

	<b>STATE OF OREGON POSITION DESCRIPTION</b>	<b>Position Revised Date:</b> <u>10/4/11</u>  <b>This position is:</b>	
<b>Agency: Oregon Department of Corrections</b>  <b>Facility: CDC - ITS</b>  <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised		<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Executive Service <input type="checkbox"/> Mgmt Svc – Supervisory <input type="checkbox"/> Mgmt Svc – Managerial <input type="checkbox"/> Mgmt Svc - Confidential	
<b>SECTION 1. POSITION INFORMATION</b>			
a. Classification Title:	Information Systems Spec. 6	b. Classification No:	C1486
c. Effective Date:	09.01.07	d. Position No:	0100.053
e. Working Title:	Domain Network Specialist	f. Agency No:	29100
g. Section Title:	Information Technology Services	h. Budget Auth No:	000817160
i. Employee Name:		j. Repr. Code:	AAON
k. Work Location (City – County):	Salem – Marion		
l. Supervisor Name (Optional):			
m. Position:	<input checked="" type="checkbox"/> Permanent <input checked="" type="checkbox"/> Full-Time	<input type="checkbox"/> Seasonal <input type="checkbox"/> Part-Time	<input type="checkbox"/> Limited Duration <input type="checkbox"/> Intermittent <input type="checkbox"/> Academic Year <input type="checkbox"/> Job Share
n. FLSA:	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	If Exempt:	<input type="checkbox"/> Executive <input type="checkbox"/> Professional <input type="checkbox"/> Administrative  o. Eligible for Overtime: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>SECTION 2. PROGRAM AND POSITION INFORMATION</b>			

**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 other network 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 four sections: Development; the section responsible for creating and/or maintaining all software in the statewide system, Operations; the section responsible for operating all servers and the network that comprise the statewide system, Technical Support; the section responsible for maintaining the desktop devices used on the network and, Business Support; the section responsible for business analysis, project management and customer relationships.

**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 installation, training, technical support, diagnostics and maintenance on *multiple* operating systems, multiple hardware configurations, applications software and peripherals in a non-standardized environment and multiple jurisdictions. This position is primarily responsible for *multiple statewide networks*. It provides additional assistance, support and backup to all Regions and Community Corrections throughout the State as needed.

**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
-----------	--------	------	--------

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

45%	NC	E	<p><b><u>Server Support</u></b>  Maintains daily work schedules and procedures for the DOC Windows servers located through the state. Responds to, and logs trouble calls to administrator, calling vendor only under direction Domain Administrator or when they are unavailable. Maintains communication between servers and users, performs system administration tasks on network servers.</p> <p>Works with LAN Administrator, or independently, to test and implement new server software and OS releases. Installs patches and fixes. Acts as the tester for new network applications and to evaluate NON-Standard software requests. Installs and configures various client software for network access. Assists with System Administration, and serves as backup for Windows Servers duties including user account creation and maintenance, network shares and folders, system backups, performance monitoring and tuning, and problem determination and resolution.</p>
45%	NC	E	<p><b><u>Customer Assistance/Technical Support</u></b>  Independently receives, researches, prioritizes and resolves user requests from multiple jurisdictions that cannot be solved by the Help Desk or local user support.</p> <p>Performs analysis and trouble shoots hardware and software to resolve complex problems for PC's, network connections and associated peripherals. This includes repairs and custom configurations.</p> <p>Resolves compatibility issues in a multi-vendor, multi-operating system environment.</p> <p>Researches and recommends technology options for users and management to assist the implementation of hardware and software migration.</p> <p>Presents training /orientation to users in a manner that is appropriate to their level of expertise to assure they acquire a working knowledge of the device or application.</p> <p>Responds to escalated, or outstanding user connectivity problems, user and file permissions and network shares, and server and file space and storage allocations.</p> <p><b><u>Hardware/Software</u></b>  Works independently and uses personal judgment to contacting hardware/software vendors to resolve hardware/software problems encountered across the AS/400 and Windows spectrum. Identifies and deals with compatibility issues. Manages resource requirements for special project and insures testing of new hardware/software is done to best utilize current resource available, and to determine new and appropriate items for possible use state-wide. These contacts are also made to assure the existing hardware/software is adequate and compatible when new requirements are identified. Vendor contact is not only an arena for new products but also a prime source</p>

			<p>of information on better utilization of current items. Information gained from vendor contacts is investigated, evaluated and tested upon request. This technical information is then made available to all areas of the Department for use in decision making. This technical information is also used to establish system defaults locally and make recommendations for department-wide utilization.</p> <p>Makes Independent decisions for analysis of hardware and software problems and application requirements (including minor repairs and custom configurations) are conducted to assure the fullest utilization of resources and to assure users complete access to required resources. Performs complete server hardware and software rebuilds, restores, and upgrades.</p>
10%	NC	E	<p><b><u>Professional Duties &amp; Documentation</u></b></p> <p>Contacts hardware and software providers for information, and tests new hardware and software for integrity and usability. Maintains knowledge of state-of-the-art technologies and innovations through training, professional journals and publications, contact with other Systems professionals, and self-initiated study. Attends training and developmental activities. Reports technology advancement and trends to section manager and staff and recommends ways to utilize appropriate technologies to maximize future organizational benefits. Interfaces with other state agencies and external organizations in order to maintain current knowledge of emerging technologies and share information.</p> <p>Report project status and completion; prepares technical reports to be used by management in automation decisions for planning, acquisition and development.</p> <p>Analyze, plan and organize projects and priorities while managing multiple tasks; displays strong customer service skills; provides and recommends solutions.</p> <p>Develop and maintain effective working relations with other departments, divisions, and personnel with whom work must be coordinated or interfaced.</p> <p>Maintain Program Change Management and weekly activity reports and other duties as assigned.</p> <p>Will work Independently or as part of a team to perform 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. Requires occasional in state and out of state overnight travel. Work schedule is driven by user need. May be required to respond after normal business hours for system emergencies. May be assigned on-call rotation or stand-by

duties for 24 by 7 network operation support. Employee may work a variety of irregular hours in order to maintain operational systems at DOC facilities. Lifting PCs, terminals, and other computer equipment. Remove, replace or upgrade components. Bending, crawling, reaching under desks and computer workstations, and physical manipulation of large objects may be required.

**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.**

State and Federal laws and guidelines  
 Department of Corrections Rules, Procedures, and Preferred Practices  
 Department of Administrative Services Guidelines and Procedures  
 State, Municipal and Local Codes  
 Telephone service provider's procedures  
 DP Unit Problem/Change Management Guide

**b. How are these guidelines used?**

Provides Quality Control, Limitations, Training, 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?
---------------	-----	---------	------------

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

All computer users in facilities, offices and outstations. Vendors, management, contractors, architects, etc.	By telephone, written form and in person.	Analyze and resolve computer operation needs of users.	Daily
---	---	--	-------

**SECTION 7. POSITION RELATED DECISION MAKING**

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

Determine nature/ extent/urgency of System Problem or user's needs and select appropriate course of action. Employee must exercise extreme care and high degree of technical accuracy when introducing changes to network systems to ensure no Domain or Network impact and minimal interference with affected users' normal operations.

**SECTION 8. REVIEW OF WORK**

**Who reviews the work of the position?**

Classification Title	Position Number	How	How Often	Purpose of Review
----------------------	-----------------	-----	-----------	-------------------



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