



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
04/30/2025

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: ISS7 - Information Systems Specialist 7
- b. Classification No: C1487 c. Effective Date: 09-01-2022
- d. Position No: _____
- e. Working Title: Senior Business Systems Analyst
- 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.

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.

The Oregon Department of Human Services (ODHS) and Oregon Health Authority (OHA), including Office of Information Services (OIS) and Office of Financial Services (OFS) currently maintains decades-old COBOL programming code on a mainframe platform first implemented in the 1960s. The mainframe facilitates the transactional processing of payments, benefits determinations, and underlying utility functions to over one million Oregonians. This platform was built on a technology that has become increasingly hard to hire the talent needed to support and enhance the mainframe system, increasing the risk of providing payments for services to some of our most vulnerable Oregonians.

The mainframe currently facilitates the transactional processing of 1,000,000 client & provider payments, benefits eligibility determinations for 11,000 individuals, care provider authorizations for 45,000, and underlying utility functions for many programs within both the ODHS and OHA.

This initiative specifically focuses on:

- Reducing risk to our most vulnerable populations who receive critical health and human services payments;
- Creating one place for benefit eligibility through the ONE platform;
- Advancing state and agency strategic plans to modernize legacy systems, increase flexibility, scalability, and responsiveness to the platform; the COBOL programming code is over 40 years old in a language fewer and fewer people know; and
- Improving the ability to attract, hire, and retain talent to build and maintain modern technology systems.

Achieving those aims will take a sustained effort and investment. This proposal has three elements that start to address the key areas of risk:

1. Identify and procure a new payments system, for both benefits and provider payments
2. Move remaining benefits eligibility determination from the mainframe to the Oregon Eligibility (ONE) platform
3. Identify a solution for provider authorization and other remaining services and create a path for full divestiture of the mainframe solution

The mainframe system has an estimated total cost of ownership at \$10.8 million dollars per year just to maintain it. The cost for this investment is estimated to be \$20.5M for this biennium. This includes estimated total funds for ODHS to be \$10.1M and estimated total funds for OHA to be \$10.4M. Estimates include vendor, OIS existing and new staff, software and hardware, and other system costs.

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:

The ISS7 provides expertise and leadership to analyze, plan, develop, integrate, implement and coordinate the initial implementation, continuous improvement, operations, maintenance, installation and construction of information systems in accordance with the Mainframe Modernization Program and the three component projects: Financial Systems Modernization, Complete Integrated Eligibility process migration from the mainframe to ONE and Complete migration of all remaining components, largely provider related to a SaaS solution and facilitate the decommissioning of the mainframe.

The Senior BSA is responsible for optimizing the initial implementation of SaaS components to achieve business objectives and to support agile delivery of additional functions and continuous improvement and integration thereafter. The Senior BSA plays a critical role in understanding the business requirements

and the technical components. This role will assist in understanding the ability to adapt the solutions and processes to handle emerging legislative priorities, bills, Governor's priorities, changes in funding, process and delivery that will require adaptation during the initial implementation, pilot, agile phases and continuous operation thereafter.

You will provide expert-level in-depth support and guidance for technically sophisticated computer software and data systems that are foundational to the modernization of mission critical, large-scale payment and financial systems within the Oregon Health Authority (OHA) and the Department of Human Services (DHS). Modernization will include understanding the current people, processes and technology and migrating to a modern solution using SaaS solutions, components, interfaces, Apis through configuration, customization and extending features with approved tools and standardized components.

You will collaborate with business analysts and leaders to understand the requirements including split funding rules, cost accounting specifications and business rules. You will be involved in testing SaaS solutions to determine accuracy based on configuration, customization and extensibility of available solutions and components.

This position utilizes technical skill and ability of a very high order in the analysis and resolution of technical problems in the areas of customer assistance, operation maintenance, and construction. The customer base served includes technically sophisticated end-users, software vendors and suppliers, systems programmers, technical contractors, systems management staff, and system operation staff.

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 |
|-----------|--------|------|---|
| 20% | R | E | Software or Data – Customer Assistance: <ul style="list-style-type: none"> Diagnoses user problems and questions, addressing the most complex problems for systems most business critical to the state. (Business Critical means those systems with significant areas of support for business operations, including systems meeting regulatory requirements or systems dealing with public behavioral health service issues.) 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 training for assigned function(s). |

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|-----|---|---|---|
| | | | <ul style="list-style-type: none"> The typical system environment is diverse, with a mixture of data base management systems and hardware devices and standards. <p>Usually deals with distributed systems, multiple remote locations, multiple jurisdictions and a high level of expansion or change.</p> |
| 25% | R | E | <p>Software or Data – Operations:</p> <p>Tasks in this Organizational Function relate to keeping the operations going on a day-to-day basis. This includes:</p> <ul style="list-style-type: none"> Works closely with other staff and team members to develop comprehensive analysis plans of systems and business processes. Interprets results from analysis and translates results into specific action items. Plans and schedules installations considering timing, version compatibility and other factors. Provides consultation to OHA staff and contractors to ensure usable information products and services. Develops and publishes guidelines for reference throughout the product development process. Communicates guidelines frequently and effectively across development teams, branches, and other relevant parties across OHA. Analyzes system usability and addresses usability problems. Evaluates costs, specifications, and organizational policies to recommend system 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. |
| 40% | R | E | <p>Software or Data – Design & Construction:</p> <ul style="list-style-type: none"> Conducts business analysis and research for large or unusual projects and for projects introducing new technology or new business processes. Evaluates new bills, legislative priorities to determine changes to system, processes and operations Assists business process modeling for new and proposed changes, requiring consideration of overall system performance. Coordinates needs assessments and evaluation activities. Interprets & communicates results to increase the effectiveness of applications. Conducts data gathering projects to assess user characteristics, requirements, needs, goals, and opportunities. |

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|---------|----|----|--|
| | | | <ul style="list-style-type: none"> Plans activities for releases and for incremental improvements to existing systems and interfaces for new programs, projects, legislative priorities or split funding changes. Develops and oversees application testing. Leads development of the testing schedule, test scenarios and other relevant test tools, recruitment of test participants, and coordination of overall usability testing. Interprets and presents testing results to teammates, office staff, senior staff, and contractors. Builds implementation plans which often involve multiple vendors, multiple jurisdictions, and cross agency cooperation. Develops bid specifications and makes high level recommendations which include costs, performance factors, and vendor selection. Projects involve a high level of coordination and there are usually conflicting needs and significant compatibility issues. Construction environment generally has multiple remote locations, a mixture of IS standards and significant expansion or change. <p>This level of data construction deals with distributed data, typically read-only basis, not remote input, and manipulation.</p> |
| 15% | 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. 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. Establishes and enforces metadata standards. <p>Reviews and approves logical data models for new projects for conformance to overall strategic plan and physical design standards.</p> |
| 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. |

| | | | |
|--|--|--|--|
| | | | <ul style="list-style-type: none"> • 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. |
|--|--|--|--|

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:

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 the ORegon Administrative Rules (OAR) related to OHA; and the policies and procedures specific to these systems.

Technical and administrative guides, policies and precedents provide guidance. these are general in nature and, in the most significant areas of work, have only a partial or indirect application. The ISS7 must interpret and apply these guidelines on the basis of specialized training and experience. The ISS7 devises and applies new approaches and previously unused methods within existing basic concepts and theories.

b. How are these guidelines used?

Manuals are used as guidelines in preparing system dsign 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? 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? |
|------------------------------------|----------------------|--------------------|------------|
| End-Users, Coordinators | Phone/Person/Written | Information/Issues | Daily |
| Management Staff | Phone/Person/Written | Information/Issues | Daily |
| Policy Analysts | Phone/Person/Written | Information/Issues | Weekly |
| Other IS groups and State Agencies | Phone/Person/Written | Information/Issues | Monthly |
| Contractors & Outside Entities | Phone/Person/Written | Information/Issues | Monthly |

SECTION 7. POSITION-RELATED DECISION MAKING

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

The ISS 7 operates under managerial direction. Consults with supervisor to establish overall program or project objectives. The ISS 7 works with substantial latitude for unreviewed action and decisions and informs the supervisor on progress, potentially controversial issues or far-reaching implications. Work review is on completion from an overall standpoint in terms of feasibility, compatibility with other units and effectiveness in meeting expected results.

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 |
|----------------------|-----------------|-----|-----------|-------------------|
|----------------------|-----------------|-----|-----------|-------------------|

| | | | | |
|--------------------------------------|--|-----------------------|-------------------------------------|--|
| IT Application Development Manager 2 | | 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(s) or Lead Worker(s) | | Person, Phone, E-mail | Daily 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. |
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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 business requirements collection, analysis, and technical specification development
- Extensive knowledge of data analysis and data modeling

- Demonstrated experience using T-SQL to author stored procedures or to create extract, transform and load scripts
- Demonstrated ability to provide analysis and documentation of business processes and requirements
- Experience writing technical reports and instructional manuals for operations and users
- Experience testing and debugging information programs and systems
- Experience evaluating proposed new Information Systems resources and estimate resource requirements
- Experience providing professional and technical staff information, advice, training and assistance
- Working knowledge of structured design, analysis, programming, testing and implementation
- Experience managing IT projects
- Experience managing short-term and long-term system goals

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