



POSITION DESCRIPTION



Agency: Oregon Parks and Recreation Department

Region: HQ

Management Unit / Division: BATS/IT

Position Description Status: New Revised

- Classified Represented
- Classified Unrepresented
- Executive Service
- Mgmt Svc - Supervisory
- Mgmt Svc - Managerial
- Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

Employee Name	_____	Position Number	_____
Supervisor Name	Bob DeVyldere	Budget Authorization Number	_____
Position Establishment Date	07-01-2001	Agency Number	63400
Classification Title	ISS4	Representation Code	OAO
Classification Number	C1484	Position Description Revised Date	12-26-2017
Working Title	Infrastructure Specialist		
Work Location (Park)	HQ	Employee Review Date	_____

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

FLSA Exempt **IF EXEMPT** Executive **ELIGIBLE FOR OVERTIME** Yes
 Non-Exempt Professional No
 Administrative

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. In addition, the Division has responsibility for the Recreation Grant and Community programs. The Recreation Grant and Community programs serve state agencies, counties, cities and non-profit organizations.

The Information Technology Section provides services for infrastructure, geospatial solutions and general purpose applications. The section supports users across the state (950 at peak season), networks, desktop computing, hosting of applications, and directory services. The OPRD application portfolio is a blend of purchased, software as a service, and OPRD developed applications.

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...

This position provides helpdesk and infrastructure support with direct delivery of end user computing products from desktops to mobile solutions. Work is accomplished via remote management tools, as well as direct hands on support for device management, license support, applications, network, and in some cases voice.

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
75	R	E	<p><u>Support for end user computing, desktop operating systems and software</u></p> <ul style="list-style-type: none"> • Imaging machines - build original, and maintain, for all PC makes and models • Deploy PCs as needed for new employees and according to replacement cycle • Responsible for inventory and proper disposal of information technology assets. • Personal computer hardware diagnosis, repair and upgrade; including power supply, hard drive, memory, optical disc, etc. • Respond to users helpdesk requests resolving routine and complex issues related to OS, application, network, and user account issues. • Work with end users to determine appropriate solutions and/or improvements that facilitate the accomplishment of their work. Utilize independent decision skills to ensure recommendations balance end user success, cost, risk, and adherence to agency standards. • Ensure staff are able to fully utilize their mobile device including support for account management, device setup and assistance, and mobile management solution. • Troubleshoot and diagnose issues for agency staff, including issues involving multiple systems with integrations. • Provides orientation for new employees to desk top systems, network, email, drives and login • Research and recommend purchase of computers, laptops and smartphones • Responsible for application support including installations, updates, and all support of agency support software.
10	R	E	<p><u>Network Administration</u> Network administration for all aspects of Microsoft Active Directory;</p> <ul style="list-style-type: none"> • Tree, Container, Groups and object management which maintain the basic network structure and organization for the entire agency; • add/change/delete user accounts; • add/change/remove file server access and file rights for specific folders, drives and servers.
10	R	E	<p><u>WAN/LAN hardware infrastructure</u> Network support including cable and path management through the device management that control the networks</p> <ul style="list-style-type: none"> • Assist team lead with infrastructure support as needed including installing and programming switches, firewalls, patch panels, and cable management. • Setup, monitor and maintain wireless networks ensuring wireless connectivity for NMOB and selected park locations. • Monitor, troubleshoot and work with vendors to resolve network issues. • Independently provide onsite installation and support including cabling, and firewall and switch management.

Professional Development

- 5 R E
- Maintain technical skills
 - Research new tools and technology that will assist the Department to achieve its mission
-

100%

SECTION 4. PROGRAM AND POSITION INFORMATION

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

WORKING CONDITIONS – OFFICE POSITIONS

Work is primarily performed in an office setting. Sits or stands for long periods of time. Needs adequate vision and hearing, manual dexterity, communication and motor skills to perform the duties of the position. Operates office equipment and computers requiring 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 be required to attend meetings or perform duties outside of normal office hours. Moves throughout facilities and grounds and may drive a motor vehicle. May travel to other parks, headquarters, or other agencies for training and meetings. Overnight travel may be required. Possibility of exposure to a variety of environmental and chemical allergens and odors standard to area of assignment. Possibility of exposure to hostile and offensive language and actions from the public. Uses appropriate safety and personal protective equipment and follows established safety policies, practices and procedures. Performs duties of position with or without reasonable accommodation.

SECTION 5. GUIDELINES

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

Standard OPRD policies, and IT security procedures, with relevant incident response. Position sometimes required to access confidential information on behalf of the OPRD management team.

- b. How are these guidelines used?**

SECTION 6. WORK CONTACTS

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

WHO CONTACTED	HOW	PURPOSE	HOW OFTEN
IT vendors	Email, phone, meetings	Product selection, troubleshooting, implementations, etc	As needed
OPRD staff	Email, phone, meetings	Requirements gathering, troubleshooting, installations, team projects	Daily
CIO, Team Leads	Email, phone, meetings	Project requirements, implementation, reviews, team meetings	Weekly/As needed

SECTION 7. POSITION-RELATED DECISION MAKING

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

This position provides analytical and technical support for operating, maintaining, and installing information systems, designs and constructs new infrastructure capabilities. This position provides technical consultation and training to users, technical assistance and coordination to IS support staff, leads projects as assigned, and participates in strategic planning. The incumbent has deep knowledge of the technology area, and significant experience in project implementation and installation.

Decision making and planning efforts (along with implementations) have significant potential monetary and performance impacts to the agency. Success affects the productivity of individuals agency-wide.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

CLASSIFICATION TITLE	POSITION NUMBER	HOW	HOW OFTEN	PURPOSE OF REVIEW
Team Lead		Verbally, electronic review, project results	Ad hoc, daily	Quality review, escalation of complex issues, general guidance
CIO		Verbally, electronic review, project results	Ad hoc, weekly, monthly	Quality review, escalation of complex issues, general guidance

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"/> Plans 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: *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 providing factual information based on observation, knowledge and understanding.
- Skill in common courtesy while communicating with others.
- Deep knowledge and skill in Microsoft operating systems, Microsoft Active Directory, Cisco network and security solutions, desktop software and licensing schemes.
- Strong customer service skills and attitude

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

N/A