues | Weekly |
| Other OIS and IS groups and State Agencies | Phone/Person/Written | Information/Issues | Weekly |
| Contractors & Outside Entities | Phone/Person/Written | Information/Issues | Weekly |

SECTION 7. POSITION-RELATED DECISION MAKING

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

The ISS 8 consults with and advises management, professional IS staff, and other jurisdiction staff on planning, development, implementation and coordination for the operations, maintenance, installation and construction of information systems on a regular basis. The ISS 8 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 | 1010948 | Person/Phone/Written | Daily/As Needed | Work Product/Timelines/Quality |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

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?

- ☐ 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.

INFORMATION SYSTEMS SPECIALIST 8 positions require the following Knowledge and Skills.

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

Extensive Knowledge of:

- Java technologies, tools, and software development practices using Java technologies.
- relational database management systems.
- enterprise system design and development.
- software configuration management, automated testing, automated build, and continuous integration.
- project administration methods, principles, techniques and practices.
- trends, technological changes and developments in IS.
- operations and business of the organization.
- information systems architecture.
- methods and procedures for designing, developing, monitoring and maintaining databases.
- automation products that support a variety of data management environments.

General Knowledge of:

- business systems and organizational structures.
- contracting for IS services, including negotiation and performance monitoring.

Skill:

- administering and managing comprehensive, multi-system projects including directing and motivating internal staff, contractors and other participants.
- developing software engineering process and procedures.
- identifying the scope and complexity of a project.

- reviewing the work of others to determine accuracy and adequacy of identified conditions, criteria, recommendations and supporting materials.
- developing agreements or contracts.
- developing long and short range plans to meet established goals.
- developing policies and procedures.
- analyzing organizational needs and implementing cost-effective solutions.
- determining efficient design of data structures, software applications and equipment interfaces.
- assessing new technology developments.

Ability to be cleared by the FBI Criminal Justice Information Services (CJIS) and Oregon State Police through a fingerprint-based criminal background check for access to criminal justice information (CJI). Must be able to pass CJIS training and testing to CJIS Level 4 rating.

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