STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:

This position is:

☒ Classified

☐ Unclassified

  ☐ Executive Service

☐ Mgmt Svc – Supervisory

☐ Mgmt Svc – Managerial

☐ Mgmt Svc - Confidential

Agency: Oregon Department of Education

Facility: Early Learning Division

☒ New   ☐ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: Information Systems Spec 5

b. Classification No: C1485

c. Effective Date: 7/1/2025

d. Position No: 2510103

e. Working Title: IT System Coordinator

f. Agency No: 58800

g. Section Title: Information Technology-DELC

h. Budget Auth No:

i. Employee Name: Vacant

j. Repr. Code: OAS

k. Work Location (City – County): Salem - Marion

l. Supervisor Name (Optional): Jennifer Lechuga-Berg

m. Position: ☒ Permanent   ☐ Seasonal   ☐ Limited Duration   ☐ Academic Year

     ☒ Full-Time   ☐ Part-Time   ☐ Intermittent   ☐ Job Share

n. FLSA: ☒ Exempt   ☐ Non-Exempt | If Exempt: ☐ Executive ☒ Professional ☐ Administrative

o. 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.

The Department of Early Learning and Care (DELC) is a new Oregon state agency that supports the development and well-being of all Oregon children and ensures families in every corner of the state have access to high-quality early learning and care. DELC also supports child care professionals by providing technical assistance, professional development opportunities, business services, licensing, grants and other resources. DELC was created by the Oregon Legislature in 2021 to unify and strengthen Oregon's early learning system. On July 1, 2023, DELC was established, bringing together the Oregon Early Learning Division (from the Department of Education) and the Employment Related Day Care (ERDC) program (from the Department of Human Services).

The mission of the Oregon Department of Early Learning and Care (DELC) is to foster coordinated, culturally appropriate and family-centered services that recognize and respect the needs of all children, families and early learning and care professionals. Our vision is that children, families, early care and education professionals and communities are supported and empowered to thrive.

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 primary purpose of this position is to oversee the design, implementation, and maintenance of a customized provider management platform called Oregon Early Learning Management System (ELMS) for the Child Care Licensing Division (CCLD). The ELMS is used for child care provider and facility licensing, compliance, and background checks. Additionally, ELMS will process billing and invoices used to issue subsidy payments as part of the Employment Related Day Care (ERDC) program. Finally, ELMS will provide functionality that will allow provider and child care facility staff access to a portal that will allow for electronic submission of documents, applications, and to check on payment status.

This position will act as a liaison between the business unit end users and the ELMS technical support team. This position will be accountable for learning and documenting business processes, and for performing analysis to create efficiencies in processes. Additionally, this position will collaborate with agency training staff to create and facilitate end-user training for the use of this system. Furthermore, this position will be responsible for minor configurations within the system. Finally, this position will perform analysis and make recommendations for requests for changes or enhancements to ELMS.

This position will manage the solution vendor and coordinate with the DELC IT Application Administrator when development or configuration changes require testing and validation. This position will be the ELMS Product Owner and is responsible for recommending approval or rejection of releases or changes to IT Leadership, the ELMS Business Advisory Board, Change Control Board, and the DELC IT Change Advisory Board (CAB).

This position requires experience in application configuration, process analysis, vendor management, and effective communication skills. This position is a key part of providing technical assistance and consultation to ensure adherence to all applicable state and federal rules.

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.

% of Time	N/R/ NC	E/NE	DUTIES
40%	N	E	**Customer Service (PMP System and Business Management)** • Prepares technical documentation such as desk manuals, job aids, and system instructions for ELMS to ensure that the system is well supported and appropriately used.

			• Develops and administers technical training to ensure that agency staff are prepared for changes and able to use ELMS effectively. • Acts as a liaison between IT and business units, communicating updates regarding system problems, resolutions, or changes to ensure that users are prepared and informed. • Provides system and business expertise to business units and the project team, serving as a willing source of knowledge and as a change champion. • Diagnoses and troubleshoots technical and business process problems to quickly resolve problems or to coordinate resolution with the ELMS Technical Team.
20%			**Operations** • Consult business unit and agency leadership to develop standards for business and system operations. • Monitor state and federal legislation for impact to business program and system. • Performs vendor management and contract administration tasks, such as submitting work orders and invoice reconciliations, to ensure accountability of the solution vendor and project contractors. • Define and assist in administering user access for internal and external parties accessing the system. • Lead User Acceptance Testing (UAT) following system development or change to ensure proper system functioning. • Facilitate Business Process Requirement meetings to merge policy needs with the ELMS solution.
20%			**Construction** • Maintains awareness of legislative changes, administrative rules, updated information security considerations, changing technology architecture, opportunities to improve efficiency, and shifting business environments to provide quick, informed process and technology analysis. • Develops business process models, procedures, customer journey diagrams, flowcharts, etc. to document and explain business and technology processes. • Performs needs assessments and develops detailed requirements for technology solutions to inform procurement and project planning processes.
15%	N	E	**Planning** • Develops resource utilization, continuity of operation, and lifecycle replacement plans for ELMS to ensure that the system is supportable and sustainable. • Maintains ELMS roadmap for future enhancement of the system. • Develops operational models, processes, procedures, standards, and plans to ensure continued effective, efficient, and secure IT operations. • Researches industry trends, evaluates new technologies, and considers agency resource planning and capacity modeling to

			develop plans for future technology solution implementation, ensuring that the agency is innovative, meets business needs, and aligns to Enterprise and agency strategy, policy, and best practice.
5%	N	NE	Other duties as assigned
At All Times	N	NE	**Commitment to Equity** **Equity Lens:** Designs and/or asks sets of questions to identify and eliminate disparate results-outputs, outcomes, impacts- of policies, programs, and practices for underserved/under-represented community members* **Equitable Workplace:** Demonstrates cultural consciousness, commitment, and behavior, to improving an inclusive workplace climate for everyone. **Equitable Results:** Produces results, i.e., outputs, outcomes, or impacts from programs and decisions toward closing disparities for under-represented community members* and improving results for everyone. --- * Underserved/Under-represented community members: e.g., people of color; people with disabilities; LGBTQ+, etc.; and new immigrant populations.

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.
Normal office environment. Work at a computer terminal which may require long periods of sitting. Work environment includes complex computer/server and electronic audio/visual hardware. Work requires communication with individuals and/or groups including management with varying degrees of support for transformative, modernization efforts.

Work environment includes managing cross-functional teams with conflicting objectives. May require occasional evening or weekend work to meet deadlines or resolve problems. May require occasional travel, some of which may be overnight, to various offices and sites throughout the state and in the field.

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 and State statutes, regulations, and rules. Agency Policies and Procedures. Collective Bargaining Agreements. Criminal Justice Information Services (CJIS). Department of Administrative Services (DAS) and Enterprise Information Services (EIS) policies, rules, and guidelines. Oregon Procurement Manual. Project Management Institute Project Management Body of Knowledge (PMBOK).

b. **How are these guidelines used?**
   These policies, guidelines, and rules guide the work. These are used as parameters within which management decisions are made regarding service delivery and field operations. The above are

used to identify options and direct policy changes, clarify intent and identify needed system support changes.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who Contacted	How	Purpose	How Often?
Project and IT Technical Staff	Phone, e-mail, video, in person	Problem resolution, analysis, and reporting	Daily, as needed
Contractors	Phone, e-mail, video, in person	Guidance, problem resolution, analysis, and reporting	Daily, as needed
Project Business Analysts and SMEs	Phone, e-mail, video, in person	Problem resolution and information gathering	Daily, as needed
DELC Agency Staff	Phone, e-mail, video, in person	Coordination, Consultation, and Training	Daily, as needed
Systems testers	Phone, e-mail, video, in person	Planning, coordinating, problem resolution, reporting	Daily, as needed
Managers	Phone, e-mail, video, in person	Obtain and provide information, explain results, problem resolution, reporting	Daily, As needed
State and federal partners	Phone, e-mail, video, in person, in writing	Information exchange, planning, and reviewing service delivery	As needed
Governor's office, legislators, LFO, and EIS	Phone, e-mail, video, in person, in writing	Provide information and expertise, reporting, responding to requests for information, problem resolution and information gathering	Rarely

SECTION 7. POSITION RELATED DECISION MAKING

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

This position exercises discretion and independent judgment in making decisions and resolving technical problems, establishing processes and system administration. Independent action is required, although often management may be consulted before final action is taken. This position also participates in group discussions and decisions with technical teams, business analysts, vendors, SMEs/users, external partners, and managers pertaining to the functionality and support of the system. Position adjusts assigned work to reflect priorities agreed to with management.

Recommendations include short-term, intermediate, and long-term implementation strategies and solutions that mitigate risk. Poor analysis could impact the Division credibility among agencies, with policy makers, and among stakeholders. As a result, the scope and impact of these decisions is agency- wide and state-wide. This position makes decisions of approaches to human engagement in developing collaborative relationships, in assuring performance outcomes are achieved, and in solving complex problems. Poor approaches to working with other partners and stakeholders would result in poor cross- agency relations and poor public

image. Decisions create efficiencies in business operations, and recommendations may have influence over how other agencies and public partners interface with DELC and the implementation of early learning programs.

These decisions impact all Department programs, and therefore, all Department customers and partners. The impacts to the business unit(s) and their production systems affect the ability of business unit employees to maintain acceptable levels of service to their customers. Poor decisions could negatively impact the agency's credibility with other governmental agencies (federal and state), legislators, partners, and members of the public; and could impact the agency's ability to distribute funds and provide services to children, families, day care providers, and early learning program providers.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
ITADM 2	2135047	Meeting, Phone, Person, video conference	Regularly Scheduled	To keep the manager informed of progress and to discuss issues needing resolution

SECTION 9. OVERSIGHT FUNCTIONS   THIS SECTION IS FOR <u>SUPERVISORY</u> 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   ☐ Coordinates schedules

☐ Assigns work   ☐ Hires and discharges

☐ Approves work   ☐ Recommends hiring

☐ Responds to grievances   ☐ Gives input for performance evaluations

☐ Disciplines and rewards   ☐ Prepares & 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:

As a condition of employment, the individual in this position will be subject to both Child Protective Services and Criminal History checks, including FBI fingerprinting, and will be required to be enrolled in the Central Background Registry. Adverse background data may be grounds for immediate disqualification. Must be able to pass Criminal Justice Information Services (CJIS) fingerprint\background check and must be able to acquire a level 4 security awareness Certification.

A valid Oregon driver license and a satisfactory driving record, or the ability to provide a satisfactory alternate mode of transportation.

All positions within DELC require employees to serve as a "mandatory reporter" of child abuse.

Requested skills (Desired Attributes)

- Expertise and demonstrated experience in **business analysis**, including business process modeling, procedure documentation, customer journey analysis, flowchart creation, etc.
- Expertise and demonstrated experience in **system configuration**, including report building, table changes, and user access management.
- Expertise and demonstrated experience in **vendor and relationship management**, including contract administration, procurement, Service Level Agreement (SLA) monitoring, etc.
- Expertise and demonstrated experience with complex **communication**, coordination, and collaboration with technical and non-technical staff, partner agencies, and agency.
- Expertise and demonstrated experience translating organization **mission**, **vision**, and **values** into technology systems and in identifying and addressing systemic barriers to **equity** and **inclusion**.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount ($00000.00)	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

Specialist ISS5	Communications	Software	Hardware Devices	Data	Total %
Customer Assistance Complexity	25% 3	12% 3	0%	3% 3	40%
Operations Complexity	8% 2	10% 2	0%	2% 2	20%
Construction Complexity	8% 2	10% 2	0%	2% 2	20%
Planning Complexity	8% 2	5% 2	0%	2% 2	15%
Other	5%	0%	0%	0%	5%
					100%

Information Technology

September 2025

Oregon Department of
**Early Learning
and Care**

Chief Information Officer
CIM3

IT Operations Manager
ITADM2

◆ Indicates backup/coverage

IT Operations

Senior Systems & Security Admin
ISS8 **(lead)**

Application Administrator
ISS7

◆

Application Administrator
ISS7

Systems Administrator
ISS6

◆

Systems Administrator
ISS6

Data Administrator
ISS7

IT System Coordinator
ISS5

Service Desk

Service Desk Technician II
ISS4

◆

Service Desk Technician II
ISS4

Service Desk Technician I
ISS2

Strategy, Architecture, and Design (SAD)

Senior Systems Architect
ISS8 **(lead)**

Business Analyst
ISS7

◆

Business Analyst
OPA3

Project Manager
OPA3

Solutions Analyst
ISS5

IT Coordinator
ISS4