1Click here to link to instructions **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: 02/13/2026

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.** REPR Code: OAH
d. Position No:
e. Working Title: Senior Quality Assurance Analyst
f. Agency No: 44300
g. Section Title: Office of Information Services (OIS)
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 ☐ Non-Exempt If Exempt: ☐ Executive ☐ Professional ☐ Administrative ☒ Computer **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
- 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 partners and communities to protect and promote the health of all Oregonians
- Seeking, learning from, 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) provides information technology systems and services that help the Oregon Department of Human Services and Oregon Health Authority to:
- Determine client eligibility.
- Provide medical, housing, food, and job assistance.
- Provide addiction, mental health, and vocational/rehabilitative services.
- Protect children, seniors, and people with physical and/or developmental disabilities.
- Process claims and benefits.
- Manage provider licensing and state hospital facilities.
- Promote and protect the state public health.

- Support internal ODHS and OHA administrative functions, including human resource, finance, and procurement programs.

OIS supports more than 250 business facing applications that are used by approximately 17,000 agency and partner staff located at 166 locations throughout Oregon.

OIS provides management support for ODHS and OHA IT projects, systems architecture and data bases, IT asset and change management, and coordinates network and computing operations with the Oregon State Data Center.

The OIS organizational structure consists of the Office of the Chief Information Officer and several major operational sections that play vital roles in meeting its mission and customer goals:

- IT Business Engagement Services
- Enterprise Alignment and Design
- Customer Services and Support
- Solution Development and Delivery
- Project Solutions
- Vendor Managed Services
- Information Security and Privacy Office
- Business Operations
- Health Service Equity Transformation (REALD & SOGI)

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 Quality Assurance 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 Quality Assurance 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 Quality Assurance 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 Quality Assurance 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. • Adapts standard testing practices to most efficiently satisfy project testing strategy and requirements. • Works with project leaders to define the scope, objectives and approach for project SQA and testing. • Develops and maintains project and phase level test plans from project requirement artifacts. • Reviews and recommends quality improvements to project requirements specifications to ensure testability. • Plans and schedules each project test cycle and assists in the execution of test cases as required. • Designs system verification test cases and documents their traceability to system requirements.

			• Coordinates testing technology design and configuration for assigned projects, taking into consideration test environments, resources, and data. • Proactively participates in all key project reviews as the SQA/Testing practice representative. • Reports test execution coverage and highlights key quality concern areas to the SQA/Testing Manager and Project Manager. Coordinates, assigns, and adjusts task assignments for the SQA/Testing practice staff assigned to the project and acts as the team's liaison with project leadership.
15%	**R**	**E**	**Planning for standard business analysis practices:** • Participate in definition of methodology, metrics and tools for use on OHA/DHS 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. • 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 Business Systems 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	NC	NE	**Cultural Competence** • Promote and foster a diverse workforce and discrimination/harassment-free workplace. • Recognize value of individual and cultural differences; create work environment where individual differences are valued. • Consistently treat customers, partners, co-workers with dignity and respect. • Value diverse viewpoints. **Core Values** • Demonstrate awareness, understanding and alignment with OHA Core Values of Service Excellence, Leadership, Integrity, Health Equity, Partnership and Innovation. **Customer Service** • Consistently treat customers, partners,vendors and co-workers with dignity and respect. Maintain a work environment that is respectful and accepting of diversity; model 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.

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? 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	Electronic/Phone/person/ Written	Information/Issues/Problem Solving	Daily
Management Staff	Electronic/Phone/person/ Written	Information/Issues	Weekly
Policy Analysts	Electronic/Phone/person/ Written	Information/Issues	Monthly/Quarterly
Other IS Groups and State Agencies, IS Vendors	Electronic/Phone/person/ Written	Information/Issues	Monthly/Quarterly
Contractors & Outside Entities	Electronic/Phone/person/ Written	Information/Issues	Monthly/Quarterly

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	1012470	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	1019048	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 *(Supervisory positions only)*

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.

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- 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.
- 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

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 _____