



**STATE OF OREGON**  
**Oregon Health Authority (OHA)**  
**POSITION DESCRIPTION**

**Position Revised Date:**  
04/30/2025

**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: Project Manager 1 - LD
- b. Classification No: C0854 c. Effective Date: 12/01/2020
- d. Position No: \_\_\_\_\_
- e. Working Title: Project Coordinator
- f. Agency No: 44300
- g. Section Title: OIS - Project Solutions
- h. Employee Name: \_\_\_\_\_
- 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 ☒ Non-Exempt ☐ Professional ☐ Administrative
- 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 27,000 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 27,000 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 up to 10,000 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:**

As an IT Project Coordinator, you will support one or more projects within the Project Solutions team. You will coordinate multiple projects or parts of large projects depending on scope and complexity. In this role, you will have frequent contact with stakeholders and internal staff to provide project progress, monitor work, resolve issues, gain commitment, and collaborate to achieve project objectives. You will work closely with the project manager responsible for projects assigned and in collaboration with project 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
40%	NC	E	<b>Project Coordination:</b> <ul style="list-style-type: none"> <li>• Manage project steps to cause participation of project team members and other stakeholders.</li> <li>• Monitor and track project activities, schedule and performance.</li> <li>• Verify that required procedural steps are completed on time.</li> <li>• Inform stakeholders of progress.</li> <li>• Coordinate project activities with internal and external stakeholders.</li> <li>• Recommend changes to project plan in response to unforeseen changes or unexpected results.</li> <li>• Obtain approvals to proposed changes in project scope, quality, or schedule.</li> <li>• Verify quality of project deliverables.</li> <li>• Review project artifacts and prepare project archive documentation.</li> </ul>

40%	NC	E	<b>Project Communication:</b> <ul style="list-style-type: none"> <li>• Compile and distribute project information.</li> <li>• Meet with stakeholders to give updates on project details, goals and processes.</li> <li>• Assist in the facilitation of meetings to gather input, explain project issues, meet procedural requirements, or gain cooperation.</li> <li>• Meet with stakeholders to present feedback and gather input.</li> <li>• Provide updates for status reporting to various stakeholder audiences.</li> </ul>
15%	NC	E	<b>Project Planning:</b> <ul style="list-style-type: none"> <li>• Review project to identify project scope, required training and resources.</li> <li>• Provides the project manager updates impacting the project plan.</li> <li>• Identify project objectives and deliverables.</li> <li>• Select and use project management tools and techniques to accomplish the project goals and objectives.</li> <li>• Develop work breakdown structure, project schedule, and cost estimates.</li> <li>• Identify potential issues and risks and propose strategies to mitigate or avoid them.</li> <li>• Collaborate with stakeholders and follow contracting guidelines to develop contractor statement of work.</li> </ul>
5%	NC	NE	Other duties as assigned.
Ongoing	NC	NE	<b>Cultural Competence:</b> <ul style="list-style-type: none"> <li>• Promotes and fosters a diverse workforce and discrimination/harassment-free workplace.</li> <li>• Recognizes value of individual and cultural differences; creates work environment where individual differences are valued.</li> <li>• Consistently treats customers, stakeholders/partners, co-workers with dignity and respect.</li> <li>• Values diverse viewpoints.</li> </ul> <b>Core Values</b> <ul style="list-style-type: none"> <li>• Demonstrates awareness, understanding and alignment with OHA Core Values of Service Excellence, Leadership, Integrity, Health Equity, Partnership and Innovation.</li> </ul> <b>Customer Service</b> <ul style="list-style-type: none"> <li>• Consistently treats customers, stakeholders, partners, vendors and co-workers with dignity and respect.</li> <li>• Maintains a work environment that is respectful and accepting of diversity. Models expected office professional behaviors</li> </ul>

## 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. Occasional evening and weekend work may be required to meet the needs of the project.

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.

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.

## 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 (CFR's)
- Oregon Revised Statutes
- Oregon Administrative Rules
- Contract Law
- Legislative Direction
- IRMD Policies
- Collective Bargaining Agreements
- Department of Administrative Services Rules
- Department of Human Services policies, procedures, standards and methodologies
- Project Management Institute's Guide to the Project Management Book of Knowledge

**b. How are these guidelines used?**

To ensure the project outcomes meet program specifications, performance requirements and are consistent with State policy. To ensure State and Federal policies, laws and regulations are followed.

## 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?
Project Solutions Management	In person, phone, electronically	Direction / Information share	As needed
Project Management	In person, phone, electronically	Direction / Information share	As needed
Project Staff	In person, phone, electronically	Direction / Information share	Daily
OIS Management Staff	In person, phone, electronically	Direction / Information share	As needed
Project Contractors	In person, phone, electronically	Direction / Information share	Daily
Other state, federal, and county agencies	In person, phone, electronically	Direction / Information share	Daily/ Monthly/ Quarterly

## SECTION 7. POSITION-RELATED DECISION MAKING

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

This position's responsibility involves multiple and dissimilar functions and impacts a large geographical or regional area. The projects are often high risk addressing multiple internal and external organizations/stakeholders with broad impact to state governmental or community based organizations and public interests. Typical decision made by this position include: procedural, scope, budget, communication and project planning affecting outcomes of the project.

Poor decision making, judgment, or communication can impact scope, quality, budget and timely delivery of the project and support to internal and external organizations/stakeholders. Decisions affect the ability of the Agency to meet Federal regulations and standards. Decisions that have a negative impact on the project could impact public perception of the agency, state government and services to organizations/citizens.

## 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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ITPPM1 Project Support Manager	1010525	In person, phone, electronically	As needed	Process improvement, career enhancement, performance evaluation
ITPPM2 Project Operations & PMO Manager	1012468	In person, phone, electronically	As needed	Operational and project oversight

## 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.**

Hands on progressively responsible experience managing technology projects, following industry standards, particular PMI (PMBOK).

At least 1 year hands on experience using Microsoft Project Schedule to create and manage fully loaded project schedules outlining project work efforts.

Demonstrated skill coordinating project activities through the various lifecycle phases; initiating, planning, executing, monitoring and controlling and closing.

Skill and experience in project management practices as evidenced by the ability to contribute and make updates to foundational project artifacts (e.g.; project charters, schedules, plans, issues and risk logs, status reports)

Experience with all or portions of Federal and State compliance reporting (e.g.; Advance Planning Documents, Project Closure, State CIO, Legislative and other Federal partner reporting).

Ability and skills with demonstrated proficiency to facilitate meetings and conversations with ability to articulate expected outcomes.

Demonstrated proficiency using Microsoft Suite to include; Word, Excel, Visio, SharePoint, Power Point and Project.

Experience and demonstrated proficiency:

- Leading meetings to gather input and/or explain goals, processes plans and status.
- Reviewing project deliverables
- Verifying project artifacts are completed according to schedule.
- Reporting project status to appropriate stakeholders
- Stakeholder management in a complex environment with interdependent decisions.
- Project organization, monitoring completion status, and reviewing large volumes of work assignments and documentation.

**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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n/a	n/a	n/a

## 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