	STATE OF OREGON **POSITION DESCRIPTION**	**Position Revised Date:** **04.01.16** **This position is:**
Agency: Oregon Department of Corrections **Facility: ITS – CDC – Salem** ☐ New ☒ Revised		☐ Classified ☐ Unclassified ☐ Executive Service ☐ Mgmt Svc – Supervisory ☒ Mgmt Svc – Managerial ☐ Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title:	Principal Executive Manager D	**b.** Classification No:	X7006
c. Effective Date:	02.01.91	**d.** Position No:	8919.013
e. Working Title:	IT Mgr. - Support Services	**f.** Agency No:	29100
g. Section Title:	IT Services	**h.** Budget Auth No:	0001100590
i. Employee Name:	Vacant	**j.** Repr. Code:	MMS
k. Work Location (City – County):	Salem-Marion		
l. Supervisor Name (Optional):	Mack, Larry		

m. Position:	☒ Permanent ☒ Full-Time	☐ Seasonal ☐ Part-Time	☐ Limited Duration ☐ Intermittent	☐ Academic Year ☐ 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 mission of the Oregon Department of Corrections is to promote public safety by holding offenders accountable for their actions, and reducing the risk of future criminal behavior. In support of this, the Department has deployed an integrated statewide felony offender tracking and management system and other related information systems which include a mission critical, online, real time accounting system (budgeting, purchasing, contracts, accounts payable, manufacturing); an institution staffing application, a mission critical inmate trust accounting system; client/server email systems; a pharmacy system; a decision support system for research and evaluation; and a Help Desk problem tracking system. These systems are deployed on the Department's network that extends to all its locations statewide and is comprised of many central and remote servers including an IBM I-Series server and numerous other network servers.

These systems are supported and maintained by the Information Technology Services Unit of the Administrative Services Division. To accomplish this, the unit is divided into three sections: Development; the section responsible for creating and/or maintaining all software, Business Support and Operations; the section responsible for project management, helpdesk, server support, and customer relations, and Technical Support; the section responsible for maintaining all desktop and portable devices used on the network.

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:

Direct and co-manage the Technical Support section of the Information Technology Services (ITS) unit, and is part of the ITS management team. Currently this position co-supervises 33 Technical Support Analysts and 5 Service Desk Analysts. The Technical Support section is responsible for ensuring that the business services are being met. Ensures the Services Desk meets the Department's needs and ensures the technology and software applications are properly installed, secured, maintained, inventoried, upgraded and supported.

SECTION 3. DESCRIPTION OF DUTIES

The employee in this position is expected to recognize their responsibility to act ethically at all times in accordance with the very highest standards of integrity.

Regular attendance is an essential function required to meet the demands of this job and to provide necessary services.

The incumbent is expected to perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully; engage in effective team participation through willingness to assist and support co-workers, supervisors, and other work-related associations; develop good working relationships with division and agency staff and supervisors through active participation in cross-divisional group projects and in identifying and resolving problems in a constructive, collaborative manner; demonstrate openness to constructive feedback and suggestions, in an effort to strengthen work performance; and contribute to a positive, respectful and productive work atmosphere.

The Oregon Accountability Model (OAM) depends upon a team approach to custody with security-series personnel and non-security personnel communicating effectively to maintain safe, secure, and sanitary correctional environments while preparing inmates for successful reentry into the community. The vast majority of DOC inmates will return to Oregon communities. Enhanced public safety, lower crime rates, and reduced recidivism can all be tied directly to attitudes and actions of correctional staff who must effectively apply DOC rules and transition initiatives in their daily interaction with inmates. All staff are expected to model pro-social behaviors; reinforce positive behaviors; redirect negative behaviors; and effectively communicate observed behaviors to responsible program staff, administrators, and supervisors in support of the OAM.

Correctional Case Management (CCM), the next critical step toward implementation of the Oregon Accountability Model, is a proactive, collaborative, multi-disciplinary process. The CCM process unifies procedures and personnel to balance departmental resources and an inmate's needs throughout his/her incarceration and community supervision.

Correctional Outcomes through Research and Engagement (CORE), is designed to monitor and measure the work we do every day. This allows DOC to identify opportunities to improve and/or streamline processes, use data to identify constraints, effectively use resources and, ultimately, promote public safety. CORE provides employees with opportunities to influence and improve the fundamental ways we do business.

The Oregon Department of Corrections has a zero-tolerance of sexual abuse and sexual harassment within institutions/administration buildings/facilities that it owns, operates, or contracts with. The intent of the Prison Rape Elimination Act (PREA) is to ensure a safe, humane, and secure environment, free from the threat of sexual abuse and sexual harassment for all inmates and employee/volunteer/contractors/interns. All forms of sexual contact and sexual harassment between inmates and employees/volunteers/ contractors/interns are prohibited by Oregon Department of Corrections policy. Therefore, if you are aware of any such incidents, you have a duty to report them to your supervisor.

All Department of Corrections staff have a valuable role in the delivery of multi-disciplinary services. Despite differences in their training, culture, and job specific mission, they all have some common goals. When all DOC staff share appropriate information and assist in the case planning of inmates, both the quality of change and the safety of the correctional environment improve. Mutual respect, proper orientation and training, and ongoing communication and cooperation provide the foundation of correctional case management. All staff are expected to follow CCM principles and practices.

Managers and supervisors are expected to provide leadership that contributes to the establishment of a working environment that is positive, productive, and free from harassment and discrimination. As part of this effort, managers and supervisors are expected to participate in, and encourage others to participate in, the agency's activities that support affirmative action. This includes recruiting, selecting, retaining and promoting individuals with diverse backgrounds who are committed to the mission and values of the Department.

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

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

65%	**R**	**E**	**Program Management** • Direct the work of the Technical Support section and evaluate the quality of services provided through review of performance metrics, reports and conferences with customers and ITS employees; • In consultation with the IT Technical Support Manager, authorize redistribution of available resources to meet changing support or technology requirements; • Responsible for establishing reporting relationships and administrative controls for Technical Support employees statewide; • Coordinate with other agencies, counties and DOC divisions regarding technology asset management, desktop standards and policies related to unit's responsibilities; • Provide consultation and education regarding desktop technology standards, policies, rules and procedures, including risk assessment; • As needed, recommend new policies and procedures necessary to provide appropriate controls to protect technology assets and manage risks; • Review information from internal and external customers to determine what improvements are needed to hardware or software as it relates to end users and the Technical Support section; • Consult with and represent priorities, projects and resource needs on customer technology issues to superiors and peers within the Department, users and user representatives, and supporting state agencies such as DAS Enterprise Technology Services (ETS); • Develop the Technical Support portion of the IT Services budget, legislative presentations, and IT Strategic Plan affecting customer hardware or software; • Prepare budget requests by determining priorities and preparing required documentation for incorporation into the

			Department's budget request; and • Provide regular updates to the IT Technical Support Manger and the CIO on the status of projects, scheduled operations and activities being managed. • Primarily responsible for management of the Service Desk and furthering the maturity of the Service Desk operations.
15%	**R**	**E**	**Planning and Staff Management** • Provides leadership and direction through strategic, tactical and operational planning to develop biennial business plans and an Information Resource Management Plan (IRM) for DOC; • Direct authority for management of the $7.5 Million dollar biennial operating budget. Prepare and monitor the biennial budget and monitor expenditures against the allotment plans during the biennium. Provide regular updates to the CIO on the status of the budget; and • Perform management and supervisory functions by interviewing and hiring of new professional, technical, contract management and administrative staff; provides or arranges for training; evaluating performance and setting work priorities; developing performance plans; coaches and counsels; determines need for personnel actions such as promotions, transfers or disciplinary actions to ensure adequate and competent staffing, resolving grievances with employees; • Provide technical expertise and consultation to the CIO and other DOC administrators and executives. • Primarily responsible for the management and supervisory functions of the Service Desk staff and the Service Desk operations. • Design, implement and manage ITIL service delivery best practices.
15%	**N**	**NE**	**Communication and Collaboration -** These communication responsibilities are over and above communication that occurs on a daily basis. • Responsible for a high level of communication and collaboration with the managers and program leaders within DOC I, DOC business units, DAS ETS and external business partners for the purpose of accomplishing IT objectives, including participation in the development and execution of a IT Strategic Plan as well as the Information Technology Tactical Plan. • Work with other IT and non-IT managers to enable them to achieve their goals and objectives by advising them of the technology that is available to help them to be more efficient and effective. • Support Enterprise goals for DOC including, but not limited to IT Enterprise Business Continuity Disaster Recovery and other enterprise-wide Process Improvement initiatives.

5%	NC	E	**Inmate Custodial Responsibility** • Responsible for the custody of inmates and for conducting activities within the security procedures of various correctional facilities to include supervising inmates in the ITS areas; accounting for keys, tools, supplies and other sources of contraband; taking action to prevent, interrupt and report inmate activities which violate the rules of prohibited conduct. Activities carried out by the Technical Support Manager(s) and subordinate employees occur according to safety and security procedures; these activities include substantial daily contact with inmates. • Provide written documentation required when violations of or problems with security procedures take place. The standards of performance are the safety and security of the correctional facilities operations.

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.

Occasional weekend and evening work may be necessary. Occasional travel may be required. Frequent work inside correctional institutions.

This position may require work within the secure perimeter of an adult correctional institution and encounters angry, hostile, threatening, and abusive inmate behavior that may result in injury, death, and the potential for hostage taking. The Technical Support Manager may also be responsible for arranging for the counseling of staff after traumatic incidents.

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.

Department of Corrections Rules, Policies and Procedures
Oregon Revised Statutes
Information Technology Service Management methods (e.g. ITIL, ISO20000, CoBit, TOGAF)
State and Federal laws and regulations for grants, purchasing, security, etc.
Collective Bargaining Agreements

b. How are these guidelines used?

Thorough knowledge and application of guidelines is necessary to manage and perform the section's work. Provides limitations, directives and operating instructions.

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".*

DOC Executive Staff	Phone / E-Mail / In Person	Report findings, present Policy recommendations	As needed
DOC Business Staff	Phone / E-Mail / In Person	Respond to inquiries, provide information	Daily
Other State and Federal Agencies	Phone / E-Mail / In Writing / In Person	Respond to inquiries, provide information	As needed

SECTION 7. POSITION RELATED DECISION MAKING

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

Decisions made include the evaluation, recommendation and purchase of hardware and software. These decisions are crucial to the Department as they influence the efficiency of staff, relative cost of information needed by the Department, and the ability of the Department to plan, manage, and evaluate its programs effectively.

Decides the method, means and frequency of accounting for keys, tools, supplies, etc. Decides how assaultive, angry, hostile or threatening behavior is to be responded to by self and other technical support staff. Decides whether an inmate's behavior requires reporting for violation of the rules on prohibited conduct. The effect of these decisions is to prevent violations of security, to reduce episodes of assault and injury, and to maintain the safe and secure operations of the correctional facilities.

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".*

Senior IT Manager - Support Services -PEM E	8919.013	Reviews work	Daily	To assure assignments, objectives, priorities and standards are being met.
Chief Information Officer- PEM G	0500.624	Reviews work	Periodically.	To assure Department objectives, priorities and standards are being met.

SECTION 9. OVERSIGHT FUNCTIONS	THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY		
a.	How many employees are directly supervised by this position?	37	
	How many employees are supervised through a subordinate supervisor?	0	
b.	Which of the following activities does this position do?		

- ☒ Plan work
- ☒ Assigns work
- ☒ Approves work
- ☒ Responds to grievances
- ☒ Disciplines and rewards
- ☒ Coordinates schedules
- ☒ Hires and discharges
- ☒ Recommends hiring
- ☒ Gives input for performance evaluations
- ☒ 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:

The Department of Corrections recognizes and respects the dignity, diversity and human rights of all persons. In support of those values DOC employees are expected to promote a respectful work environment that recognizes cultural diversity. Moreover, DOC upholds a zero-tolerance policy towards all sexual abuse.

Managers and supervisors are expected to provide leadership that contributes to the establishment of a working environment that is positive, productive and free from harassment and discrimination. As part of this effort, managers and supervisors are expected to participate in and encourage others to participate in the agency's activities that support affirmative action. This includes recruiting, selecting, retaining and promoting individuals with a diverse background who are committed to the mission and values of the Department.

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".*

Technical Support Services	7,500,000.00	

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, and employee name and position number.

SECTION 12. SIGNATURES

	Employee Signature		Date		Supervisor Signature		Date	
	Appointing Authority Signature		Date					