

The mission of the Oregon Department of Early Learning and Care (DELIC) 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 provide leadership, guidance, administration, and tier 2/3 support for DELIC systems (servers, applications, networks) and to coordinate with Enterprise Information Services (EIS) Cyber Security Services (CSS) to provide operational cybersecurity administration.

Leadership and guidance for DELIC systems typically includes modeling best practice for other DELIC administrators, assisting in the development of standards and procedures, participating in IT projects, and communication with business partners regarding technology matters. This work also includes close coordination with EIS Data Center Services (DCS) related to coordination of Administration and tier 2/3 support for DELIC systems typically includes administration, monitoring, and upkeep of core services and systems (e.g. VPN, Network, Server Patching and provisioning, etc). This work also includes complex troubleshooting and close coordination with Systems and Application Administrators for day-to-day administration of DELIC server and software assets.

Coordination with Enterprise Information Services (EIS) Cyber Security Services (CSS) typically includes developing relationships with cybersecurity partners at EIS, assisting in the completion of system security planning and cloud workbook documents, notifying CSS of any security incidents, and participating in enterprise security planning and preparedness exercises.

Operational cybersecurity administration typically includes monitoring of systems logs, updating DELIC security-related processes and procedures, coordination of incident responses, and investigations of technology and security events and incidents.

This position requires frequent independent, informed decision-making related to technology implementation, policy compliance, and security. In many instances decision-making may take the form of official recommendations or proposals to the IT Operations Manager, Chief Information Officer (CIO), IT Governance Committee (ITGC), or DELIC executive team regarding network and server architecture, systems implementation/integration, security, or other technology matters.

This position will also frequently engage in operational activities such as vendor management, inter-agency collaboration, system monitoring, and change management. In particular, this position will work closely with Enterprise Information Services (EIS) partners with Data Center Services (DCS) and Cybersecurity Services (CSS).

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
10%	N	E	Customer Assistance <ul style="list-style-type: none"> Exercises independent judgement, making technology investment decisions to ensure confidentiality, integrity, and availability of agency network and systems. Collaborates and communicates with technical and non-technical staff and partners to provide server, network, and system guidance and leadership and to ensure understanding of decisions and constraints. Provides Tiers 2 and 3 technical support for DELC systems, including server, network, and security systems to ensure efficient, effective, and secure operation. Communicates updates regarding technology and security events and incidents, system problems, resolutions, or changes to ensure that users are prepared and informed. Provides subject matter expertise, serving as a willing source of knowledge and as a change champion.
20%			Operations <ul style="list-style-type: none"> Monitors systems and processes to ensure conformance with DELC cybersecurity program and related security standards, policies, procedures, and processes. Provides research and analysis, frequently serving as an incident commander, for IT and Information Security Incidents to ensure that incidents are resolved quickly and appropriately, escalated as needed, and thoroughly documented. Analyzes system logs and activity to identify inefficiencies, performance concerns, or security considerations. Systems are agency-wide and affect multiple child care programs, including Microsoft SQL, Oracle, Microsoft/Azure Servers, Linux, and SCCM. Communicates and collaborates across the agency and enterprise with technology leaders to ensure that agency systems comply with regulatory, privacy, and security requirements. Assists with routine vendor management and contract administration to provide cost effective operation. Works with business partners to understand opportunities and challenges, making technology solution decisions and recommendations to address needs. Assist with daily administration and operational support of network and server systems to ensure efficient, effective, and secure operation. Assists with user identity, security roles, access, and authentication within DELC systems to ensure appropriate and secure access.
30%			Construction <ul style="list-style-type: none"> Reviews and approves remote access requests to ensure that access is appropriate, limited, and monitored.

			<ul style="list-style-type: none"> • Designs and implements local and cloud server systems and integrations, including system procurement, provisioning, installation, setup, and licensing to meet business objectives. • Identifies server and network solutions by researching industry products, peer implementations, enterprise standards, and agency architecture to ensure that systems are appropriate, available, secure, and sustainable. • Leads and/or participates in technology related projects, including review and/or development of System Security Plans and Cloud Workbooks, to ensure that project benefits and deliverables are realized and align with Enterprise and Agency strategy and policy.
35%	N	E	<p>Planning</p> <ul style="list-style-type: none"> • Communicates and collaborates with EIS Cyber Security Services (CSS) to ensure appropriate responses to security incidents and to participate in security preparedness activities. • Develops and administers DELC cybersecurity program and related security standards, policies, procedures, and processes. • Develops and administers network, server, and system strategies to ensure that agency aligns to agency and enterprise strategy and best practice. • Develops and administers IT Operations processes and procedures to ensure that system usage is appropriate, secure, efficient, and effective. • Assist in Disaster Recovery/Continuity of Operations (DR/COOP) planning to ensure secure, sustained business operations and to maintain conformance with state DR/COOP policy. • Develops plans for network and server system updates or replacement to ensure continued effective, efficient, and secure operations. These plans include the replacement or upgrade of all local and cloud servers, including updates to server environments, migration from local to cloud platforms, version upgrades for agency-wide applications, etc. • Communicates and collaborates with the EIS Data Center Serves to support long-range planning and enterprise alignment. • Presents data network topology, system status reports, IT Operations standards, and other plans to agency leadership for review, approval, and adoption. • Assists in the development of the IT Strategic Plan, providing technical expertise, knowledge, and experience. • Participates in IT Governance, providing required assessments or analysis of DELC systems and proposals to ensure compliance with architecture, strategy, planning, and security requirements.
5%	N	NE	Other duties as assigned
At All Times	N	NE	<p>AT ALL TIMES - Commitment to Equity</p> <p>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*</p> <p>Equitable Workplace: Demonstrates cultural consciousness, commitment, and behavior, to improving an inclusive workplace climate for everyone.</p>

			<p>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.</p> <p>-----</p> <p><i>* Underserved/Under-represented community members: e.g., people of color; people with disabilities; LGBTQ+, etc.; and new immigrant populations.</i></p>
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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.

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 projects with conflicting requirements and tight deadlines. 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 statutes and regulations, Oregon Revised Statutes and Oregon Administrative Rules for the Child Care Licensing Division, Collective Bargaining Agreements, Oregon State Police criminal record evaluations, and Child Protective Services. Child Care Licensing Division guidelines, policies, and procedures.

Oregon Equity Lens

Early Learning Council policies and procedures

Oregon State and Federal Civil Rights Laws and Regulations

Department of Education policies and procedures

Caring for Our Children, Best Practice Guidelines for Child Care Licensing

Strategic Plans and project management, application development, database design, security, cloud, and other standards or frameworks adopted by the Early Learning Division/Department of Early Learning and Care and Enterprise Information Services (EIS)

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

Project managers	Phone, e-mail, video, in person	Planning, coordinating, and reporting	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
Enterprise Information Services (EIS)	Phone, e-mail, video, in person	Provide information, expertise, reporting. Respond to requests for information, problem resolution, and information gathering. Open and monitor support tickets.	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, and LFO	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. 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 systems. Position adjusts assigned work to reflect priorities agreed to with management.

Must identify and recommend the most efficient system/program design specifications, the proper database framework, and the proper hardware/commercial software necessary to accomplish the most efficient system. Improper design and programming would mean excessive costs to the user and skew the initial cost/benefit analysis. Eventually such a system would have to be rewritten. The end result is inefficient system operation requiring costly redesign and reprogramming.

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, care and early learning providers.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
PEM E		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 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?
- | | |
|--|---|
| <input type="checkbox"/> Plan 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 & 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.

Requested skills (Desired Attributes)

- Expertise and demonstrated experience in **network administration**, including leadership and planning related to VPN systems, switch configuration, network mapping, active directory, identity & access management, etc.
- Expertise and demonstrated experience in **server configuration and administration**, including platforms such as Microsoft Windows, Linux, Oracle, and cloud services (SaaS, PaaS).
- Expertise and demonstrated experience in **security administration**, including coordination and escalation to governing bodies such as EIS Cybersecurity Services (CSS), eDiscovery, monitoring of logs and diagnostic reports, development of policy and procedure, and review of systems to ensure compliance with standards such as statewide security plans and CJIS guidelines.
- 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 audiences.
- Expertise and demonstrated experience translating organization **mission**, **vision**, and **values** into technology systems and in identifying and addressing systemic barriers to **equity** and **inclusion**.

The employee in this position must have a valid driver's license and an acceptable driving record, or be able to provide a satisfactory alternate method of transportation.

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

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 ISS8	Communications	Software	Hardware Devices	Data	Total %
Customer Assistance Complexity	4.0%	4.0%	1.0%	1.0%	10%
	3	3	2	2	
Operations Complexity	8.0%	8.0%	2.0%	2.0%	20%
	3	3	2	2	
Construction Complexity	12.0%	12.0%	3.0%	3.0%	30%
	3	3	2	2	
Planning Complexity	14.0%	14.0%	3.5%	3.5%	35%
	4	4	2	2	
Other	2.0%	2.0%	0.5%	0.5%	5%
Total %	40%	40%	10%	10%	100%

