



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
11/23/2021

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: Information systems Specialist 7
- b. Classification No: C1487 c. Effective Date: 07/01/2013
- d. Position No: 1012461
- e. Working Title: Sr Analyst/ M365 Developer
- 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: Leroy Shye
- 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:

The Sr. Analyst / M365 Developer provides expertise and leadership to analyze, plan, develop, integrate, implement, and coordinate the 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 planning, business analysis and research, problem solving and application development.

The Sr. Analyst / M365 Developer provides technical expertise for staff on new system development, system modifications and system updates. This role makes technical recommendations to assist management to establishing standards, recommending changes in business processes for effective utilization of the system resources and reviewing new construction for conformance to overall system standards and business objectives.

The Sr. Analyst / M365 Developer is assigned work in terms of program and project objectives, priorities and timelines. This position works with substantial latitude for un-reviewed action and decisions and informs supervisors on progress, potentially controversial issues or implications. Work is reviewed upon completion for compatibility and effectiveness in meeting the expected results. This role is part of a team that supports mostly M365 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
25%	NC	E	Business Requirements Collection and Analysis: The Sr. Analyst / M365 Developer 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.
25%	NC	E	Software or Data - Construction: The Sr. Analyst / M365 Developer 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. This level of data construction deals with distributed data, typically read-only basis, not remote input and manipulation.
20%	NC	E	Software or Data – Operations: The Sr. Analyst / M365 Developer 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.
15%	NC	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.
10%	NC	E	Customer and Vendor Organization Liaison: The Sr. Analyst / M365 Developer 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.
5%	NC	E	Additional Duties: <ul style="list-style-type: none"> 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	NC	E	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. <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. • 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. 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.

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? 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	Virtual/Phone/Person/Written	Information/Issues/Problem Solving	Daily
Management Staff	Virtual/Phone/Person/Written	Information/Issues	Daily
Policy Analysts	Virtual/Phone/Person/Written	Information/Issues	Weekly
Other IS groups and State Agencies, IS Vendors	Virtual/Phone/Person/Written	Information/Issues	Quarterly
Contractors & Outside Entities	Virtual/Phone/Person/Written	Information/Issues	Quarterly
Business Customers	Virtual/Phone/Person/Written	Information/Issues	Daily
OIS Workgroup	Huddle	Information/Escalations	Daily
End-Users, Coordinators	Virtual/Phone/Person/Written	Information/Issues/Problem Solving	Daily

SECTION 7. POSITION-RELATED DECISION MAKING

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

The ISS 7 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 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	1007499	In Person, Meetings, Telephone, electronic communication	Monthly, As Needed	To review work schedules, discuss design decisions, and ensure system support adhere to customer support standards
IS7– Sharepoint Developer – Team Lead	0000252	In Person, Meetings, telephone, electronic communication	Weekly, As Needed	To review design decisions; to clarify status of scheduled deliverables and to discuss assignments and work status

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.

INFORMATION SYSTEMS SPECIALIST 7 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:

- theories, principles and practices of M365 Power Platform solution development, implementation and support.
- project administration methods, principles, techniques and practices.
- trends, technological changes and developments in IS.
- operations and business of the organization.
- information systems architecture, specifically as related to M365 and its components
- methods and procedures for designing, developing, monitoring and maintaining Microsoft systems.
- tools for constructing Microsoft systems.
- automation products that support a variety of data management environments.
- The various modes of interaction for Microsoft products under M365

General Knowledge of:

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

Skill:

- managing comprehensive, multi-system projects including directing and motivating internal staff, contractors and other participants.
- identifying the scope and complexity of a project and assigning segments of that project to others.
- assigning and 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.

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