All positions in OHA require a Criminal Background Check and an Abuse/Neglect Check. Fingerprints may be required.

STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date: 07/01/2024

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: 01/01/2023

d. Position No: NBP

e. Working Title: Senior Database Developer/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   **m.** Eligible for Overtime: ☐ Yes
☐ Non-Exempt   ☒ Professional   ☒ No
☐ Administrative

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. 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
- Pursing 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.

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The Office of Information Services (OIS) is a shared service provider for OHA and 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:**

The Senior Data 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.

Synthesizes new ways of performing business processes based on large amounts of complex and diverse business and technical needs and requirements. Translates customer requirements into general and detailed specifications. Decisions affect the ability of the business and OIS to meet their strategic and tactical goals. This requires the highest level of technical work and a very careful, methodical and interactive decision-making process with a high consultation level. This position recommends changes in business operations to effectively utilize system resources. Review and approves all design deliverables including logical data models for conformance to overall strategic plan and physical design standards.

This position is part of team that supports mostly Child Welfare 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
20%	R	E	**Business Requirements Collection and Analysis**: The Senior Data 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.
15%	R	E	**Customer and Vendor Organization Liaison**: The Senior Data 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 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.
40%	R	E	**Software or Data – Construction:** The Senior Data Analyst provides support for software and data systems being developed. Provides technical support and input for the maintenance and tuning of these systems. Assumes the testing lead responsibility for all systems supported by the development team. Identify and matures teams testing practices for all software releases. • **NEED TO ADD DETAILS**
15%	R	E	**Planning for standard business analysis practices:** • Participate in definition of methodology, metrics and tools for use on OHA/ODHS SDD Information Technology Projects • Educate business partners on the use of business analysis practices. (Agile, DevOps, ADOS) • Works with project team members to develop scope of work, RFPs and work specifications.

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				• May assist in reviewing contract proposals, evaluating, interviewing and selecting contractors. • Prioritize the Iteration/Phase Scope in collaboration with team members. • Development user acceptance testing strategies, test plan, test cases. Lead acceptance testing efforts and report outcomes. Make recommendations on status of system for distribution to users. • Manage requirements verification and validation activities.
5%	**R**	**E**		**Incident/Problem Management Liaison**: • The Senior Data Analyst provides customer assistance with a wide variety of customers, developers, and Operations staff. • Serves as Liaison for Incident management and Problem resolution and may coordinate a team of software experts working on a technical issue. • Assists the development team in coordinating with other OIS units to ensure that proposed technical solutions quickly restore service and that the problem solutions fits the long-term business needs.
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.

SECTION 4. WORKING CONDITIONS

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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 7 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	Phone/Person/Written	Information/Issues/Problem Solving
Management Staff	Electronic/Phone/Person/Written	Phone/Person/Written	Information/Issues
Policy Analysts	Electronic/Phone/Person/Written	Phone/Person/Written	Information/Issues
Other IS groups and State Agencies, IS Vendors	Electronic/Phone/Person/Written	Phone/Person/Written	Information/Issues
Contractors & Outside Entities	Electronic/Phone/Person/Written	Phone/Person/Written	Information/Issues
Business Customers	Electronic/Phone/Person/Written	Phone/Person/Written	Information/Issues
OIS Workgroup	Electronic/Phone/Person/Written /Huddles	Huddle	Information/Escalations

SECTION 7. POSITION-RELATED DECISION MAKING

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

The ISS 7 Senior Data Analyst 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 ISS 7 Senior Data Analyst 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

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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
- ☐ 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.

- 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, enterprise frameworks and paradigms.
- Support cross-functional project teams consisting of Application Development, IT operations, and Business staff
- Expertise with the development of business use cases, user stories or other agile software development requirements gathering and documentation methodologies which are recorded and tracked in ADOS DevOps Server for work completion, tracking and reporting.

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- Knowledge, experience and willingness to continuously learn and mentor current Information Technology frameworks such as ITIL, PMBOK, Agile, DevOps etc.
- Ability to take high level, customer driven ideas and turn them into actionable work objectives.
- Excellent written, verbal, meeting facilitation, and presentation skills.
- Ability and desire to work in a team environment in alignment with OIS practices.
- Willingness to learn Business Intelligence and reporting tools such as SSRS, Power BI and Tableau.
- Solid understanding and willingness to learn and use the OIS Software Development Lifecycle (SDLC).
- Understanding and Awareness of Software Development technology stacks, such as: .NET, Angular, IIS, Azure DevOps, Microsoft OS and SQL Server, etc.
- Understanding and Awareness of Microsoft SQL, database design and modeling theory and the T-SQL query language and SSIS.
- Experience using modern source control systems, testing practices, code and design review tools and processes such as ADOS, Git, SonarQube and Burp
- Good problem-solving skills and experience.
- Satisfy requirements, meet agreed completion dates, and perform unit & integration testing
- Multi-task effectively between a few projects.
- Help identify, and document security vulnerability findings
- Work with business unit to record and prioritize bug fixes and other system changes.
- Develop and maintain solution documentation and share knowledge in agency Stack Overflow system.
- Basic understanding of modern relational database design, modeling, manipulation and ETL concepts.
- Experience in advancing health equity, addressing systemic health disparities and collaborating 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

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

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