[Click here to link to instructions](https://apps.state.or.us/Forms/Served/oe0105h.doc) **All positions in OHA require a Criminal Background Check and an Abuse/Neglect Check. Fingerprints may be required.**

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|  | **STATE OF OREGON**Oregon Health Authority (OHA)POSITION DESCRIPTION | **Position Revised Date:**7/26/2023**This position is:** |
| **Agency:** Oregon Health Authority**Division:** Agency Operations[ ]  New [x]  Revised | [x]  [Classified](http://egov.oregon.gov/DAS/HR/docs/class/ClassGuidefin.pdf)[ ]  [Unclassified](http://egov.oregon.gov/DAS/HR/docs/class/ClassGuidefin.pdf)[ ]  Executive Service[ ]  Mgmt Svc – Supervisory[ ]  Mgmt Svc – Managerial[ ]  Mgmt Svc – Confidential |
| **SECTION 1. POSITION INFORMATION** |
|  **a.** Classification Title: | Project Manager 2 |
| **b.** Classification No: | C0855 |  **c.** Effective Date: | 07/01/2013 |
| **d.** Position No: | 1012445 |  |
| **e.** Working Title: | Project Manager |
| **f.** Agency No: | 44300 |  |
|  **g.** Section Title: | OIS - Project Solutions |
|  **h.** Employee Name: |   |
|  **i.** Work Location (City — County): | Salem - Marion |
|  **j.** Supervisor Name: | Ray Hanosek |
|  **k.** Position: | [x]  Permanent [ ]  Seasonal [ ]  Limited Duration [ ]  Academic Year[x]  Full-Time [ ]  Part-Time [ ]  Intermittent [ ]  Job Share |
|  **l.** FLSA: | [ ]  Exempt[x]  Non-Exempt | If Exempt: | [ ]  Executive[ ]  Professional[ ]  Administrative | **m.** Eligible for Overtime: | [x]  Yes[ ]  No |

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| SECTION 2. PROGRAM AND POSITION INFORMATION |

1. **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.

The Office of Information Services (OIS) is a shared service provider for OHA and 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 person in this position supports the technology needs of the Project Solutions PMO by providing application techical support, report creation, and problem solving.Mature the processes and practices of Project Solutions by leveraging techncial solutions. Work closes with other PMO staff and be cross functional in the PMO.

This position works with other team members to improve reporting processes, efficiency, quality and workflow and seeks opportunities to streamline the reporting efforts and improve the value and usefulness of the reported information. This position works independently and collaborates closely with OIS staff and managers to ensure reporting timelines and requirements are met.

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| **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** |

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| --- | --- | --- | --- |
| 60% | NC | E |  **Project Technology Support:** * Provide Project Management tools and applications technical support for the greater Project Solutions Team with a focus on Project Online and Power BI.
* Resolve support requests from Project Solutions managers, project managers, and administrative support personnel.
* Gather and analyze data to diagnose Project Solutions practices and process problems and fix issues.
* Work closely with the PMO manager and team to provide tools training for Project Solutions
* Review, analyze and track current Project Solutions tools training.
* Develop methods to automate across project artifacts, status reports and templates to create efficient use of technology.
* Create standard and ad hoc Power BI reports. Support creation and management of project portfolio dashboards.
* Assist with the onboarding and training of new team members.
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| 20% | NC | E | **Analytics / Consultation and Advisory Services*** Implement and improve the on-going publication of the Technology Project Dashboard for OHA and ODHS. Includes defining standards, processes and procedures to support the on-going development and distribution of a final work product.
* Facilitate meetings and discussions related to reporting and funding activities within OIS and with business partners.
* Create and compile data into meaningful information including creation of tables, graphs or other ways of translating data into consumable information for decision making.
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| 15% | NC | E | **Analysis and Improvement (30%)*** Evaluate reporting template formats and record systems to make certain they comply with program intent, requirements, and regulations; identify deficiencies; propose revision of template forms; work with management to design standardized template formats for reporting and to create/enhance data sharing.
* Participate in creating, standardizing, improving, and updating project and process documentation and templates.
* Perform ad-hoc research and create analysis briefs or proposals.
* Reconcile, troubleshoot, and resolve data integrity issues.
* Develop performance measures and collect and analyze project performance data.
* Define and facilitate the implementation of new business practices to manage workflow as it relates to PMO and Project Solutions processes.
* Collaborate to formulate long-range PMO and Project Solutions objectives, short-term operational goals and implementation plans to improve PMO and Project Solutions' maturity.
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| 5% | NC | NE | Other duties as assigned. |
| Ongoing | NC | NE | **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
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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. 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.

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

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| **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 Statues

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.

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| **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?** |

|  |  |  |  |
| --- | --- | --- | --- |
| Project Solutions Management  | Person/Phone/Writing | Direction/Information Share | As needed |
| Project Management  | Person/Phone/Writing | Direction/Information Share | As needed |
| Project Staff | Person/Phone/Writing | Direction/Information Share | Daily |
| OIS Management Staff | Person/Phone/Writing | Direction/Information Share | As needed |
| Project Contractors | Person/Phone/Writing | Direction/Information Share | Daily |
| Other state, federal, and county agencies | Person/Phone/Writing | Direction/Information Share | Daily/monthly/quarterly |
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| **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.

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| **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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| --- | --- | --- | --- | --- |
| Project Operations and PMO Manager  | 101468 | In person, phone, written, virtual  | As Needed | Process improvement, career enhancement, performance evaluation |
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| **SECTION 9. OVERSIGHT FUNCTIONS** |
| **a.** | **How many employees are directly supervised by this position?** |       |  |
|  | **How many employees are supervised through a subordinate supervisor?** |       |  |
| **b.** | **Which of the following activities does this position do?** |
|  | [ ]  Plan work [ ]  Coordinates schedules[ ]  Assigns work [ ]  Hires and discharges[ ]  Approves work [ ]  Recommends hiring[ ]  Responds to grievances [ ]  Gives input for performance evaluations[ ]  Disciplines and rewards [ ]  Prepares and signs performance evaluations |

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| **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 major technology projects, following industry standards - particularly PMI (PMBOK), as evidenced by full responsibility for project leadership and outcomes. Experience must include; full responsibility for outcomes of major solutions or components.

At least 5 years of hands on experience using Microsoft Project to create and manage fully loaded project schedules outlining project work efforts.

Strong written and oral communications skills with an ability to bridge the language gap between IT and business customers.

Demonstrated ability to successfully integrate large quantities of disparate information into meaningful reports and documents.

Ability and skills to develop measurable project metrics, key performance indicators and dashboards. Experience in predictive analytics to improve project portfolio managements.

Demonstrated proficiency using Project Management tools to include MS Project, and PowerBI. Microsoft Suite to include; Word, Excel, Visio, SharePoint, and PowerPoint.

Strong ability to quickly synthesize information, understand relationships and interdependancies within the organization.

Ability to identify and understand complex problems and review related information to develop and evaluate options and implement solutions.

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| **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. |

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| SECTION 12. SIGNATURES |
|  |  |       |  |
| Employee Signature |  | Date |  |
|  |  |       |  |
| Supervisor Signature |  | Date |  |
|  |  |       |  |
| Appointing Authority Signature |  | Date |  |