



State of Oregon Position Description

Company: Department of Administrative Services
Organization: X86 Infrastructure - DAS
Service Type: Representable Classified

SECTION 1. POSITION INFORMATION

Job Profile Title:	Information Systems Specialist 8	Job Profile ID:	C1488
Business Title:	Storage Systems Administrator	Position ID:	000000036713
Employee Name:	VACANT	Company ID:	10700
Representation:	OAS	Budget Auth No:	1129770
Location:	Salem DAS State Data Center		
Supervisor:	Brian Tong (Information Technology Infrastructure Manager 2)		
Position:	Information Systems Specialist 8		
Time Type:	Full Time		
FLSA:	Exempt		
Exempt Reason:	Administrative Exemption		
Overtime Eligible:	No		
Employee Type:	Permanent		

SECTION 2. JOB DESCRIPTION SUMMARY

Describe the program in which this position exists. Include program purpose, who is affected, size, and scope. Include relationship to agency mission.

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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 (EIS) is a state government-wide information technology (IT) program led by an administrator who also serves as Oregon's Chief Information Officer (CIO). The CIO is a statutory position appointed by the Governor. The division

has 254 FTE and is funded by assessment and rates charged for the services provided. The EIS team is built on collaboration and support. 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.

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.

As a member of the Enterprise Storage team within DCS, this position provides a high level of technical expertise in support of enterprise storage for the mid-range and distributed systems computing environment. This position specializes in Storage solution design and integration, customer service, storage allocation, configuration, performance and capacity monitoring. The scope of customer interaction will include most State of Oregon agencies.

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:

Provide the highest levels of technical and architectural support to manage enterprise class data storage systems and associated subsystems on a statewide level for the State Data Center. Responsible for the day-to-day health of the storage infrastructure and for ensuring that its availability remains within the parameters of the State Data Centers service level commitments.

This position is designated as an "Essential Position" (State Policy #60.015.01) in all cases of official State office closures. The incumbent in this position is required to report to work in all cases of official notification of State office closures. Exceptions: previously approved vacation and absences. This position may be assigned tasks outside the normal position duties as needed to respond to the special conditions of the closures. If reporting to the normal work location is deemed too dangerous, then the person in this position must contact their supervisor to be reassigned to an alternate and/or remote location.

SECTION 3. JOB DESCRIPTION

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.

20%-NC-E

Customer Assistance:

5% Communications – Works to resolve issues that involve multiple jurisdictions. These issues could involve major state systems and have a high impact in terms of the number of people impacted or the potential for lost revenue. Establishes response protocols for level 1 support and trains Technology Availability Management staff in storage system related customer assistance. Handles issues that have no established solution and that may require extensive research and coordination.

5% Software – Works to resolve issues or problems that affect many or all state agencies. Systems include those that are time critical, impact revenue, support the meeting of regulatory requirements, and affect public safety. Develop and present training on DCS storage systems infrastructure technologies and procedures to level 1 support staff.

5% Hardware – Works to resolve issues or problems that affect many or all state agencies, as well as county and other customers. Systems include those that are time critical, impact revenue, support the meeting of regulatory requirements, and affect public safety. Develop and present training on DCS storage system infrastructure technologies and procedures to level 1 support staff.

5% Data – Acts as the last resort expert in the day-to-day complex analysis of mission critical problems that affect all state agencies in a mixed data environment. Diagnoses and validates user activity and access issues, both on-site and over the phone/e-mail. Communicates and interacts with multiple vendors.

35%-NC-NE

Operations:

10% Communications – Evaluates the storage infrastructure managed for multiple jurisdictions and organizations by DCS. Recommends improvements/changes to that infrastructure. Plans and schedules the installation or implementation of those changes.

5% Software – Work with outside parties from other agencies, vendors, counties, and federal government to deploy and maintain software. Evaluate software packages for issues including cost and functionality and make recommendations to select among multiple vendors. Develop and maintain support processes.

10% Hardware – Work with outside parties from other agencies, vendors, counties, and federal government to deploy and maintain hardware. Manage and maintain physical systems for storage supporting systems and servers for multiple agencies, counties and other customers.

10% Data – Work to ensure that tools are in place to provide for appropriate support and availability of the environment.

20%-NC-E

Construction:

5% Communications – Works on implementing innovative technology to the state, building plans for installations that affect multiple agencies and that may involve multiple vendors. Works on big or unusual projects that may require solving technical issues that are new to the state.

5% Software – Install storage related software that is new to the state in an environment where the coordination and implementation is complex. Work with multiple agencies to coordinate solutions and to resolve resource competition issues.

5% Hardware – Install storage related hardware that is new to the state in an environment where the coordination and implementation is complex. Evaluate hardware for appropriateness, including cost and functionality and make recommendations to select among multiple vendors. Develop and maintain support processes.

5% Data – Implement new technologies to help further the confidentiality, integrity and availability of data managed by DCS. Build the environment to support data level security processes. Work to develop the storage architecture using new technologies.

25%-NC-E

Planning:

5% Communications – Test and select packages that work with existing systems to improve the functionality of the storage infrastructure. Write project plans for heterogeneous teams with varied skills for use in implementing technologies in multiple sites and platforms. Implement technologies that are new to the state or the industry in multiple locations that serve multiple agencies and/or jurisdictions. Plan for technologies involve multiple vendors of operating systems and network operating systems.

5% Software – Engages in planning of the storage infrastructure to support external customers from multiple jurisdictions. Evaluates storage related software that is new to the state or industry. Works to integrate systems from multiple jurisdictions.

5% Hardware – Engages in planning of the storage infrastructure to support external customers from multiple jurisdictions. Evaluates storage related hardware that is new to the state or industry.

10% Data – Design and continuously improve the storage infrastructure to provide the most efficient and effective solution for DCS and its customers. Consider and assess the value of implementing new technologies within the storage infrastructure.

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.

Duties are performed in an office environment working at a computer terminal for long periods of time, working in or around noisy machinery. Business needs may require working irregular hours or shift work (24/7, weekends, evenings, holidays, and travel for job related purposes) in order to do work or make changes or maintenance that are not approved to be done during the hours of 6am – 6pm. Business needs may require re-assignment to one of three shifts (days, swing or graveyard) and with short notice. This position is suitable for remote work options.

SECTION 5. GUIDELINES

List any established guidelines used in the 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

How are these guidelines used?

They provide general guidance and policy directions, and framework to the incumbent who must interpret and apply them as necessary for each application.

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	How	Purpose	How Often?
Management	In Person, by mail, email or telephone	Change in strategic direction or recommendations, project communications	As Needed
State Agency and Internal Staff	In Person, by mail, email or telephone	Project communications, troubleshooting,	Regularly
State Agency External Management & Staff	In Person, by mail, email or telephone	Project communications, problem resolution	Regularly
Vendors	In Person, by mail, email or telephone	Project communications, problem resolution	Regularly

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 providing the highest levels of storage expertise in IT Service Delivery, IT Project Management and IT Business Controls. It must always consider the broad ramifications of decisions made on behalf of the state. If incorrect decisions are made, the efficient and effective utilization of state resources are at risk.

SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
IT Infrastructure Manager 2	2548863	In Person, by mail, email or telephone	Regularly	To ensure understanding of the system requirements and that all security measures are being enforced.
IT Infrastructure Manager 2	2548863	In Person, by mail, email or telephone	Quarterly	Performance Evaluation

SECTION 9. OVERSIGHT

What are the oversight activities for this position?

SECTION 10. ADDITIONAL POSITION RELATED INFORMATION

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.

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:

- 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.
- Employee is required to obtain and maintain CJIS clearance.
- Demonstrated expertise designing, configuring and administering an enterprise class storage environment.
- Knowledge of and skill working with the following storage system related products:
 - o VSANs
 - o Fibre channel protocol and architecture
 - o FCIP
 - o Fibre-channel SAN hardware and infrastructure
 - o Hitachi enterprise storage systems
 - o Hitachi modular storage systems
 - o Disk performance and analysis
 - o RAID levels
 - o LUN management
 - o Storage replication
 - o File and filesystem replication

- o Hitachi Command Suite
- o Hitachi Storage Navigator
- o Hitachi Hi Command CLI

- 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.
- 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 explain complex technical issues to non-technical customers.
- Requires demonstrated project management skills

Behavioral Expectations:

- 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; and
- Adheres to all DAS policies and SDC policies, processes and procedures (i.e., Change/Incident/Asset/Problem/Request Management)

SECTION 11. BUDGET AUTHORITY

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

Operating Area	Biennial Amount	Fund Type
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SECTION 12. ORGANIZATIONAL CHART

See Organizational Chart (attach copy or view within Workday).

SECTION 13. SIGNATURES

Employee	Date
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Manager	Date
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Appointing Authority	Date
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