

	STATE OF OREGON POSITION DESCRIPTION	Position Revised Date: <u>2/1/2012</u> This position is:	
Agency: Oregon Department of Corrections Facility: CDC - ITS <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	
SECTION 1. POSITION INFORMATION			
a. Classification Title:	ISS 7	b. Classification No:	C1487
c. Effective Date:	2/1/2012	d. Position No:	9512.414
e. Working Title:	Inmate Network Administrator	f. Agency No:	29100
g. Section Title:	Facilities Services Unit	h. Budget Auth No:	00067990
i. Employee Name:		j. Repr. Code:	AAON
k. Work Location (City – County):	Salem - Marion		
l. Supervisor Name (Optional):	Johnson, Jerry R.		
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 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 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 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:**

This position is primarily responsible for constructing, troubleshooting, securing and maintaining the Inmate Network of Local Area Networks (LANs), and the Wide Area Networks (WANs) within the department and the connection the Inmate Law Library with the Inmate PC's and Thin Client Terminals. This position manages communications connections to multiple institutions and business units located throughout the state. The position is responsible for designing, modifying, and upgrading network connections to the state wide inmate locations. This position utilizes network monitors, protocol analyzers, probes, and other tools as necessary to troubleshoot and perform capacity planning for future growth. This position programs, installs and maintains routers, switches and modems located all over the state. This position plans, recommends and implements network hardware changes and performs software operating system upgrades to routers and switches as necessary. This position is responsible for programming, monitoring and applying and enforcing network programming rules to meet the department's security needs and policies. Assists department management in the design and implementation of the network security policy. This position is responsible for systems access between the existing Cisco platforms running over the network. This position may be called upon to install hardware and software when necessary on PCs. This position will provide high level technical support for the unit help desk, system operators and regional user support analysts. This position is also responsible for the daily operations schedules and procedures in regards to network switches and other network infrastructure equipment.

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>LAN/WAN Operations and Integration Set up, test, install, and maintain the DOC’s Inmate Local Area Networks (LANs) and Wide Area Networks (WANs). This includes planning and ordering equipment as well as the configuration and installation of network servers, PCs, thin client terminals, printers, remote access hardware and software, installation of network software, and installation and maintenance of routers, switches, bridges, modems, servers, and related equipment. Recommend enhancements and modifications of network communication hardware and software systems. Analyze and recommend network</p>
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			hardware and software for reliability and ease of use. Researches new products prior to purchase to assure alignment with the State of Oregon's standards and Open Systems Architecture. Participates on state technical committees choosing new vendors, hardware, WAN transport, network monitoring, quality of service and service level agreements to make sure they meet DOC's needs.
10%	R	E	<p>LAN/WAN Troubleshooting and Monitoring and Network Security</p> <p>Primary responsibility for insuring isolation from the DOC staff network. Verifies there is no bridging or interconnecting of the two isolated networks. Provide ongoing management of Solarwinds products to track and identify problems in the LAN and WAN networks. Install and configure paging software triggered by events in Solarwinds for business hours and after hours identification of problems with routers, switches and servers located around the state. Monitors log files generated by Solarwinds, routers and switches. Performs troubleshooting, reconfiguration and cleanup as indicated. Use Solarwinds to perform inventory and identification of installed production Cisco product located around the state. Utilize the Trivial File Transfer Protocol (TFTP) function of CiscoWorks to collect configurations, restore configurations and distribute operating system upgrades to Cisco hardware as needed. Plan and implement maintenance to network hardware to guarantee the high availability of DOC's Inmate networks and applications.</p> <p>Order RSA and assign RSA tokens as needed to ensure availability. Troubleshoot RSA problems. Train helpdesk staff on basic triage of RSA problems. Train customer on how to install and use RSA tokens for secure login. Notify profile administrators when tokens are about to expire.</p>
10%	NC	E	<p>Develops, coordinates, monitors and provides oversight for computer security policies and procedures in order to safeguard DOC's inmate communication and computer systems against significant accidental or unauthorized modification, destruction or disclosure. Monitors the department's inmate activity and logs to ensure that security standards and measures are enforced and that significant violations of computer security have not taken place. Recommend and determine a network security policy in conjunction with department management. Purchase security software, hardware and security appliances that meet Open Platform for Security (OPSEC) standards. Operates the Inmate networks based on current laws, rules, and policy in alignment with DOC's security policy. The network administration tools are used to provide a means of access and authentication to select groups and individual users to specific servers and applications we wish to grant or limit access. This position administers the state wide network, reviews logs, installs software and patches and upgrades the hardware when necessary. This position works closely with the Domain and DOC Network Administrators to assure software and hardware integration with the operating system and backup programs.</p>

10%	NC	E	<p>Designs, administers and trains Operations and User Support staff located around the state on a variety of acceptable inmate access methods to gain inside access to inmate network and applications. Provide hardware and software system integration for new access methods while supporting the legacy connectivity to those applications and programs unable to transition in a timely manner. Responsible for troubleshooting inmate and technical support advocate reported problems accessing inmate networks located around the state and recording the solution in DOC's Remedy trouble ticket reporting system. Install, configure and test client and host software on a variety of operating systems, laptops and desktops to determine best use by inmates. Assists the Windows Domain and DOC Network administrators to assure software and hardware integration with the operating system and backup programs.</p>
10%	NC	E	<p>Construction of LAN's, WANs and Network Security Systems Lead research and review of emerging technologies in network hardware, network communications and network security. Meet with vendors and outside engineers for oversight before purchasing and implementing changes to infrastructure. When and where possible visit institutions with production versions of hardware and software the departments considering purchasing. Work with vendors to get demonstration copies of hardware and software for proof of concept prior to purchase. Complete cost justification, systems analysis and impact study where necessary prior to purchase.</p>
10%	NC	E	<p>Design, plan, test and implement changes and or upgrades of emerging inmate LAN/WAN structures located at multiple institutions and business offices statewide. Provide the necessary bandwidth for accessing the inmate network applications locally and remotely. Plan and implement network hardware, network software and network communication hardware expansion and/or replacement of obsolete technology when possible and necessary to protect DOC's investment. Plan and implement network hardware and software changes to improve bandwidth consumption and improve data response time to inquiries. Work with Information Technology staff at remote locations state wide to affect distinct connections and proper routing to avoid routing loops and mis-configurations.</p>
5%	NC	E	<p>Design, plan, test and implement changes and or upgrades of emerging inmate LAN/WAN structures located at multiple institutions and business offices statewide. Provide the necessary bandwidth for accessing the inmate network applications locally and remotely. Plan and implement network hardware, network software and network communication hardware expansion and/or replacement of obsolete technology when possible and necessary to protect DOC's investment. Plan and implement network hardware and software changes to improve bandwidth consumption and improve data response time to inquiries. Work with Information Technology staff at remote locations state wide to affect distinct connections and proper routing to avoid routing loops and mis-configurations.</p>

5%	NC	E	<p>Determine training needed for new applications, hardware and projects. Assesses training solutions and makes recommendations regarding training sources as requested. Develops specifications and required procedures in addition to RFI's, RFP's and contracts necessary to complete projects assigned. Identifies project resource utilization and works with management to obtain necessary resources. Writes RFI's RFP's and bid specifications to obtain product and makes contract recommendations which include costs, performance factors, installation time, training and vendor selection. Supervises outside engineers and vendors during installation and performance of contract and notifies management of contract completion.</p>
10%	NC	E	<p>Strategic Planning of LANs, WANs and Network Security Determine tools, technology, policies, designs, procedures and documentation standards considering issues such as resource utilization, acquisition planning, overall system/network performance, security and new technologies. Assess new technologies, evaluate and test with existing systems, recommend for adoption. Monitor and address resource and bandwidth utilization. Plan long term direction for network structure, data flow, data sharing, data location, security and integrity in an environment of multiple systems in multiple institutions and remote locations, mixed standards, and a high level of expansion and change.</p> <p>Work closely with management and technicians in Operations, User Support, Development and Institutions to determine the goals of future application, hardware, and operating systems for inmates. Develop a unified plan to deliver new application access, authentication and administration for ease of use and integration with legacy application and hardware. Research and provide information on emerging technologies and their application and integration for use in DOC's inmate network environment.</p> <p>Recommend ways that business operations can effectively utilize system resources. Consider system features, configuration and compatibility issues. Review and approve logical data models as they pertain to server and network performance for new projects and conformance to overall strategic plan and physical design standards.</p>
10%	NC	E	<p>Stays current with emerging technology to serve as an in-house technical advisor to DOC management and staff in the development and implementation of policies, procedures, and standards pertaining to network security. Read technical journals and relevant literature to stay current with changes in technology. Attend state and vendor provided demonstrations and training sessions on new products. Assist in conducting feasibility and cost benefit analysis studies. Where appropriate, recommends, develops and reviews procedures, policies and standards regarding the data and resources within the computer/network systems, by taking in all relevant aspects of the DOC inmate activities. Assists Information Systems management with performing regular risk assessments to identify possible security risks that may affect the network/systems. Work with outside engineers for oversight on new software and hardware security applications and appliances as well as testing.</p>

			Other duties as assigned.
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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.

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?
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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".

All inmate computer users and supervising staff in facilities, offices and outstations	By telephone, in writing and in person	Analyze and resolve computer operation needs of users	Daily
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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 user's needs and select appropriate course of action. Employee must exercise extreme care and technical accuracy when introducing changes to network systems to ensure 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
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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".

Principal Exec/Manager E X7008	8920.002	Reviews work and completed assignments	Ongoing	
		Evaluates performance	Ongoing, at least annually	

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:

This position is inmate user oriented, and therefore needs to be as familiar as possible with user environments and type of work. This position must sometimes represent the user point of view to other DP staff.

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

Must have a valid driver's license.

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		