STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
April 2024

Agency: The Department of Administrative Services

Division: COO – DAS Information Technology

☐ New   ☒ Revised

This position is:
☐ Classified
☐ Unclassified
☐ Executive Service
☒ Mgmt Svc – Supervisory
☐ Mgmt Svc – Managerial
☐ Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title: Information Technology Mgr 2

b. Classification No: X7884

c. Effective Date: 02/01/2022

d. Position No: 2514887

e. Working Title: Application & PMO Manager

f. Agency No: 10700

g. Section Title: DAS Information Technology

h. Budget Auth No: 1095330

i. Employee Name: Vacant

j. Repr. Code: MMS

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

l. Supervisor Name: Kristi Ivers – DAS IT

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 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.

DAS IT is a central component of DAS and reports to the DAS Chief Information Officer who reports directly to the DAS Director. DAS IT provides internal support to the divisions in DAS, as well as 20 small agencies, boards, and commissions. Our purpose is to bring people and technology together by providing reliable service, accurate information, and creative solutions within an agile organization that can meet current and future challenges.

DAS IT is comprised of over 40 FTE and consists of the following units: Office of the DAS Chief Information Officer, IT Solutions & Application Delivery, Security & Risk Management, IT PMO & Governance, Purchasing and Contracts, and Technology Operations. DAS IT provides the technology systems and services that support more than 1300 staff and 2500 devices deployed across the state, and the service desk responds to over 12,000 tickets each year. In addition, the Office of the Chief Information Officer provides management support for IT projects, integration services, systems architecture, database services, IT assets and change management, while also coordinating network and computing operations with the Oregon State Data Center.

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:

Manage DAS IT Application Delivery (DevOps) and Project Management Office (PMO) to ensure high availability, performance, and optimization of DAS IT application systems, subsystems, and project delivery. This position is responsible to ensure the customer applications are up, available and performing as expected, and ensuring that projects are delivered on-time, on-budget, and on-value.

Participates on the DAS IT Management Team to lead organizational initiatives in support of improved efficiency and effectiveness.

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
20%	R	E	**Leadership / Strategic Planning** • Provide management and technical expertise, practices, and strategies for the development, maintenance of all DAS applications regardless of platform or hosting environment. • Work with business leaders to gather business and systems requirements, as well as change windows needed for projects and ongoing application systems maintenance work. • Work closely with Enterprise Information Systems (EIS): Cyber Security Services, Data Center Services (DCS), Project Portfolio and Performance (P3), the Chief Data Officer, and other EIS sections as necessary to ensure project oversight requirements and standards are met. • Stay current with and implement best practices and technology changes including technology roadmaps and providing leadership in change and release management. • Participate with the DAS IT leadership teams to develop maintenance concepts and execution. Responsibilities include but are not limited to: reviewing, providing input, and validating deliverables; monitoring the projects progress; coordinating the involvement of appropriate staff, and vendor personnel in the

				project; providing input to and recommending decisions on the implementation of change requests. Backs up other managers as needed. • Provide program leadership for the establishment and compliance with consistent service delivery standards that will result in repeatable processes and procedures that will provide a consistent end user experience, including planning, monitoring, and reporting on service level and metrics. • Develop and communicate policies, procedures and protocol as needed.
40%	R	E		**Operations Management** • Monitor application and PMO operations to ensure delivery of quality assurance activities including change management activities for test and production environments. • Manage staff by assigning work, developing work procedures consistent with the Agency and IT Strategic Plans and policies, establishing work schedules and monitoring work performed by subordinates to meet established goals, objectives, and target dates; establishes and socializes performance commitments program that align staff actions with agency priorities, reviews performance regularly and documents performance quarterly; reviews and updates staff position descriptions. • Oversee reports and documentation related to application and PMO operations, including establishing and measuring compliances against Key Performance Indicators (KPIs) • Provide Release Management and Cybersecurity Incident Response processes (in partnership with EIS-CSS). • Provide management and technical expertise, practices, and strategies for the development, maintenance of all DAS applications regardless of platform or hosting environment. • Solicit customer feedback from key stakeholders on a regular basis to identify areas of service needing improvement. Meet with customer on backlog, defects and requested application enhancements. • Direct the resolution of action items related to continuous improvement efforts.
35%	R	E		**Application & PMO Portfolio Management** • Develop and execute an application strategy that rationalizes legacy application portfolio, and at the same time prepare for rapidly emerging business requirements and new technologies, including cloud infrastructure. • Identify and eliminate redundant and unused applications, including working with business units on application revision and lifecycle. • Responsible for ensuring IT applications comply with all applicable cybersecurity controls. Works with EIS, DAS IT, and DAS businesses/divisions to drive any remediation projects accordingly. • Design, implement and maintain project management methodologies and processes. • Provide guidance and support for all project management activities within the organization. • Establish and maintain a PMO process to select, prioritize, and manage the execution of projects.

			• Monitor project progress and performance to ensure alignment with defined objectives. • Provide oversight of PMO budget and resources. • Conduct project reviews to assess outcomes of projects and identifying lessons learned. • Oversee and manage risks and issues to ensure that they are mitigated or accepted. • Facilitates success for projects that apply new or upgraded technology solutions by careful planning and communication, scheduling, risk identification and mitigation, issue tracking and resolution, staff training or retraining, management of customer expectations, and overseeing the quality and timeliness of staff, vendor, or contractor deliverables. • Provide and maintain the application development and PMO staff with sufficient training, resources, and coaching for compliance with service level requirements.
5%			Other Duties as Assigned • Performs other duties as assigned.
100%			

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 maintained at all times. 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 a large number of 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 IT 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 IT. 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.

- DAS and Statewide Policies, Rules, and Procedures
- EIS-CSS Security Policies and Procedures
- Oregon Revised Statutes
- Oregon Administrative Rules
- Enterprise IT Governance
- Enterprise Information Resources Management Strategy
- Statewide & EIS IT standards and policies
- DAS IT Strategic Plan
- DAS Strategy
- Division business plans
- Key performance measures.
- ITIL
- Project Management Body of Knowledge (PMBOK)
- TOGAF or other Enterprise Architecture

b. How are these guidelines used?

They provide general guidance and policy direction and framework for the DAS CIO who must interpret and apply them as necessary for each application. The DAS CIO will create, maintain, and revise DAS IT policies using these applicable guidelines.

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?

Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".

DAS CIO/DCIO, DAS IT Management and Business Leaders	In person, virtually, phone, e-mail	Develop standards, provide direction and resolve service issues	Daily, Weekly, or as needed.
Vendors and contractors	In person, virtually, phone, e-mail	Contract management, problem solving, discussion of services	Daily, Weekly, or as needed.
Director, department and division staff	In person, virtually, phone, e-mail	Program planning, policy development, problem solving and coordination	Daily, Weekly, or as needed.
Other governmental officials	In person, virtually, phone, e-mail	Program overview, planning and inquiries	Daily, Weekly, or as needed.
Agency Customers and managers	In person, virtually, phone, e-mail	Problem solving, requests and inquiries	Daily, Weekly, or as needed.

SECTION 7. POSITION RELATED DECISION MAKING

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

This position carries significant responsibility and authority. The incumbent must provide leadership for statewide delivery of technology services and the associated IT support. Decisions made by the incumbent of this position have statewide impact. Project related decisions affect the timely delivery of business projects. If the technology that supports a business project is not delivered in a timely manner, the project or service cannot be delivered on time. Alternatively, in the operations arena, a wrong decision may prevent the agency from delivering its services to the People of Oregon. This could be the result of a decision causing a network outage, server outage, or system security compromise which results in a denial of service to State of Oregon agencies or the People of Oregon.

As a member of the DAS IT Management Team, the kinds of decisions made by this position are: participation in setting DAS IT policies and procedures, improving DAS IT performance, strategic planning, tactical planning, operational budget management and organizational improvement.

Typical examples of decisions made by this position include:
- Selecting the appropriate technology to meet the business need
- Determining the timing, sequence, relative priority and pace of competing information technology projects
- Determining appropriate staffing levels and skills to transition engineering requests and project requests from concept through to operational state, including support when applicable
- Determining and anticipating future labor and technology needs
- Reviewing recommendations from staff related to new hardware, software, and configuration standards
- Making personnel management decisions related to hiring, training and work performance

The effect of these decisions directly impacts the ability of the Agency to serve its customers. These decisions impact how well the Agency complies with statutes, court decisions, and with the agency mission, goals and objectives. Failure to make correct and timely decisions affects the efficiency and effectiveness of DAS IT operations and impacts budgets and levels of service provided to state agencies. Good judgment is critical, since mistakes can disrupt service to agency customers and to the general public.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review

Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".

Classification Title	Position Number	How	How Often	Purpose of Review
Information Technology Manager 3	0414876	In person, virtually, phone, e-mail	Quarterly, Weekly, or as needed.	Regular check ins; Review and progress of work
			Quarterly	Performance Evaluations

SECTION 9. OVERSIGHT FUNCTIONS   THIS SECTION IS FOR <u>SUPERVISORY</u> POSITIONS ONLY

a. How many employees are directly supervised by this position?   10

How many employees are supervised through a subordinate supervisor?

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:

This position is subject to a criminal records check, which may require fingerprints. 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.

Promote safety training and practices in performance of all work activities. Implement Affirmative Action and Diversity strategies and goals. You are responsible to structure activities that will promote and foster a diverse workforce and discrimination/harassment-free and professional workplace.

The position must be able to provide business guidance and sound decision making to prevent the agency from taking on unnecessary risk. Departments will be required to provide reporting and collaboration with a variety of stakeholders in increased fashion. The position must provide and bring expertise in operations and performance management.

<u>Additional skills, abilities and requirements for this position:</u>

- Expert knowledge of IT best practices, methodologies, policies and regulations
- In-depth understanding of programming, computer science, digital security, and project methodologies
- Expert knowledge in enterprise IT management with experience managing diverse technical teams.
- A clear understanding of client/server technology and network architecture

- Demonstrated expertise in IT framework practices and technology methodologies (PMBOK, ITIL, and/or COBIT).
- Demonstrated expertise in Release Management and Incident response
- Skilled in creative problem-solving abilities.
- Excellent written and oral communication skills.
- Advanced leadership and conflict management skills
- Ability to perform root cause analysis on various issues and drive corrective actions across all organizations.
- Demonstrated expertise in facilitating meetings and garnering agreements where the stakes are high and opinions vary, and emotions are running strong.
- Demonstrated ability to explain complex technical issues to non-technical managers and executive staff.
- Experience developing IT tactical plans, policies, and procedures
- Skill in direct IT staff supervision and IT project management with working knowledge and experience in the principles of IT planning, organizing, directing, motivating, coaching, controlling and decision making.
- Demonstrate outstanding judgment and the ability to interact in a stressful and challenging environment.
- Ability to handle several tasks and projects simultaneously in a fast-paced environment.
- Experience with best practices related to developing and documenting engineering and configuration standards.

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

Operating Area	Biennial Amount ($00000.00)	Fund Type

Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".

DAS IT	TBD	Other Funds

SECTION 11. ORGANIZATIONAL CHART

A current organizational chart can be found in Workday. 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