



State of Oregon Position Description

Company: Oregon Department of Education
Organization: Operations and Support - ODE
Service Type:

SECTION 1. POSITION INFORMATION

Job Profile Title:	Information Systems Specialist 4	Job Profile ID:	1484
Business Title:	Information Systems Specialist 4 (Unfilled)	Position ID:	000000021826
Employee Name:		Company ID:	58100
Representation:	OAS	Budget Auth No:	909840
Location:	Salem ODE Public Service Building		
Supervisor:	Harris Geddes (Information Technology Infrastructure Manager 2)		
Position:			
Time Type:	Full Time		
FLSA:	Non Exempt		
Exempt Reason:			
Overtime Eligible:	Yes		
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.

The Oregon Department of Education (ODE) oversees the education of students in Oregon's public K-12 education system. ODE encompasses early learning, public preschool programs, the state School for the Deaf, regional programs for children with disabilities, and education programs in Oregon youth corrections facilities. While ODE isn't in the classroom directly providing services, the agency (along with the State Board) focuses on helping districts achieve both local and statewide goals and priorities through strategies such as: developing policies and standards, providing accurate and timely data to inform instruction, training teachers on how to use data effectively, effectively administering numerous state and federal grants; sharing and helping districts implement best practices. At the Oregon Department of Education, we are guided by the following values: integrity, accountability, excellence, and equity.

This position is located in the Office of Information Technology (OIT) Unit of the Oregon Department of Education (ODE). This unit's primary functions are the support of technology to deliver on initiatives and meet ODE's technology needs in support of the ODE mission to foster excellence for every learner through innovation, collaboration, leadership and service to our education partners. The technical expertise of staff in this unit is available to districts to support business and financial functions. The work of

OIT affects all internal staff and every licensed child care provider, school, program, school district and ESD in the state. Nearly all students in the State of Oregon public school system are affected by the work in this unit. Data is collected from nearly every educational administrative unit.

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:

This position works with ODE staff to provide service desk services, Troubleshooting, maintenance, admin services and support for ODE staff. This includes user administration, software and hardware configuration of client PCs, user training, applications support, computer operations, telecommunications, data administration, data integrity, and systems security.

This position works with the school districts, educations service districts, outside public and various work units within the agency to support the external data collection and validation systems. Deals with potentially varying user systems. Deals with increasing changes in users, application systems, and security protocols that affect multiple offices across the department.

This position has responsibilities in customer assistance, operations, construction and planning. These responsibilities include assisting users in troubleshooting, training, administering system permissions, and working as a liaison between the department and outside agencies.

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.

55% - R E - Technical Support:

- Staff the ODEHelpdesk telephones during shifts designated by the manager, team lead or lead worker. Receive telephone and e-mail inquiries for ODE helpdesk support. Enter into help desk information tracking system(s) and resolve all issues that can be resolved with the customer on the phone or via email, document and close the ticket. Issues that cannot be resolved are ticketed and routed according to Helpdesk protocol
- Provide mid to high level User Support to solve hardware, software, and application problems received by internal and external customers of OIT.
- Performs analysis/trouble shooting to resolve problems with hardware and software installations. Provides assistance in the installation and use of agency-approved software.
- Contacts hardware and/or software vendors on warranty issues, software upgrades or hardware replacement. Resolves compatibility issues in multi vendor environments.
- This position configures, installs, troubleshoots problems and supports desktops, printers and other peripherals in multiple locations for the departments 300 plus users.
- This position provides Video Conferencing services to the departments 300 plus users and outside parties who are scheduled to use the video conferencing facilities. Duties are to:
 - Maintain software and hardware
 - Setup and assure hardware and software are functioning properly prior to each scheduled event
 - Assure network connectivity for streaming and recording events.

25% - R E - Customer Assistance

- Works directly with school district, ESD and ODE staff to understand and resolve ODE application and system problems and/or other related issues
- Provides training to users on applications/systems.
- Test application systems
- Manages tickets escalated from tier 1 technicians and coordinates communications necessary to ensure timely resolution of issues. Works under guidance of higher level staff when necessary.
- Maintain and document tickets in a standardized ticket tracking system

10% - R E - Operations

- Monitors applications and systems for server performance problems and resolves problems with files that are stuck in the queue during processing.
- Performs merging or splitting of duplicate student records.
- Routes issues to other technical teams per the routing guidelines.
- Run Application tests following standardized testing procedures.

5% - R E - Construction

- Designs and maintains training materials and system/application user manuals.
- Constructs queries for distribution of fellow team members for use in problem resolution.
- Create and maintain standardized Testing plans.
- Follow standard testing plan when conducting application functional tests and user acceptance tests.

5% - NC NE - 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.

May require occasional evening or weekend work to meet deadlines or resolve problems. At times may be requested to be on call to resolve technology issues to ensure uninterrupted network services to staff and school district users. Requires high level of concentration for extended periods while using a computer monitor. Occasional travel to other agency sites or school district sites. May require occasional over time. Extensive telephone contact.

SECTION 5. GUIDELINES

List any established guidelines used in the position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

Administrative Rules for Department of Education and Department of Administrative Services.
Capabilities and functions of computer technology, telecommunications equipment, and related data processing and word processing equipment.
Policies and Procedures of the Department of Education
Oregon Statewide IT Policies from DAS/IRMD
Application development and programming techniques.
National data collection and telecommunication standards.

How are these guidelines used?

To provide the most efficient and cost-effective technology services to Department users. To provide assistance in development of computerized data processing systems. To assist in troubleshooting application errors. Must maintain a working knowledge of the rules, regulations, procedures and functions of the agency in order to give correct information to school and education services district personnel, staff and general public.

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?
Agency Staff	In Person, by mail, email or telephone	To solve problems, receive and provide information	Daily
Other State, Federal Agencies, Legislature, Local Government and technical staff	In Person, by mail, email or telephone	Provide Technology Services	Regularly
Public	In Person, by mail, email or telephone	To solve problems, receive and provide information	As Needed
School Districts	In Person, by mail, email or telephone	Consult with, provide and receive information, resolve problems	Regularly

SECTION 7. POSITION RELATED DECISION MAKING

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

Recommending equipment replacement. Identify and recommend product improvements. Must decide when desktop support or application issues need to be escalated to the Helpdesk Supervisor or the Network team and the priority/severity of these issues.

SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
ISS4 Team Lead		In Person, by mail, email or telephone	Daily	To keep Team Lead informed of progress and to discuss issues needing resolution, obtain assistance
IT Infrastructure and Operations Manager	9567023	In Person, by mail, email or telephone	Regularly	To keep the manager informed of progress and to discuss issues needing resolution

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:

Works with a team and independently when on site at field offices. Must have the ability to conduct extended and in-depth investigations into reported problems. Must be capable of approaching problems logically and systematically. Must have good verbal and written skills. Must be capable of relaying complex technological information in such a manner that non-technical personnel can understand and comprehend. Must have the ability to quickly grasp new concepts and techniques. Must be capable of scheduling multiple tasks with multiple users, and deliver results within demanding time constraints.

This position requires successfully passing a pre-employment background check. The pre-employment check may include a review of the following records: criminal background, DMV, licensure, and sexual misconduct. Adverse background data may be grounds for immediate disqualification, withdrawal of a conditional job offer, or termination of employment.

This position has been designated to have authorized access to FBI CJIS or unrestricted access to a terminal that has LEDS capability, and/or to have direct responsibility to configure and maintain computer systems and networks with direct access to FBI CJIS, and/or to have direct responsibility to review, and/or be provided with a copy of a CHC print-out. This position requires access to Criminal Justice Information Systems (CJIS) and is subject to a fingerprint-based criminal background check within 30 days of hire. CJIS security awareness training must be completed within 30 days of hire or assignment and every year thereafter.

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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