



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
12-01-2021

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 Systems Specialist 6
- b. Classification No: C1486 c. Effective Date: 7/1/2013
- d. Position No: 1020354
- e. Working Title: Software Engineer
- 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: Jeff Hauck
- 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 Software Engineer, you will plan, develop, integrate, implement and coordinate projects and activities that support operations, maintenance, installation and construction of information systems. This position will serve as a specialist dealing essentially with software. The majority of the job duties involve application development, business analysis and research, problem solving, or system administration.

The Software Engineer provides technical expertise for staff on new system development, system modifications and system updates. This role makes technical recommendations to assist management decisions and is responsible for system development lifecycle planning and scheduling.

The Software Engineer is assigned work in terms of program and project objectives, priorities and timelines. This position consults with supervisors, and team leads to resolve policy questions and problems in coordinating activities with other programs. Typically, work is subject to technical and administrative control in which review is made of program or project accomplishments and adherence to policies, directives, and desired results.

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
30%	R	E	Software or Data – Customer Assistance: 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 systems tracking revenues, systems meeting regulatory requirements or systems dealing with public safety.) Problem solving usually requires a high level of coordination with other IS staff and multiple vendors, and involves situations requiring conflict resolution. As the expert, helps other IS staff solve problems and deal with major system crashes. Establishes procedures for diagnosing and solving problems. Develops formal, informal and ad-hoc system training. The typical system environment is diverse, with a mixture of data base management systems and hardware devices and standards. Usually deals with distributed data, multiple remote locations, multiple jurisdictions and a high level of expansion or change.
30%	R	E	Software or Data - Construction: Conducts business analysis and research for large or unusual projects and for projects introducing new technology or new business processes. Often does business process modeling and may include formal data modeling requiring consideration of overall system performance. Projects involve a high level of coordination and there are usually conflicting needs and significant compatibility issues. Builds implementation plans which often involve multiple vendors, multiple jurisdictions, and cross agency cooperation. Completes overall hardware system upgrades and codes extensions to communications software (such as Firewall, Enterprise DBMS, or system management software). Normalizes data, updates the data dictionary, and reviews other staff work for conformance with established standards. Develops bid specifications and makes high level recommendations which include costs, performance factors, and vendor selection. Construction environment typically has multiple remote locations, a mixture of IS standards and significant expansion or change. This level of data construction deals with distributed data, typically read-only basis, not remote input and manipulation.

30%	R	E	Software or Data – Operations: Tasks 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 requests. Plans and schedules installations considering timing, version compatibility and other factors. Installations typically involve products new to the industry or significant changes, such as overall system hardware upgrades or those that require creative tuning. 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 workflow. Often involves security at the data level.
5%	R	E	Planning: Participates in mid-level operational planning, considering issues such as resource utilization, IT Disaster recovery planning, new technologies and acquisition strategies, change control management, overall system performance and security on a strategic basis. Generally, must consider external users from other agencies or public access and remote access. These factors influence the system modeling done at this level. Evaluates and recommends new platforms, systems and utilities. Plans for future system performance in light of the impact caused by exceeding system capacity.
5%	R	E	Additional Duties: • 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	Cultural Competence • 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 • Demonstrates awareness, understanding and alignment with OHA Core Values of Service Excellence, Leadership, Integrity, Health Equity, Partnership and Innovation.

			Customer Service - 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.
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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. Although a driver's license is not required for work duties, often travel to meetings is required with some travel to trainings. There can be frequent interruptions, demanding timeframes, and non-traditional working hours. 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 ISS 6 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	Daily
Management Staff	Electronic/Phone/Person /Written	Information/Issues	As Needed
Policy Analysts	Electronic/Phone/Person /Written	Information/Issues	As Needed
Other IS groups and State Agencies, IS Vendors	Electronic/Phone/Person /Written	Information/Issues	As Needed
Contractors & Outside Entities	Electronic/Phone/Person /Written	Information/Issues	As Needed
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 ISS 6 has daily contact with managers, technical and professional IS staff and a wide range of system users to analyze operational or business needs and system requirements and to provide consultation and advice. There is regular contact with other agencies or jurisdictions and vendors to coordinate projects, negotiate contracts and resolve conflicts.

The ISS 6 has frequent contact with vendors to evaluate modified or new technology and with contracted personnel to provide oversight, exchange information, analyze recommendations regarding systems or solve problems.

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
PEM		Electronic, in person, meetings, telephone	Monthly or more often as needed	To review work environment and schedules, discuss work objective, 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?
- | | |
|--|---|
| ☐ Plan work | ☐ Coordinates schedules |
| ☐ Assigns work | ☐ Hires and discharges |
| ☐ Approves work | ☐ Recommends hiring |
| ☐ Responds to grievances | ☐ Gives input for performance evaluations |
| ☐ Disciplines and rewards | ☐ 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 some guidance when performing development functions, establishing personal work priorities, resolving issues in alignment with business priorities, technical standards, organization practices, enterprise frameworks and paradigms.
- Support cross-functional project teams consisting of Application Development, IT operations, and Business staff.
- Ability to integrate systems and applications using RESTful APIs, Azure API Management, and other Azure services.
- Strong knowledge of Azure Integration services such as Logic Apps, API Management, Service Bus, and Event Grid for building scalable and secure integration solutions.
- Expertise in integrating cloud-based and on-premise systems, leveraging Azure services to design and deploy reliable, scalable, and secure integration workflows.
- Work closely with UX/UI designers and product managers to ensure the search Participate in the process of taking high level, customer driven ideas and turn them into actionable work objectives.
- Experience with one or more of the following common Software Development technologies such as: .NET, Angular, IIS, Azure DevOps, Microsoft OS and SQL Server, and an expectation to gain skills the remaining skillsets.
- Experience with scripting languages such as Python, PowerShell and Java Script .
- Some experience using modern DevOps tools including source control systems, testing practices, code and design review tools and processes such as ADOS, Git, SonarQube and Burp
- Working knowledge of Microsoft SQL and the T-SQL query language.

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

Jeffrey T Hauck

Supervisor Signature

12/01/2021

Date

Appointing Authority Signature

Date