



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
June 10, 2024

Agency: Department of Administrative Services

Facility: Enterprise Information Services

[] New [x] Revised

This position is:

- [x] Classified
[] Unclassified
[] Executive Service
[] Mgmt Svc – Supervisory
[] Mgmt Svc – Managerial
[] Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title: Information Systems Spec. 8
b. Classification: C1488
c. Effective Date: 07/01/07
d. Position No: 2548839
e. Working Title:
f. Agency No: 10700
g. Section Title: Enterprise Operations
h. Budget Auth No: 979510
i. Employee Name:
j. Repr. Code: OAS
k. Work Location (City – County): Salem – Marion
l. Supervisor Name: Katie Reich
m. Position: [x] Permanent [] Seasonal [] Limited Duration [] Academic Year
[x] Full-Time [] Part-Time [] Intermittent [] Job Share
n. FLSA: [x] Exempt [] Non-Exempt
If Exempt: [] Executive [] Professional [x] Administrative
o. Eligible for Overtime: [] Yes [x] 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 Administrative Services (DAS) is the central administrative agency that leads state government to implement the policy and budget decisions of the Governor and Oregon Legislature. Employing an enterprise-wide perspective, DAS serves state government by developing and upholding accountability standards to ensure productive and efficient use of state government's financial, human and information resources.

DAS provides a stable management infrastructure and essential business services including technology, financial, procurement, publishing/distribution, human resources, and facility asset management. These services support and enable state and local government agencies to carry out their missions, benefiting all Oregonians.

Enterprise Information Services

Enterprise Information Services (EIS) is a state government-wide information technology (IT) organization led by Oregon's State Chief Information Officer (CIO). The State CIO is a statutory position, appointed by the Governor, and works closely with the State Chief Operating Officer (COO) and state leadership on adoption of statewide IT policies, standards, and governance. EIS has independent statutory authority and is aligned with the Department of Administrative Services (DAS) budget. EIS has over 300 FTE and is funded by assessment and rates charged for the services provided.

EIS provides centralized oversight for enterprise-wide IT resource management, planning, policy, program development, project delivery and the establishment and maintenance of statewide IT standards. EIS provides training, and direction to ensure IT integrity, security, and consistency across state agencies by working closely with elected officials, political subdivisions, state agencies and IT leadership. The EIS team is built on collaboration, support, and accountability. We work together to ensure our customer agencies receive the highest quality of service. We take pride in our work and look for ways to innovate. EIS is committed to hiring highly skilled, diverse, and dedicated employees who will bring a unique skill set to the team. EIS is comprised of the following programs: Administrative Services, Cyber Security Services, Data Center Services, Data Governance and Transparency, Project Portfolio Performance, Shared Services, and Strategy and Design.

Data Center Services is a shared service organization within EIS. DCS serves the citizens of Oregon by enabling and supporting the missions of more than 150 State of Oregon agencies, Boards and Commissions through the delivery of Information Technology (IT) services. The DCS team maintains and operates a state-of-the-art Data Center, providing a highly secure environment with redundant infrastructure for high availability and efficiency. The services we provide include network connectivity (WAN, LAN, and Wireless), server hosting (mainframe, iSeries, AIX, Linux, and Windows), email services, data center colocation and data backup services.

The Enterprise Operations unit within DCS provides support for enterprise applications and tools used by EIS and agency customers for service delivery, incident management, change management, and enterprise monitoring. The Enterprise Operations team creates and maintains business intelligence reporting used to drive operations and strategic planning. The team is responsible for integrating DCS system to allow seamless flow of data and support automation. The team maintains and drives enterprise monitoring systems to manage systems status, working with EIS technology domains to proactively maintain technology systems for maximum availability. The team manages changes to the statewide environment through a robust Change Management program. The Enterprise Operations team also manages customer service and service delivery management through the account management team.

**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 serve as the senior member of the Enterprise Operations team focused on Enterprise Monitoring. The Senior Enterprise Operations Specialist serves as the product owner for the enterprise monitoring system. This position is responsible for the driving the design, use of, and enhancements to, the enterprise monitoring tool. This position must fluently understand, navigate, design, and explain the enterprise monitoring tool to EIS and customer users. Working with the rest of Enterprise Operations, this position designs and deploys the enterprise monitoring tools to monitor the health and status of the DCS/EIS environment.

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
30%	R	E	<p>Customer Assistance</p> <p><u>Incident Management</u>: Use expert-level skills and fluency with monitoring tools to support Incident Management response teams.</p> <ul style="list-style-type: none"> Analyze and identify solutions for incidents reported by customers and/or monitoring tools. Resolve complex incidents involving outstanding connectivity issues. Identify and research problems for which an established solution is not available. Convene, lead, and collaborate with cross-functional teams for incident management and monitoring. Provide expert troubleshooting and resolution of technical issues related to infrastructure systems providing server and network services to DCS’s customers. <p><u>Monitoring Systems Support</u>: Use expert-level skills and fluency with Enterprise monitoring tools to provide guidance and training to EIS technical teams in their use.</p> <ul style="list-style-type: none"> Explain complex technical issues to non-technical customers, system users, and management. Provide training to DCS staff as it relates to EIS Standards and Enterprise Monitoring. Document new solutions and train other staff on established protocols. Document and share expert knowledge of monitoring strategies and best practices to help proactive identification of issues and root cause analysis. Meet with customers to identify requirements and build monitoring framework. Answer general user questions and coordinate response.
20%	R	E	<p>Operations</p> <p><u>Monitoring Systems</u>: Use expert skills to manage and maintain Enterprise monitoring tools and ancillary systems, ensuring performance optimization.</p> <ul style="list-style-type: none"> Evaluate monitoring systems, review logs, conduct assessments and research enterprise monitoring tools functions to provide a comprehensive view of the Enterprise. Create and continuously improve Front End views within enterprise monitoring tools. Identify and deploy operational modifications to Enterprise monitoring tools, following and applying EIS Change Management practices. Collaborate with team leads, service line and executive-level managers to determine requirements for reporting, alerting and monitoring.

			<ul style="list-style-type: none"> • Fine tune system configurations, implementing performance improvements, and recommend infrastructure upgrades. <p><u>Alert Management:</u> Respond to alerts generated by Enterprise monitoring tools.</p> <ul style="list-style-type: none"> • Use expert knowledge of monitoring strategies and best practices to help proactively identify issues and root cause analysis. • Provide expert-level analysis of logging and data captures. • Monitor the Enterprise tools for availability and abnormalities, responding to service failures and taking action to prevent failures, including working with the vendors. • Analyze monitoring data to identify trends, patterns and areas for optimization. Document findings in written analyses and recommendations for management. • Take necessary actions to resolve alerts, either independently or by escalating to appropriate teams. <p><u>Documentation and Reporting:</u></p> <ul style="list-style-type: none"> • Coordinate distribution of reporting, presentation to management, and follow up activities identified via reporting. • Create, modify, and maintain documentation used internally by DCS for the purpose of operations, troubleshooting, and system delivery. • Identify and document “best practice” processes to diagnose network and computing incidents. • Provide views that can provide pre- and post-implementation displays. • Coordinate efforts with other ISS staff who support other major systems such as the mainframe, UNIX, Linux, or security equipment/software to resolve incidents.
30%	R	E	<p>Construction</p> <p><u>System Design and Construction:</u> Use expert-level knowledge of monitoring tools and industry best practices to build and mature Enterprise monitoring tools and ancillary systems.</p> <ul style="list-style-type: none"> • Serve as primary product owner for enterprise monitoring systems, making all design, configuration, and planning decisions. • Coordinate and collaborate with all EIS service lines to understand current and future monitoring needs and system design requirements. • Design, build, and deploy new feature sets, Front End views, reporting functions, and alerts in Enterprise monitoring tools. • Design, build, and deploy automation, scripting, and workflows to streamline monitoring tasks, automate routine processes, and improve efficiency. • Use expert-level knowledge of monitoring, issue resolution and data quality to design solutions, reports and alerts in Enterprise monitoring tools and ancillary systems. • Convene, lead, and collaborate with cross-functional teams to develop business processes and modify existing business processes to accommodate a complex data center and statewide network environment. • Create, develop and ensure technical standards in order to monitor devices implemented on the network. • Participate in new service design and service transition activities.

			<ul style="list-style-type: none"> Assist with developing and documenting highly complex network and computing configurations and help maintain the enterprise repository of systems documentation. Work with vendors to evaluate and compare enterprise tools. Develop, execute, and assess execute plans to mature ITIL functional areas within the Enterprise Operations and within DCS. Implement new support tools that impact services provided to all state agencies.
15%	R	E	<p>Planning</p> <p><u>Capacity planning:</u> Assess and make recommendations to management for current and future resource needs based on monitoring data and business requirements.</p> <ul style="list-style-type: none"> Forecast demand, make recommendations, provision resources as needed, and ensure scalability to accommodate growth. Convene, lead, and collaborate with cross-functional teams and management to plan for future monitoring system needs. Perform needs assessments for creating the support infrastructure for multiple DCS teams and agencies. Manage resource utilization within the monitoring application and related systems and recommend changes to support future needs to management. <p><u>Strategic Planning:</u> Participate in strategic planning development with the Enterprise Operations Manager.</p> <ul style="list-style-type: none"> Lead and execute the strategic planning work efforts for the enterprise monitoring at the direction of the Enterprise Operations Manager. Identify gaps or shortcomings in existing tools or processes and develop project proposals for remediation, replacement or the development of services/tools/processes that are new to the state. Coordinate Monitoring and Response process development with the EIS Cyber Security Services. Develop project plans for the implementation of support tools that span multiple DCS teams and staffing resources from multiple agencies. Work with multiple organizations to coordinate the Enterprise Operations role for disaster recovery. <p><u>Continuous Improvement:</u></p> <ul style="list-style-type: none"> Stay updated on industry best practices, emerging technologies, and new monitoring tools and features. Actively participate in training, certifications, and knowledge-sharing activities to enhance skills and expertise.
5%	R	E	Other duties as assigned

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 always maintained. 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 many tasks. Often travel to meetings is required with some travel to trainings. There can be frequent interruptions, demanding timeframes, and non-traditional working hours. At times, weekend and evening work is required to meet customer demands and department deadlines. This position requires significant use of a computer and videoconferencing.

Where an employee's duties can be successfully performed away from their central workplace, an employee is eligible for remote work, upon agency approval.

This position is suitable for remote work options.

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. Staff are responsible for obtaining an appropriate broadband internet connection for working remotely.

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 established work hours, as determined by the business need.

DAS is committed to diversity. Diversity efforts reinforce respectful treatment of others in the workplace. These efforts focus on identifying ways to work better together, reducing conflict by increasing understanding, improving collaboration, fostering teamwork, and increasing productivity and quality of services delivered by DAS. You are responsible to promote and foster a diverse and discrimination/harassment-free workplace; establish and maintain professional and collaborative working relationships with all contacts; contribute to a positive, respectful, and productive work environment.

Working in a team-oriented environment requires participative decision making and cooperative interactions among staff and management. This includes maintaining regular and punctual attendance; performing all duties in a safe manner; and complying with all policies and procedures.

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.**

- Data Center Standards Manual
- Vendor Supplied Manuals
- Operating Procedure Manuals
- Oregon Administrative Rules
- DAS Policies and Processes
- Statewide Policies and Processes
- ITIL – Information Technology Infrastructure Library

b. How are these guidelines used?

They provide general guidance and policy direction and framework to the employee who must interpret and apply them as necessary for each situation. Assures compliance with correct rules and procedures in performing daily work assignments. Complying with such policies ensures appropriate completion of expected and assigned duties.

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?
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
State Agency & Internal Staff	Telephone, e-mail, Teams chat, and in person	Troubleshooting, requests for information, consulting, and research	Daily
Vendors	Telephone, e-mail, and in person	Information share/Problem resolution	Daily
Management	Telephone, e-mail, Teams chat, and in person	Information share/Recommendations	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

This position is responsible for monitoring and restoring infrastructure services critical to state operations back to normal operating status. Inaction or bad decisions may cause the systems to be inoperable for longer than necessary, thus negatively impacting the ability of our customers to fulfill their missions. Decisions in this position include appropriate customer communication, appropriate triage, prioritization and escalation of incident tickets, and determining the appropriate restoration efforts to undertake, and in what order, to efficiently and effectively restore services. It is imperative that the person in the position maintain accurate records, demonstrate good communication and information security practices, including the confidentiality of sensitive information, to ensure the timely restoration of DCS/EIS services following outages. Faulty decision-making could result in unnecessary project costs, failure of critical business systems, customer dissatisfaction,

and failure to meet agency product, time, and service requirements. If incorrect decisions are made, the efficient and effective utilization of state resources are at risk.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>				
Information Technology Manager 2 X7884	2548723	In person, virtually, phone, e-mail	Quarterly; Weekly or as needed.	Regular check ins; Review and progress of work
Information Technology Manager 2 X7884	2548723	Written and reviewed in person, phone, virtually, e-mail	Quarterly	Performance Evaluations

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:

This position is subject to a criminal records check, which may require fingerprints. Also, you will be required to pass State Police CJIS Certification. If you are offered employment, the offer will be contingent upon the outcome of a criminal records check (FBI). Any history of criminal activity will be reviewed and could result in the withdrawal of the offer or termination of employment.

You are responsible to promote and foster a diverse and discrimination/harassment-free workplace; establish and maintain professional and collaborative working relationships with all contacts; contribute to a positive, respectful, and productive work environment; maintain regular and punctual attendance;

perform all duties in a safe manner; and comply with all policies and procedures. Working in a team-oriented environment requires participative decision making and cooperative interactions among staff and management. You are to be aware of Affirmative Action and the department’s Diversity strategies and goals.

Additional skills, abilities, and requirements for this position:

- Employee is required to possess and maintain a valid driver’s license issued by the state where the employee resides or provide an acceptable alternate mode of transportation.
- Excellent written and oral communication skills.
- The ability to explain complex technical issues to non-technical customers.
- Skilled in current technologies, software and hardware standards, and the use of computing resources at all levels.
- Skill in establishing and maintaining effective working relationships with superiors, subordinates, peers and other agencies and the public.
- Strong technical analytical skills.
- The ability to work with complex systems between different platforms.
- The ability to explain complex technical issues to non-technical customers.
- Strong customer service skills.
- Demonstrated skill and knowledge of ITIL methodologies and their application through ITSM applications.
- Expert level experience in incident response, problem analysis, investigation, and root cause analysis.
- Expert level experience with information technology management systems, enterprise monitoring tools, network, security practices, network infrastructures.

Behavioral Expectations:

- Establish/maintain effective working relations w/other departments, divisions, contractors,
- Prepare for meetings, bringing issues and solutions for the team to resolve,
- Share in leadership, and actively support decisions made by the management team,
- Participate in cross-functional or problem-solving teams as needed,
- Adhere to all statewide, DAS and EIS policies, processes, procedures, and safety practices,
- Maintain accurate ITSM records; and
- Attendance and punctuality, sense of humor, and a positive team-oriented attitude are highly valued.

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

Operating Area	Biennial Amount (\$00000.00)	Fund Type
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>		
N/A		

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