STATE OF OREGON
POSITION DESCRIPTION

Agency: Oregon Parks and Recreation Department

⊠ Classified Represented
☐ Classified Unrepresented
☐ Executive Service
☐ Mgmt Svc - Supervisory
☐ Mgmt Svc - Managerial
☐ Mgmt Svc – Confidential

Division: Administrative Services   **Section** Information Technology

Position Description Status: ☐ New ⊠ Revised

SECTION 1. POSITION INFORMATION

Employee Name	Vacant	**Position Number**	Workday ID: 000000179707
Supervisor Name	Frank Smith	**Agency Number**	63400
Effective Date	8/1/2025	**Position Revised Date**	
Classification Title	Operations & Policy Analyst 2		
Classification Number	C0871		
Working Title	Business Analyst		
Work Location (Park)	HQ		

POSITION
☐ Permanent ⊠ Full-time ⊠ Limited Duration ☐ Academic Year
☐ Seasonal ☐ Part-time ☐ Intermittent ☐ Job Share

FLSA
☐ Exempt
⊠ Non-Exempt

IF EXEMPT
☐ Executive
☐ Professional
☐ Administrative

ELIGIBLE FOR OVERTIME
⊠ Yes
☐ No

SECTION 2. PROGRAM AND POSITION INFORMATION

a. *Describe the program in which this position exists. Include program purpose, who is affected, size, and scope. Include relationship to agency mission.*

Oregon Parks and Recreation Department (OPRD) fulfills its mission to *"Provide and protect outstanding natural, scenic, cultural, historic and recreational sites for the enjoyment and education of present and future generations"* by operating a system of State Parks Recreation, Historic and Natural Areas; by managing special programs including Scenic Rivers, Recreation Trails, Historic Preservation, and Ocean Shores; and by providing assistance to local governments for recreation and heritage conservation. OPRD serves more than 45 million visitors per year through a State Parks Recreation system of more than 250 park areas statewide. OPRD does this through its vision of *"Taking the long view to protect Oregon's special places and provide the greatest experience while creating stable future funding"*. OPRD upholds its mission and vision through the following operating principles: *Accountability, Commitment, Empathy, Empowerment, Fun, Integrity, Respect, and Well Being*. The agency's current approved budget information can be found at www.oregon.gov/oprd under *Budget & Facts*.

The Central Business Services Division provides procurement, budget, accounting, payroll, and IT services to the rest of the agency. Additionally, the division handles the Recreation Grant and Community programs. These programs serve state agencies, counties, cities, and non-profit organizations.

The Information Technology Section offers services for infrastructure, geospatial solutions, and general-purpose applications. The section supports users across the state (up to 950 during peak season), networks, desktop computing, application hosting, and directory services. The OPRD application portfolio includes a mix of purchased software, software as a service, and applications developed by OPRD.

*b. **Briefly describe (usually one or two sentences are sufficient) 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 primary purpose of this position is to lead initiatives and projects that increase revenue, reduce expenses, improve customer service, expand service offerings, and streamline operations. This role will work across all operational units within the agency. They will be responsible for evaluating current processes and operations, researching potential improvements, including applying new technological advances, and presenting recommendations to management for solution implementation, process changes, and any necessary rule or statute updates.

SECTION 3. POSITION DUTIES

List position's major duties, stating percentage of time of each duty.

N New	**E**	Essential Functions
R Revised	**NE**	Non-Essential Functions
NC No Change		

% OF TIME	DUTIES N / R / NC	E / NE	DESCRIPTION
60	N	E	**Operational Analysis and System Improvement** • Perform process mapping and current state assessments to document workflows, pain points, and dependencies, then create future state models that showcase improved processes, technology implementation, and organizational changes. • Work with stakeholders across all operational units to gather requirements, validate results, and ensure alignment with agency goals. Example business systems include asset inventory and management, financial processes, grant management, heritage records management, reservation and campground operations, and visitor engagement platforms. • Analyze data and performance metrics to identify inefficiencies, risks, and opportunities for revenue growth, cost savings, improved customer experience, or expanded service offerings. • Prepare and present evidence-based business cases and supporting project artifacts (e.g., requirements documentation, feasibility studies, cost/benefit analysis, and risk assessments) scaled appropriately to the size and complexity of the project. • Define performance metrics and feedback systems to assess effectiveness, customer satisfaction, and return on investment, and integrate lessons learned into ongoing improvement efforts.
10	N	E	**Administrative Services** • Assess forms, records, and administrative systems to ensure they align with program goals, regulations, and agency policies, while identifying gaps and suggesting improvements. • Work with staff to develop and put into place efficient administrative processes that improve accuracy, effectiveness, and alignment with operational needs. • Maintain documentation and reporting standards that ensure transparency, accountability, and ongoing improvement in administrative practices.
25	N	E	**Project Management** • Manage projects from start to finish using scalable practices guided by the Project Management Body of Knowledge (PMBOK). Customize artifacts like charters, schedules, requirements traceability, risk registers, and test plans to match the project's size and complexity. • Coordinate with stakeholders, technical teams, and leadership to monitor progress, manage expectations, validate deliverables through defined test strategies and use cases, and ensure outcomes align with agency goals. • Gather lessons learned and implement them to enhance project management practices, tools, and standards throughout the agency.
5	N	E	**Professional Development** • Stay up-to-date on the latest processes and IT advancements to automate and modernize systems by networking with peers, attending training and vendor classes, and performing market research.

Based on position requirements, include the appropriate working conditions section form the selections below and add any working conditions unique to the position.

WORKING CONDITIONS

This position has the potential for hybrid-remote work; however, travel expenses to Salem for required in-person duties are not reimbursed, and out-of-state remote work may be approved on a case-by-case basis.

Work is mainly performed in an office setting. The worker may sit or stand for long periods. Requires good vision and hearing, manual dexterity, communication, and motor skills to perform duties. Operates office equipment and computers that involve repetitive use of arms, wrists, and hands. May occasionally lift and move up to 35 pounds and infrequently up to 50 pounds or more with assistance. May need to attend meetings or perform duties outside normal office hours. Moves throughout facilities and grounds and may drive a motor vehicle. Travel to other parks, headquarters, or agencies for training and meetings may be necessary. Overnight travel could be required. There is a possibility of exposure to various environmental and chemical allergens and odors typical of the area. There is also a possibility of encountering hostile or offensive language and actions from the public. Uses appropriate safety and personal protective equipment and follows safety policies, practices, and procedures. Performs duties with or without reasonable accommodations.

SECTION 5. GUIDELINES

a. **List established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.**

   DAS statewide security policies and incident response procedures, OPRD Information technology policies and procedures. RRAP manual and other fiscal policy and procedures.

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

   Directives for acceptable use of technology acquisition and usage. Also guides appropriate fiscal processes and procedures the system must support and follow.

SECTION 6. WORK CONTACTS

Excluding co-workers, list the people an employee in this position regularly contacts.

WHO CONTACTED	HOW	PURPOSE	HOW OFTEN
CIO	Electronic, in person, voice	Operational issues, planning, and project status	As needed
PMO Manager	Electronic, in person, voice	Operational issues, planning, and project status	Weekly, as needed
Agency staff	Electronic, in person, voice	Operational issues, planning, and project status	Daily, as needed
Vendors	Electronic, in person, voice	Service-related issues/orders	Weekly, as needed
Public customers	Electronic, voice	Service-related issues	As needed

SECTION 7. POSITION-RELATED DECISION MAKING

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

This role makes decisions that influence efficiency, effectiveness, and customer experiences, which could positively or negatively impact revenues, customer retention, and customer acquisition. It will adapt existing methods and policies instead of simply applying accepted ones, and the work will impact various levels and locations across the organization.

The direct effect is the proper operations of the public-facing websites, proper management of information resources to comply with state law, and the cost-effective operation of the agency. Their decisions will impact agency operations across the state as well as partner agencies that rely on our systems, services, and operations.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

CLASSIFICATION TITLE	POSITION NUMBER	HOW	HOW OFTEN	PURPOSE OF REVIEW
Information Technology Project and Portfolio Manager 2	09482	Deliverable Review	Project milestones or artifact submission	Ensure accuracy, completeness, and alignment with objective
		Project Oversight	Bi-weekly or monthly	Monitor adherence to PMBOK practices, schedules, and risk management
		Outcome Validation	At project close	Confirm expected benefits achieved
		Stakeholder Feedback	Ongoing	Validate stakeholder needs and collaboration

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?**

☐ Plans 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: *Based on position requirements, include the appropriate special requirements below (delete any NOT required) and add any knowledge, skills, certificates, and licenses needed at the time of hire that are not contained in the current classification specifications.*

SPECIAL REQUIREMENTS – OFFICE POSITIONS

Must meet the following special requirements:
- have a criminal history background check that meets OPRD criteria
- have a driving record that meets OPRD standards and possess a valid driver's license at time of hire and throughout employment (if applicable)
- comply with appearance code when on duty
- comply with and adhere to applicable federal, state, local, and agency rules, laws, standards, procedures, and policies

The person in this position must have:
- Skill in listening to what people say and asking appropriate questions to obtain needed information.

- Skill in communicating with courtesy and professionalism while engaging with staff, stakeholders, and the public.
- Skill in communicating clearly in verbal and written formats, including delivering presentations and preparing actionable documentation.
- Skill in facilitating stakeholder engagement and change management to gather requirements, build consensus, and support successful implementation.
- Skill in process mapping, current state analysis, and future state modeling to document workflows, identify inefficiencies, and design improvements.
- Skill in analyzing complex information and applying critical thinking to recommend scalable, sustainable solutions.
- Skill in developing and presenting business cases and supporting project artifacts (e.g., requirements documentation, feasibility studies, cost/benefit analyses, risk assessments) scaled to project size and complexity.
- Skill in defining and applying performance measures and feedback mechanisms to monitor effectiveness, customer satisfaction, and return on investment.
- Skill in applying project management practices guided by PMBOK, including requirements traceability, risk management, scheduling, and test planning.
- Skill in test and use case creation, including designing test strategies, executing test plans, and validating that requirements are met.
- Skill in capturing lessons learned and applying them to improve project management practices, tools, and standards.
- Skill in using personal computers, productivity tools, and enterprise systems with the ability to adapt quickly to new technologies.
- Skill in collaborating within cross-functional project teams and contributing to the continuous improvement of agency practices, standards, and tools.

BUDGET AUTHORITY: *If position has authority to commit agency operating money, provide the following:*

OPERATING AREA	BIENNIAL AMOUNT	FUND TYPE
N/A		

SECTION 11. ORGANIZATIONAL CHART

Located in WorkDay

SECTION 12. SIGNATURES

EMPLOYEE SIGNATURE	DATE		SUPERVISOR SIGNATURE	DATE

APPOINTING AUTHORITY SIGNATURE	DATE

PD version: NOPS20151117AS

HRA Initials:	Entered by: