



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
[01/27/2025]

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 Technology Project and Portfolio Manager 1 - ITPPM1
- b. Classification No: X7955 c. Effective Date: 7/1/2021
- d. Position No: _____
- e. Working Title: ONE Project Operations Manager
- f. Agency No: 44300
- g. Section Title: OIS - Project Solutions
- 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 the 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:

Support the ONE Program Management Office (the ONE Program is the integrated eligibility system). As a ONE Project Operations Manager, you will work within Project Solutions and the ONE operations team to provide management support to project managers, coordinators, and administrative staff. You will oversee the development and delivery of internal and external reports; and assist with the establishment and management of recruitments, staff development, and operational functions for the ONE PMO.

In this role, you will work closely with the ONE operations team and its interested parties to ensure objectives are met.

External reporting will involve working closely with the Department of Administrative Services (DAS), the Enterprise Information Services (EIS), and the Legislative Fiscal office (LFO). You will work closely with other groups within and outside of OIS to ensure strong work coordination and communication.

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
55%	R	E	Staff Recruitment, Development and Management <ul style="list-style-type: none"> One-on-Ones; performs and documents monthly one-on-one meetings with project management and administrative staff. Development Plans; works with staff to develop and implement Employee Development Plans. Performance Feedback Input; solicits and compiles input from managers and peers as needed to be used for employee performance evaluations. Performance Evaluations; prepares and performs performance evaluations with staff.

			<ul style="list-style-type: none"> • Performance Management; works with other managers, employees, and OIS Human Resources as needed, for performance management and progressive discipline. • Leave Request Approvals; approves leave requests for staff and locks time. • LD / WOC / TL Date Tracking; oversees ONE PMO staff to ensure all Limited Durations, Work Out-of-Class and Team Lead end dates are tracked and monitored, requesting extensions in a timely manner as needed. • Recruitment; oversees the process of recruitment from initiation through posting and selection. This includes contractor recruitments. <ul style="list-style-type: none"> ○ Interviews; facilitates selection of candidates for interviews and interviews candidates with selected panels. ○ Hiring; makes offers to selected candidates after performing references checks, with input from other management. • Contractor Management; oversees contractor recruitment activities, provides overall management tasks for contractors including contract administration and performance management. • New Employee Orientation; oversees administrative staff to ensure needed preparations are complete for new employees. • Separation Documentation; oversees administrative staff to ensure required separation paperwork and tasks are completed. • Training Preparations; prepares (and develops as needed) training materials for staff. • Transition Tasks; oversees administrative staff to ensure all transition tasks are successfully completed. •
10%	R	E	<p>Communications, Collaboration, and Leadership</p> <ul style="list-style-type: none"> • Create reports and documentation for executives as needed. This includes using existing report templates or ad-hoc as needed. • Deliver in-person presentations as needed to a variety of audiences that may include project teams, stakeholders, and high-level executives. • Establish and maintain open collaborative working relationships with employees, co-workers, managers, and customers we serve. • Represent OIS Project Solutions and the ONE PMO at meetings and other venues. • Develop strong business relationships and regular touch points with ONE operations leadership and stakeholders

			<p>to ensure the support services provided meet their needs.</p> <ul style="list-style-type: none"> • Provide a variety of status reports to both internal and external staff and stakeholders. External partners include federal, state, and local organizations. • Collaborate / coordinate with various parts of Project Solutions and OIS such as Business Engagement Services, Business Operations, Enterprise Architecture and Design, Service Design and Delivery, and Customer Service and Support.
25%	R	E	<p>Operations, Administration, and Project Oversight</p> <ul style="list-style-type: none"> • Evaluate the group's quality of services by reviewing reports, statistical data, and conferring with staff and users of the agencies service to determine needed improvements. Escalate discrepancies to appropriate channels when needed. • Draft new and improved project management office policies and processes. • Ensures that team members are carrying out their tasks efficiently. • Provide input to budget requests to meet staffing projections and assist in preparing necessary documentation for incorporation in the agency's budget request. Monitor and escalate payroll discrepancies. • Identify cycles of reports (internal and external) and managed resources to deliver quality products on time including advance reviews by leadership and EIS. • Review, analyze, develop, and recommend changes to agency policy and procedures by evaluating their impact to ONE Operations. • Meeting Support; oversees administrative staff to ensure preparation of agendas, capturing of minutes and action items and compilation of needed handouts. • ONE PMO administrative personnel; oversees administrative staff and manages day-to-day workloads and prioritization of activities. • Process Documentation; creates and maintains process documentation related to areas of responsibility. • Reporting and Metrics; compiles various required reports, including metrics as requested.
10%	NC	NE	Other duties as assigned.

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. This position requires the ability to work on multiple tasks simultaneously, sometimes within short time frames, and interface effectively with business partners. It requires maintenance of tight deadlines and close coordination of a large number of tasks. Often travel to meetings is required with some travel to trainings. There can be frequent interruptions, demanding timeframes, and non-traditional working hours. At times, weekend and evening work is required to meet customer demands and department deadlines. 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.

Employees will be considered for remote work based on consistently demonstrating work habits that are well-suited to working remotely, including, but not limited to, self-motivation, self-discipline, the ability to work independently, the ability to manage distractions, the ability to meet deadlines, and demonstrated record of meeting established performance expectations.

Staff working remote shall:

- Meet all responsibilities and perform all duties as if their role was performed in a traditional work setting.
- Comply with all agency policies, guidelines, and management directives.
- Maintain a professional demeanor in the performance of all duties.
- Meet and maintain performance expectations.
- Be available each week during traditional business hours, as determined by the business need.

There may be times that a position or an individual must be located full-time, on-site, within traditional business hours. Times when on-site presence can be required include but are not limited to training, performance, business alignment, accommodations, or resource availability. To be eligible for remote work, staff must have a home workspace that meets all applicable technology, security and safety requirements including the ability to provide protection of confidential information.

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:

Federal Law
Code of Federal Regulations
Oregon Revised Statutes
Oregon Administrative Rules
OIS policies
Collective Bargaining Agreements
Department of Administrative Services Rules
OHA / ODHS policies, procedures, standards and methodologies
Project Management Best Practices

b. How are these guidelines used?

The above guidelines are consulted regularly in carrying out work assignments to ensure compliance with applicable rules and regulations.

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?
ONE Operations	Person / Phone / Writing	Direction / Information Share	As Needed
Project Solutions Management and Staff	Person / Phone / Writing	Direction / Information Share	As Needed
Other OIS Groups	Person / Phone / Writing	Direction / Information Share	As Needed
Other State / Federal Agencies	Person / Phone / Writing	Direction / Information Share	As Needed
Vendors	Person / Phone / Writing	Direction / Information Share	As Needed
Interested Parties	Person / Phone / Writing	Direction / Information Share	As Needed

SECTION 7. POSITION-RELATED DECISION MAKING

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

Decisions related to the assignment of project coordinator staff could negatively impact projects with tight deadlines or project success. Missed deadlines or failed projects could impact funding requests and encumber the agency with fines. Poor staff communication could negatively impact the agency / OIS reputation and relationships with federal, state, and local agencies.

Decisions related to the oversight of reporting activities could negatively impact external support and approval of projects and impede project success. Missed deadlines could impact funding requests and encumber the agency with fines. Poor staff communication could negatively impact the agency / OIS reputation and relationships with federal, state, and local agencies.

Decisions related to maintaining compliance with timelines and deadlines imposed by federal government; inappropriate decisions in this area could negatively impact the funding for projects. This could have a huge impact on OHA / ODHS, and could put the project at risk.

Decisions related to handling sensitive issues, HIPAA and confidential client information. Inappropriate decisions in this area could put OHA / ODHS and clients at risk or damage the department's reputation.

Decisions related to requests, complaints and appropriate methods of communication. Inappropriate decisions in this area could negatively impact OIS, Supplemental Security Income and Child Welfare customer service levels, ability to meet deadlines, and credibility within the rest of OHA / ODHS and with outside entities, including the Oregon Legislature and the Federal Government.

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
ITPPM3 ONE Project Delivery Manager	1020333	Person / Phone / Written	As Needed	Direction / Work Product / Timelines / Quality
Project Solutions IT Director	0002100	Person / Phone / Written	As Needed	Direction / Work Product / Timelines / Quality

SECTION 9. OVERSIGHT FUNCTIONS

- a. How many employees are directly supervised by this position? 8
- How many employees are supervised through a subordinate supervisor? 0
- b. Which of the following activities does this position do?
- | | |
|---|--|
| <input checked="" type="checkbox"/> Plan work | <input checked="" type="checkbox"/> Coordinates schedules |
| <input checked="" type="checkbox"/> Assigns work | <input checked="" type="checkbox"/> Hires and discharges |
| <input checked="" type="checkbox"/> Approves work | <input checked="" type="checkbox"/> Recommends hiring |
| <input checked="" type="checkbox"/> Responds to grievances | <input checked="" type="checkbox"/> Gives input for performance evaluations |
| <input checked="" type="checkbox"/> Disciplines and rewards | <input checked="" 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.

- Current, hands-on project management experience in a matrixed environment.
- Experience managing, coaching, and mentoring others.
- Ability to manage staff collaboratively within a diverse workforce to accomplish project objectives in a timely manner.
- Ability to implement administrative procedures to increase effectiveness of the project team.
- Ability to plan, organize and execute disparate work activities to support coordination, reporting, document management and administrative support.
- Proficiency in Microsoft suite of applications including; Excel, Outlook, PowerPoint, SharePoint, Teams, Word, and Visio.
- Effective research and critical thinking skills.

- Excellent written and verbal communication and presentation skills.
- Outstanding organizational skills.
- Experience in promoting a culturally competent and diverse work environment.

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