



State of Oregon Position Description

Company: Department of Administrative Services
Organization: Enterprise Network Services - DAS
Service Type: Representable Classified

SECTION 1. POSITION INFORMATION

Job Profile Title:	Information Systems Specialist 8	Job Profile ID:	C1488
Business Title:	Information Systems Specialist 8	Position ID:	000000064702
Employee Name:	VACANT	Company ID:	10700
Representation:	OAS	Budget Auth No:	534020
Location:	Salem DAS State Data Center		
Supervisor:	Jason Appah (Information Technology 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.

Network Services is responsible for the Data Center network, wide area network (WAN), metropolitan area network (MAN), local area networks (LAN) and wireless networks. Primary functions include responsibility for the design, engineering, configuration and installation, and administration and maintenance of the enterprise's data communication systems.

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 expert network planning and technical support to management, staff and all state agencies.

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 your normal work location is deemed too dangerous, then you must contact your 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.

15%

NC

NE

Customer Assistance:

5% Communications – Is the last resort for connectivity problems for all major state systems where there are no established solutions. Establishes procedures used by lower level staff. Involves multiple jurisdictions that impact people statewide with the potential for great financial ramifications. Communicates complex information to vendors, ensures fixes are correct and trains staff.

5% Software - Resolves statewide system crashes. Determines the criticality and timeframe of system problems and the revenue impact. Functions as the final technical-level resource in connectivity issues. Provides technical support to outside groups including local governments, community partners and private businesses. Establishes procedures, develops curriculum and conducts formal training in DCS systems.

5% Hardware – Coordinates problem solving with other IS staff and multiple vendors. Performs crisis management in a multiple jurisdiction environment that has massive expansion and changes.

15%

NC

E

Operations:

5% Communications – Ensures the security of multiple jurisdictions, organizations and systems. Researches new-to-the-state technology, recommends changes, ensures compatibility, sets priorities and installs complex systems.

5% Software – Researches and installs new-to-industry complex technology on a statewide basis. Resolves resource competition issues. Identifies performance problems that can affect multiple vendors and agencies. Oversees the implementation and operations

of various tools.

5% Hardware – Performs complex system upgrades and migrations that have multiple locations in a mixed environment. Develops specifications and prepares requests for proposals on technology that is not on contract.

35%

NC

E

Construction:

10% Communications –Performs business process modeling on a statewide basis. Introduces technology that is new-to-the-state for large and unusual projects. Builds implementation plans that have multiple vendors and jurisdictions. Solves compatibility issues.

10% Software - Re-engineers large and unusual business processes for state agencies that cross agency lines and requires a high level of coordination. Researches and recommends cost/benefit issues in a rapid change environment. Identifies and resolves version and interface problems. Identifies and selects vendors. Determines security issues and resolves them. Responsible for overall system performance.

10% Hardware –Performs business analysis for state agencies, evaluates options, negotiates with vendors, and coordinates complex system upgrades and migrations in a mixed environment that has massive expansion and change.

5% Data – Researches new-to-the-state technology, designs, modifies and approves complex data system changes, creates requests for proposals, selects vendors, sets policies and procedures, and assesses vendor performance.

35%

NC

E

Planning:

10% Communications – Assess new-to-the-industry technology and evaluates for compatibility and adoption. Ensures security and disaster plans are created and implemented. Writes multi-site, multi-platform project plans.

10% Software - Integrates multiple systems from multiple organizations both inside and outside state government. Evaluates, selects and tests technology new to the industry. Writes inter-governmental, multi-platform project plans for multiple heterogeneous project teams. Evaluates new approaches and directions.

10% Hardware – Performs complex compatibility and configuration studies for multiple jurisdictions. Assess new-to-the-industry technology and analyzes cost/benefit issues. Creates disaster plans for multiple remote locations, in a mixed environment that has massive expansion and change.

5% Data – Establishes and enforces metadata standards. Addresses data sharing issues, location, compatibility, security and integrity. Recommends business operation changes. Reviews and approves physical design standards. Performs cost/benefit analysis.

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.

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?
City, County, Federal and Private citizens	In Person, by mail, email or telephone	Consulting and research	Weekly
Management & Vendors	In Person, by mail, email or telephone	Problem resolution and recommendations	Daily
State Agency & Internal Staff	In Person, by mail, email or telephone	Troubleshooting	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 providing the highest levels of software expertise in a network environment. 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
Information Technology Infrastructure Manager 2	2548724	In Person, by mail, email or telephone	Regularly	To ensure understanding of the system requirements and that all security measures are being enforced.
Information Technology Infrastructure Manager 2	2548724	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.
- A solid technical background in current technologies, system and process development methods, 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 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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