



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
03.12.14

This position is:

Agency: Oregon Department of Corrections

Facility: CDC - ITS

New Revised

- Classified
- Unclassified
 - Executive Service
- Mgmt Svc – Supervisory
- Mgmt Svc – Managerial
- Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title:	Info Systems Specialist 7	b. Classification No:	C1487
c. Effective Date:	06.01.98	d. Position No:	9702.584
e. Working Title:	Windows Domain Administrator	f. Agency No:	29100
g. Section Title:	Information Technology Services	h. Budget Auth No:	00663270
i. Employee Name:	Vacant	j. Repr. Code:	AAON
k. Work Location (City – County):	Salem - Marion		
l. Supervisor Name (Optional):	Davis, Bettina M.		
m. Position:	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Seasonal <input type="checkbox"/> Limited Duration <input type="checkbox"/> Academic Year <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Intermittent <input type="checkbox"/> Job Share		
n. FLSA:	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	If Exempt: <input type="checkbox"/> Executive <input checked="" type="checkbox"/> Professional <input type="checkbox"/> Administrative	o. Eligible for Overtime: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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, several Sun/Unix servers, and numerous Windows servers.

These systems are supported and maintained by the Information Technology Services Unit of the General 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 the desktop 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:

Functions as a Windows Domain Administrator for the ITS Business Support and Operations team. Establishes and monitors data center procedures, coordinating the work of other technical staff, contractors and vendors to assure the smooth and efficient functioning of the network, remote servers, and centrally-located servers and AS/400s.

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 ODOC 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 ODOC 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.

All correctional staff has a valuable role in the delivery of multi-disciplinary services in DOC facilities. Despite differences in training, culture, and job specific mission, they all have some common goals. When all correctional 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 is expected to follow CCM principles and practices.

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

20%	NC	E	<p>Customer Assistance Performs cause analysis troubleshooting to resolve problems with Windows servers and networks for both hardware and software. Places and logs trouble calls to vendors for problems that often have no established solution. Provides assistance and training to Windows Server operators.</p>
40%	NC	E	<p>Operations Monitors the mixed standard telecommunications network and provides problem analysis and resolution; obtains and logs vendor provided hardware and software maintenance in a multi-vendor environment.</p> <p>In a multi-vendor environment with significant compatibility issues, performs backups of installed software, user programs, and data; restores data lost due to system failure or operator error; performs IPL's of systems on servers; analyzes and purges system log files; performs system upgrades; adds, modifies, or deletes systems records such as user lists, monitors queues, submits and cancels background tasks; monitors data communication lines; performs and documents periodic evaluation of system performance for review by management.</p> <p>Provides analysis, design, and programming to automate routine operator functions not provided for in the operating system, including backup and disaster recovery.</p> <p>Identifies policy issues related to data center practices, often arising out of relationships with multiple remote locations in a mixed standards environment. Recommend solutions or work with stakeholders to develop recommendations.</p>
15%	NC	E	<p>Construction Adds new equipment for expansions at the central site and provides phone assistance to staff installing new equipment at remote sites.</p> <p>Reviews each initial network and server project to determine impact, the level of involvement required by end users, technical staff and/or outside contractors, training needed, and required procedures such as RFPs and contract necessary to complete the project. Identifies project resource utilization and works with Management to obtain these resources. Develops RFPs and bid specifications to obtain product and contract recommendations which include costs, performance factors, and vendor selection.</p> <p>Establishes methods and procedures for completing the project and recommends project timelines. Supervises outside contractors necessary to complete the project.</p> <p>Identifies policy issues. Identifies emerging issues and determines the most appropriate means of lessening or avoiding them. Assures that project direction and progress conforms to overall strategic plan for information systems.</p> <p>Projects are usually technologies new to the Department and concern multiple criminal justice jurisdictions at remote locations. This position</p>

			<p>builds consensus for resolution of conflict among these parties and between current practices and new practices. A high level of coordination is needed, often involving creative solutions and conflict resolution.</p> <p>Develops and implements standard data center procedures and standards for documentation for installation, operations, and system maintenance for all servers, and the data network. Coordinates the use of standard procedures with multiple team members and remote staff.</p>
25%	NC	E	<p><u>Strategic Planning</u> Maintains Data Security Policy for the Department and customers; assigns and maintains security user IDs; analyzes and recommends backup and storage of essential data, monitors the network for security violations and takes appropriate action to safeguard Department data or information valued at \$30 million, and reports violations to appropriate management.</p> <p>Prepares technical report information to be used by management in data center planning, development, and acquisition decisions; participates in the development of agency standards and long-range agency objectives; conducts feasibility and cost/benefit studies; participates in developing strategies to introduce new technologies successfully, effectively utilizing system resources.</p> <p>Reviews resource utilization reports</p> <p>Other duties as assigned.</p>

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.

Extensive work performed on video display terminals. Exposure to inmates in the work place. Occasional travel required. Employee may work a variety of irregular hours in order to maintain operational systems at DOC facilities.

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 and Procedures
Computer operations manual
DP Unit Problem/Change Management Guide

b. How are these guidelines used?

Provides limitations, directions, 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?
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
All computer users and management in facilities, offices, and outstations	By telephone, written form and in person	Discussion of systems or information concerning needs, current operation, or maintenance.	Daily
Vendors and technical support personnel	By telephone, written form and in person	To solve problems and to assess new technologies	Several times per week
Contractors	By telephone, written form and in person	To provide oversight, assure compliance with contract specifications	Several times per week

SECTION 7. POSITION RELATED DECISION MAKING

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

Provides options to users in solving network, server, and/or AS/400 operating problems, determines when and what service requests to hardware service providers are needed and carries out the requests, provides options to management for installations of servers, AS/400s and their operating systems; and provides recommendations for network, servers, and AS/400 hardware to support expansion.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>				
Principal Exec/Manager E	9512.339	Reviews work and completed assignments.	Ongoing, at least once annually	Assure accuracy and 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?	0	
	How many employees are supervised through a subordinate supervisor?	0	
b.	Which of the following activities does this position do?		
	<input type="checkbox"/> Plan work <input type="checkbox"/> Assigns work <input type="checkbox"/> Approves work <input type="checkbox"/> Responds to grievances	<input type="checkbox"/> Coordinates schedules <input type="checkbox"/> Hires and discharges <input type="checkbox"/> Recommends hiring <input type="checkbox"/> 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:

Occasional night and/or weekend work may be required. May be asked to instruct others in the use of operating systems and/or participate in training program as an instructor.

SPECIAL REQUIREMENTS: List any special mandatory recruiting requirements for this position:

Must have a valid driver's license. Must have working knowledge and experience in Windows Servers operating systems and desirable knowledge and experience with the AS/400 operating system (OS/400).

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

Operating Area	Biennial Amount (\$00000.00)	Fund Type
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>		

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, employee name and position number.

SECTION 12. SIGNATURES

	Employee Signature		Date		Supervisor Signature		Date
	Appointing Authority Signature		Date		Reviewer		Date