



**STATE OF OREGON  
POSITION DESCRIPTION**

**Position Revised Date:  
10.10.11**

**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**

<b>a. Classification Title:</b>	ISS6	<b>b. Classification No:</b>	C1486
<b>c. Effective Date:</b>	07.01.93	<b>d. Position No:</b>	9300.006
<b>e. Working Title:</b>	Programmer Analyst	<b>f. Agency No:</b>	29100
<b>g. Section Title:</b>	Information Technology Services	<b>h. Budget Auth No:</b>	000539540
<b>i. Employee Name:</b>	<b>VACANT</b>	<b>j. Repr. Code:</b>	AAON
<b>k. Work Location (City – County):</b>	Salem - Marion		
<b>l. Supervisor Name (Optional):</b>	<b>Ismay, Bill</b>		
<b>m. Position:</b>	<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
<b>n. FLSA:</b>	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	<b>If Exempt:</b>	<input type="checkbox"/> Executive <input type="checkbox"/> Professional <input type="checkbox"/> Administrative
		<b>o. Eligible for Overtime:</b>	<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 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:

This position works as part of a project team and works with users to specify, and test efforts; and to develop applications in Java and other DOC supported languages.

**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.

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 curser at end of a row (outside table) and hit “Enter”.*

50%	NC	E	<p><b>Construction</b>            Determine functional business requirements to modify significant portions of large, existing systems and develop new systems. Projects usually involve new processes within established business.</p> <p>Perform detailed systems analysis in preparation for programming. Provide input to and work with the database team to create and integrate new data structures. These systems usually involve a variety of users, mixed standards, version compatibility issues, databases, data platforms and operating systems.</p> <p>Develop and test applications programs to meet system requirements using open component-based systems/web technology where possible, and defaulting to older technologies when required. Work with users to present screens, business and program logic, database,</p>
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			<p>stored procedures and triggers. Maintain rapport with users, coworkers and contractors.</p> <p>Monitor and evaluate application post-implementation performance and implement application modifications/adjustments as needed.</p> <p>Prepare documentation to meet the needs of users. Train users and user support staff in the use of modified systems.</p>
20%	NC	E	<p><b>Customer Assistance</b>  Perform detailed analysis of system enhancement requests or reported problems in preparation for programming, often with little information about the original intent of the programming.</p> <p>Evaluate existing statewide, integrated criminal justice system for improvements and modification. Works with users from multiple jurisdictions and remote locations. Analysis involves diagnosis of problems in complex, nonstandard systems. These may require changes throughout a statewide criminal justice application with implications for numerous integrated programs and functions to be considered.</p> <p>Participate in walk-through to evaluate systems or modifications with co-workers and business users. Review and coordinate design changes with data base staff, users, and supervisor. Develop test, conversion, installation, and start-up plans as appropriate. May be involved in user analysis sessions to determine feasibility, cost benefit, and requirement definition for new systems or to modify existing systems.</p> <p>Test system features to insure business requirements are met.</p> <p>Prepare documentation to meet the needs of users and data center standards. Train users and user support staff in the use of new and modified systems.</p>
10%	NC	E	<p><b>Planning</b>  Participate in the evaluation and selection of tools and vendors to promote the Department's strategic technology direction. Evaluate and recommend technologies new to the Department for workload and work flow, make recommendations for performance and technical improvement. Work with other technical staff to plan the deployment of software/technology new to the Department.</p> <p>Create, maintain and recommend changes/updates to ITS SDLC processes &amp; Coding Standards. Develop business process documentation per ITS standards.</p> <p>Work with business and ITS staff by participating in business meetings to plan project priorities and assist in cost analysis.</p> <p>Work with ITS managers or Team Leads to resolve resource issues for competing project and resources.</p>

10%	NC	E	<p><b>Operations</b> Install software/technology consistent with Department procedures. Install software/technology in multiple sites/institutions meeting distributed needs within the agency.</p> <p>Monitor performance of applications in test and production environments.</p>
10%	NC	E	<p><b>Data Construction</b> Performs data modeling and updates to the data dictionary.</p> <p>Perform business analysis/research to identify data requirements for databases</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.**

Normal office environment. Daily contact with inmate custodians. Work at a computer terminal. Work environment supports projects with conflicting requirements and tight deadlines. Requires willingness to work irregular hours (weekends, holidays, nights and to travel for job related purposes). Willingness to visit DOC institutions.

ITS has a team-oriented environment. Working in a team-oriented environment requires participative decision making and cooperative interactions among staff and management. Team participation requires being prepared for meetings, bringing issues and solutions for the team to resolve, obtaining agreement through the use of consensus when appropriate, giving and receiving feedback, committing to support and help other team members, sharing in the leadership of the team and agreeing to buy-in and actively support decisions made by the management team. This position may also be required to participate in cross functional or problem solving teams as needed.

#### 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:**

- Department of Corrections Rules, Policies and Procedures
- Oregon Accountability Model, Code of Conduct, Code of Ethics, and Safety Guidelines
- Oregon Revised Statutes
- State and Federal laws and regulations for grants, purchasing, security, etc.
- DOC Software Development Lifecycle
- DOC Project Management Methodology

**Department of Administrative Services:**

- Hardware/software acquisition cost/benefit analysis
- Long range information systems planning

**Personnel Division:**

- Labor relations law

- Personnel rules
- Union contracts

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

- To develop and maintain software application systems
- To develop RFP's for hardware/software acquisition
- To clarify policy and procedures applied to specific areas of support
- To access files and develop and document programs
- To develop and maintain software application programs and systems
- To develop and maintain reference documents on existing systems and programs
- To adhere to policy and procedures as they relate to DOC rules and regulations

**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?
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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".*

Central Office, Institution and Parole Board staff and Management, other state agencies; Community Corrections, state and local partners	In person, by phone, by E-mail, in writing	<ul style="list-style-type: none"> <li>• Customer Service, direction, decisions, presentations, explanations, exchange of information, responding to specific requests both business and technical.</li> <li>• Discussion of projects, progress, operations and maintenance.</li> </ul>	As Needed
ITS Managers and Staff	In person, by phone, by E-mail, in writing	<ul style="list-style-type: none"> <li>• To establish project priorities</li> <li>• Report progress of projects and issues</li> <li>• Identify and resolve problems</li> <li>• Provide advice and consultation</li> <li>• Provide information</li> <li>• Contribute recommendations</li> <li>• Identify and evaluate projects</li> </ul>	Daily
DOC Operations and Staff	In person, by phone, by E-mail, in writing	<ul style="list-style-type: none"> <li>• Resolve hardware/software problem</li> </ul>	Daily/Weekly
Purchasing & Contracts Management (PCM)	In person, by phone, in writing	<ul style="list-style-type: none"> <li>• Exchange ideas and information</li> </ul>	Monthly
Technical Committees	In person, by phone	<ul style="list-style-type: none"> <li>• Exchange ideas and information</li> <li>• Make presentations</li> <li>• Gather input and requirements</li> </ul>	Daily
DAS IRMD (Information Resource Management Division)	In person, by phone by E-mail, in writing	<ul style="list-style-type: none"> <li>• Obtain Training</li> <li>• Develop Cost Benefits Analysis</li> <li>• Prepare ITS Planning Documents</li> <li>• Prepare RFPs</li> </ul>	As needed
Vendors and Contractors	In person, by phone, by E-mail, in writing	<ul style="list-style-type: none"> <li>• Work with vendors on projects</li> <li>• Help plan contractor project tasks</li> </ul>	Daily

Information Technology personnel from Oregon and other jurisdictions	In person, by phone, in writing	<ul style="list-style-type: none"> <li>Exchange ideas and information</li> </ul>	Monthly
Other state agency personnel	In person, by phone, in writing	<ul style="list-style-type: none"> <li>Establish project priorities</li> <li>Report progress of projects</li> <li>Identify and resolve problems</li> <li>Provide information</li> <li>Contribute recommendations</li> <li>Identify and evaluate projects for inclusion in the long range plan</li> </ul>	Quarterly
Law Enforcement Agencies	In person, by phone, in writing	<ul style="list-style-type: none"> <li>Establish project priorities</li> <li>Report progress of projects</li> <li>Identify and resolve problems</li> <li>Provide information</li> <li>Contribute recommendations</li> <li>Identify and evaluate projects for inclusion in the long range plan</li> </ul>	Quarterly

## SECTION 7. POSITION RELATED DECISION MAKING

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

- As a consultant, the kinds of decisions made by this position are:
  - Decisions related to automation planning;
  - Decisions about the requirements of projects;
  - Decisions about the feasibility of projects;
  - Decisions about the cost and timeframes for projects;
  - Decisions about the technology needs of projects;
  - Decisions related to the on-going support needs of customers.
- As an analyst, the kinds of decisions made by this position are:
  - Decisions about the requirements of projects;
  - Decisions relating to the planning of applications;
  - Decisions about the detailed requirements for applications;
  - Decisions about design of complex systems;
  - Decisions about system conversion;
  - Decisions about quality assurance;
  - Decisions about the efficiency and effectiveness of computing resources;
  - Decisions related to the selection of hardware and software;
  - Decisions about standards usage;
  - Decisions about planning and organizing work;
  - Decisions about problem resolution for application systems;
  - Decisions about best practices and changes to complex programs and systems;
  - Decisions about work schedules;
  - Decisions about technology problem resolution;
  - Decisions about the feasibility of enhancements to systems;
  - Decisions about the technology requirements for applications.
- As a member of the DOC IS Development staff, the kinds of recommendations made by this position are:
  - Recommendations about the hiring of new employees;



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|--|---|
| <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:

Occasional night and/or weekend work may be required. May be asked to instruct others in product construction, features, and use, and/or to participate in training program as an instructor.

**Special Requirements:** *List any special mandatory recruiting requirements for this position:*

- Experience and expertise in Java.
- Proven IT skills with successful development and implementation of IT systems maintenance and application development projects.
- Experience with formal testing methodologies.
- Proven skills in requirements gathering and requirements analysis.
- Excellent communication skills: interpersonal, verbal and in writing.
- Strong planning skills with ability to follow through to implementation.
- Proven ability to manage multiple tasks and responsibilities under conflicting and time sensitive deadlines.
- A professional attitude.
- An awareness of the need for political sensitivity in communication efforts,
- Ability to explain complex technical issues to non-technical executive management must be demonstrated.

**Behavioral Expectations:**

- Establish and maintain professional and collaborative working relationships with all contacts.
- Contribute to a positive, respectful and productive work environment.
- Maintain regular and punctual attendance

**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 curser 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**

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