



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
01.04.16

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:	ISS 6	b. Classification No:	C1486
c. Effective Date:	08.01.07	d. Position No:	0700.127
e. Working Title:	E-mail Administrator	f. Agency No:	29100
g. Section Title:	Information Technology Services	h. Budget Auth No:	000997540
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

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 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 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: facilitate information exchange among users and technical staff. Position is responsible for the planning, coordination, and administration of MS Exchange, MS Lync for the Department of Corrections, and DOC email, archiving, and messaging interfaces with outside criminal justice agencies.

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.

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 its Institutions/Administration Buildings/Facilities owned, operated, or contracted. 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/contractor/intern workers. 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 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
5%	NC	E	Independently research, including initiating contact as appropriate with vendors and other technical resources to resolve any error conditions which occur including replication problems, resolving duplicate name collisions, and failures associated with the e-mail system. Monitor error conditions for trends, research and initiate corrective action. Thorough knowledge and understanding of all components of the system is necessary. Satisfactory resolution of obvious and sometimes small but insidious problems is essential to the correct functioning of the system.
20%	NC	E	Manage server mailboxes which include setting up new Exchange server mailboxes and removing mailboxes for individuals who are no longer employed with the Department. Communicate effectively and in a timely manner with a team of other technical staff to coordinate mailbox creation so that e-mail delivery is synchronized with other components of the Department’s wide area network and server systems. Participate as a member of a team to review and consult on new releases of Outlook client software when necessary. Serve as a technical resource to other technicians who install Outlook clients, providing information about standard configurations and researching and developing custom configurations when appropriate. Provide training and documentation to other technicians.
5%	NC	E	Administrate MS Lync server installation and participate as a member of a team to review new releases of Lync software when necessary. Serve as a technical resource providing information about standard configurations and researching and developing custom configurations when appropriate. Provide training and documentation to other technicians. Research and resolve problems with server and client installations and communicate resolution to other technicians.
5%	NC	E	Develop project plans for all email conversions or customization changes throughout the Department and for all other agencies who utilize DOC’s email system. Identify project objectives and resources necessary and work with project executive sponsor to obtain resources. Assemble and coordinate a project team to list tasks to be accomplished and how long they will take, their order, dependencies, and who will perform them. Assure that staging of tasks creates the least disruption to the statewide system. Monitor the completion of tasks, providing technical assistance when necessary. Communicate effectively with project sponsors, stakeholders and team members.

			Monitor the progress of the project and report to sponsors and stakeholders. Detect emerging issues and problems and identify and take action to correct and/or obviate them.
5%	NC	E	Install service packs and new releases of the Exchange and Lync servers, archive servers, and mail software on Department mail servers throughout the state. Assure that software versions to be newly installed are compatible with the Department's other customized components. Coordinate installation with other components of the e-mail system and the Department's wide area network and servers to avoid negative impact to other systems. Participate as architect for the e-mail system on a team to plan software and hardware upgrades to the platforms running the Exchange server and the mail hub software.
10%	NE	E	Maintain email gateway appliance. This includes monitoring quarantines and mail flow, virus remediation, and email encryption. Patching and adjusting configuration as needed. Work with Vendor to resolve issues.
40%	NE	E	Resolve tickets escalated by the Help Desk. Provision accounts for new users. Remove accounts for separated employees.
5%	NC	E	Maintain documentation of all processes and procedures related to the e-mail system and its components. This includes problem logs, activity reports, server configurations and processes, client configuration and processes, and training documentation.
5%	NC	E	Assist Operations, Business Support, Development, and Technical Support with other ITS projects as directed by the ITS Operations team lead and ITS Managers.

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.

Will be expected to share the mission, vision, and core values of the department; requires active modeling of pro-social behaviors in support of a workplace environment respectful of human dignity, social responsibility, personal growth, and transition readiness; must be able to acknowledge that everyone is capable of positive change, that incarceration provides a powerful opportunity to effect positive change, and that the future public safety of Oregon depends on maintaining environments where such change is valued and nurtured.

Extensive work performed on video display terminals. Exposure to inmates in the work place. Requires occasional in state and out of state over night 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. 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.

DOC Rules and Procedures; OAR and Statutes; ITS Procedures and Standards Manual; Criminal Code of Oregon; CJIS Standards

- b. How are these guidelines used?

Reference documents

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 curser at end of a row (outside table) and hit "Enter".</i>			
Staff and management from Central Office, Institutions, counties, Parole Board, other agencies, and contractors and vendors	By telephone, in writing, and in person	Advise on planning, development, implementation coordination for the operations maintenance, installation and construction of ITS.	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

Decisions based on the resources needed, priorities of projects for completion, use of appropriate vendors, project completion time frames, system design, and user participation are critical to the success of a statewide criminal justice that impacts public safety decisions by thousands of end users. Failure to make good, timely decisions may result in errors that have a substantial impact in the terms of public safety, efficiency and overall Department and criminal justice operations.

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 curser at end of a row (outside table) and hit "Enter".</i>				
Principal Exec/Manager E	9512.339	Through the review of projects assigned, through regular updates on project status and at the completion of projects.	On-going, at least annually	Assure accuracy and 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"/> Coordinates schedules |
| <input type="checkbox"/> Assigns work | <input type="checkbox"/> Hires and discharges |
| <input type="checkbox"/> Approves work | <input type="checkbox"/> Recommends hiring |
| <input type="checkbox"/> Responds to grievances | <input type="checkbox"/> Gives input for performance evaluations |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> 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:

- Knowledge and experience in the MS Exchange Server, MS Lync, and MS Outlook environment.
- Assure accuracy and department objectives, priorities and standards are being met.
- Ability in the planning, coordination, and administration of assigned automation enhancement projects for the Department of Corrections, and DOC automation interfaces with outside criminal justice agencies.
- Experience in coordinating, scheduling and monitoring the work of technicians and contractors assigned to project(s) and facilitating information exchange among users and technical staff.
- Knowledge and experience with Email encryption and Email archiving.
- Knowledge and experience with Email on mobile devices.

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

Operating Area	Biennial Amount (\$00000.00)	Fund Type
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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".

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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

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