



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
July 2016

Agency: The Department of Administrative Services

Division: Enterprise Technology Services

[] New [X] Revised

This position is:

- [X] Classified
[] Unclassified
[] Executive Service
[] Mgmt Svc – Supervisory
[] Mgmt Svc – Managerial
[] Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title: Information Systems Spec. 8
b. Classification No: C1488
c. Effective Date: 07/01/07
d. Position No: 2548839
e. Working Title: Service Operations Specialist
f. Agency No: 10700
g. Section Title: Support Services
h. Budget Auth No: 000979510
i. Employee Name: Vacant
j. Repr. Code: OA
k. Work Location (City – County): Salem / Marion
l. Supervisor Name: Daryl Kottek

m. Position: [X] Permanent [] Seasonal [] Limited Duration [] Academic Year
[X] Full-Time [] Part-Time [] Intermittent [] Job Share

n. FLSA: [X] Exempt [] Non-Exempt
If Exempt: [] Executive [] Professional [X] Administrative
o. Eligible for Overtime: [] Yes [X] 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 Department of Administrative Services (“DAS”) is the central administrative agency that leads state government to implement the policy and budget decisions of the Governor and Oregon Legislature. Employing an enterprise-wide perspective, DAS serves state government by developing and upholding accountability standards to ensure productive and efficient use of state government’s financial, human and information resources.

DAS provides a stable management infrastructure and essential business services including, financial, procurement, publishing/distribution, human resources and facility asset management. These services support and enable state and local government agencies to carry out their missions, benefiting all Oregonians.

To accomplish its mission, DAS partners with private enterprise, citizens, customer service boards and other governmental entities to ensure efficient and effective delivery of government services. The office of the Chief Operating Officer (“COO”), a central component of DAS, unites statewide solutions through team leadership. The COO office coordinates work teams and initiatives that cross jurisdictional and agency boundaries with a goal of achieving transformative, long-term change and developing an agile organization that is able to meet current and future challenges.

The Office of the Oregon State CIO (OSCIO) is a state government-wide information technology (IT) program led by Oregon's Chief Information Officer (CIO). The CIO is a statutory position appointed by the Governor and works closely with the COO and state leadership on adoption of statewide IT policies, standards and governance. The OSCIO has independent statutory authority and is aligned with the DAS budget. The office has 254 FTE and is funded by assessment and rates charged for the services provided.

The OSCIO provides centralized oversight for enterprise-wide IT resource management, planning, policy, program development, project delivery and the setting of statewide IT standards. The OSCIO provides training, and direction to ensure IT integrity, security and consistency across state agencies by working closely with elected officials, political subdivisions, state agencies and IT leadership. The OSCIO team is built on collaboration and support. We work together to ensure our customer agencies receive the highest quality of service. We take pride in our work and look for ways to innovate. OSCIO is committed to hiring highly-skilled, diverse and dedicated employees who will bring a unique skill set to the team. The Office is comprised of the following divisions; Enterprise Technology Services, Enterprise IT Governance, Enterprise Security and Strategic Acquisition and Vendor Management.

Enterprise Technology Services (ETS) is a shared service organization designed to serve the unique needs of its customers in many locations throughout Oregon's 36 counties. ETS develops and operates the State of Oregon's computing and networking infrastructure – 24 hours a day, seven days a week. ETS serves the majority of the state's largest agencies and handles the information technology (IT) demands of more than 150 small agencies, boards, commissions and other governmental entities.

ETS Business Services provides business and information technology business operations support to Enterprise Technology Services. ETS Business Services provides general administrative support, financial and budget management, purchasing, billing, project management and account management services.

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 part of the Service Operations Center Technical Assistance Group (TAG), the primary resolution point for all service disruptions related to services provided by ETS. Members of the TAG team need to be able to work well as part of a team in a dynamic environment, supporting a combination of 4000+ servers and 3500+ network routers and switches, which provide business functionality to several state agencies across the state of Oregon. We are partners to state agencies, ultimately enabling them to deliver their services to the citizens of Oregon.

The Service Operations Center TAG, a unit within the Support Services section with ETS, is comprised of Information Systems Specialist 6, Information Systems Specialist 7, and Information Systems Specialist 8 positions.

The Service Operations Center TAG responds to system generated alerts via various system monitoring tools, and also answers the ETS hotline. The ETS hotline is typically used by agency help desk staff to report infrastructure issues. The Service Operations Center TAG generally provides Tier 2 support to agency Tier 1 help desk staff and agency technicians. They do not provide Tier 1 desktop support.

The environment supported is a large and complex computing environment, with numerous operating system vendors, widely disparate hardware devices, and a broad range of internal/external customers/users. Major applications have critical regulatory requirements, deadlines, etc. Service issues could affect the operations of a number of other state agencies as well as agency partners, including public facing services, and services that could impact public safety. The scope of customer interaction will include all State of Oregon agencies who utilize ETS services.

The Service Operations Center TAG is responsible and accountable for the resolution of all service disruptions from inception through resolution. Using their knowledge, experience, and generalized internal documentation, members of the Service Operations Center TAG are responsible for troubleshooting service disruptions and taking appropriate action to restore service for issues related to ETS' service. Primary focus is on supporting network connectivity (both local area networks and wide area networks), and servers running the Windows operating systems. Issues with services/systems that are not directly supported by the Service Operations Center TAG team are handed off, with appropriate coordination, to other technical teams within ETS; responsibility for resolution of such issues remains with the Service Operations Center TAG technician.

Due to the nature of the infrastructure services provided by ETS, service disruptions often have high impact to agency personnel and the agency's ability to provide service to the public. It is common for service disruptions to impact multiple agencies and have the visibility of agency Chief Information Officers (CIOs).

To stay current with technology and configurations used for providing ETS services, members of the Service Operations Center TAG regularly assist other members of the ETS Service Areas with activities related to technical configurations for the purpose of modifying/replacing existing services and deploying new services.

This position, the ISS8 position within the Service Operations TAG, is one of the highest ranking positions on the Service Operations Center TAG. They will provide the highest levels of direct technical support in software operating systems and networks on a statewide level.

They are considered the guru and are the resource of last resort for other members of the Service Operations Center TAG. They have the experience and knowledge that enables them to solve the most complicated issues, including issues that have not been encountered before and have no specific supporting documented troubleshooting guide. They make technical recommendations to assist management with business decisions and are responsible for project planning and schedules.

In addition to addressing service disruptions and assisting other members of the Service Operations Center TAG, this position is also involved in activities related to new service design and new service transition for the purpose of understanding how to support and troubleshoot issues with the new service. They are also responsible for writing operational documentation describing the support and troubleshooting information to be used by other members of the Service Operations Center TAG and to provide training to the other members of the Service Operations Center TAG. Additionally, as one of the most expert members of the Service Operations Center TAG, this position leads the strategic planning efforts for the Service Operations Center at the direction of the Service Operations Center Manager.

SECTION 3. DESCRIPTION OF DUTIES

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
31%	N	E	<p>Customer Assistance This position communicates on a daily basis with network and computing customers (state agencies, political subdivisions, and qualifying non-profits) to:</p>

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

			<ul style="list-style-type: none"> • Expert troubleshooting and resolution of technical issues related to infrastructure systems providing network, server, and firewall services to ETS’s customers • Basic troubleshooting and appropriate, coordinated, and accurate hand off related to technical issues involving infrastructure systems providing mainframe, UNIX, and iSeries services to ETS’s customers • Communicates with help desks and technical staff of multiple customers, including state agencies, commissions, boards, cities, and counties on a daily basis for the purpose of troubleshooting service issues • Communicates and coordinates with ETS’s service providers • on a daily basis for the purpose of troubleshooting and resolving service disruptions • Issue ownership from inception to resolution • Assure issues and progress updates are recorded in ETS trouble ticket system • Respond to customer phone calls regarding highly complex network support issues. • Resolve all outstanding connectivity issues. • Initiate vendor support and track resolution until connectivity is completely restored. • Handle escalations with vendors within the vendor management processes when service impacts are widespread or highly impacting to critical state services. • Respond to customer phone calls regarding complex issues with Windows Server running within VMWare. • Resolve Server operating system issues and restore normal operations. • Research problems for which an established solution is not available. • Analyze and identify solutions for incidents reported by customers and/or monitoring tools. • Document new solutions and train other staff to establish protocols. • Explain complex technical issues to non-technical customers. • For non-service disruption situations, answer general questions and coordinate the customer getting in contact with ETS personnel most appropriate to address their situation.
26%	R	E	<p>Operations This position monitors, maintains and supports on a daily basis all the various types of network infrastructure, computing infrastructure, and operating systems in an enterprise environment, which may include:</p> <ul style="list-style-type: none"> • Monitor systems for availability and abnormalities, responding to service failures and taking action to prevent failures • Determine impact of service failures

			<ul style="list-style-type: none"> • Primary focal point for Sev-1 communications (service disruptions requiring special communication protocol) • Record modifications to assets in the ETS asset tracking system • Maintains accurate contact information for key customer contacts and vendors • Create / modify documentation used internally by ETS for the purpose of operations, troubleshooting, and system delivery • Provide training to other ETS staff as it relates to operations, troubleshooting, and system delivery • Provides reports to team leads and managers as required • Troubleshooting highly complex network routing issues. • Supporting routers, switches, and wireless devices at the various customer facilities around the state. • Providing triage and troubleshooting support of highly complex end to end network connectivity including the circuit, hardware, and software. • Communicating with network service provider vendors to coordinate new installations, troubleshoot existing, or escalating service outages. • Identifying and documenting “best practice” processes to diagnose network and computing incidents. • Troubleshooting complex operating system issues within the combination of Windows Server and VMWare. • Coordinating efforts with other ISS staff who support other major systems such as the mainframe, UNIX, Linux, or security equipment/software to resolve incidents.
20%	R	E	<p>Construction</p> <ul style="list-style-type: none"> • Configure network, server, and firewall devices to deliver new service, modify existing service, and/or discontinue service • Participate in new service design and service transition activities • Performs needs assessments for creating the support infrastructure for multiple ETS teams and agencies. • Develop business processes and modify existing business processes to accommodate a complex data center and state-wide network environment. • Work with the process team to develop plans to mature ITIL functional areas within the TAG and within ETS as a whole. • Implements new support tools that impact services provided to all state agencies. • Assists with developing and documenting highly complex network and computing configurations and helps maintain the enterprise repository of systems documentation.
18%	R	E	<p>Planning</p> <ul style="list-style-type: none"> • Participates in strategic planning development with the Manager of the Service Operations Center

			<ul style="list-style-type: none"> • Leads the strategic planning work efforts for the Service Operations Center TAG at the direction of the Service Operations Center Manager • Carries out the strategic planning work efforts for the Service Operations Center TAG at the direction of the Service Operations Center Manager • Manages resource utilization within the TAG and recommends changes to support future needs to management. • Identifies gaps or shortcomings in existing tools or processes and develops project proposals for remediation, replacement or the development of services/tools/processes that are new to the state. • Works with multiple organizations to coordinate the TAG plans for disaster recovery. • Participates in ETS change management decision making process, including the Change Impact Board. • Coordinates TAG process development with the Enterprise Security Office. • Develops project plans for the implementation of support tools that span multiple ETS teams and staffing resources from multiple agencies.
5%	N	NE	Other duties as assigned.
100%			

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.

Duties are performed in an office environment working at a computer terminal for long periods of time, with the possibility of working in or around noisy machinery. This position occasionally travels to customer sites across the state to install, maintain, and/or troubleshoot network equipment. This position may be required to work long hours which may include evenings and weekends. Business needs may require working irregular hours or shift work (24/7, weekends, evenings, holidays, and travel for job related purposes) in order to do work or make changes or perform maintenance that are not approved to be done during the hours of 6am – 6pm.

- Duties are performed in an office environment working in which the employee will be at a computer terminal for long periods of time on a daily basis.
- Duties requires the employee to be on the phone for long periods of time (15 minutes or more continuous time) several times a day on a daily basis
- On occasion, duties may require the employee to be on the phone for 6-7 hours of an 8 hour day
- Duties require the employee to leave their work station on a daily basis to have face-to-face conversations
- Duties require strong analytical troubleshooting ability, attention to detail, and mental alertness at all times

- The current schedule for this position is __7:30 – 4:30__, with the need to extend/modify hours to accommodate Service Operations Center TAG coverage 7am to 5pm when other staff are on leave, and schedule is subject to change on a permanent basis following appropriate notification.

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 .

- ITIL
- Data Center Standards Manual
- Vendor Supplied Manuals
- Operating Procedure Manuals
- Oregon Administrative Rules
- DAS Policies and Processes
- Statewide Policies and Processes

b. How are these guidelines used?

They provide general guidance and policy direction and framework to the employee who must interpret and apply them as necessary for each situation. Assures compliance with correct rules and procedures in performing daily work assignments. Complying with such policies ensures appropriate completion of expected and assigned duties.

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?
State Agency and Internal Staff	Telephone and e-mail	Troubleshooting	Daily
Vendors	In person and in writing	Problem resolution	Daily
Management	In person and in writing	Recommendations	Weekly

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

SECTION 7. POSITION RELATED DECISION MAKING

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

This position is responsible for ensuring the network systems and Windows systems are performing to optimum standards. Inaction or bad decisions may cause the systems to become inoperable to users on a statewide basis.

As a member of the TAG team, acting as Tier2 support, this position is the primary contact point for customer Tier1 response staff to report disruptions to what they believe are ETS service delivery issues. In conversation with the customer, the TAG technician must quickly and efficiently asses the following information:

- Is the caller someone authorized by their agency to report issues and ask for assistance from ETS?
- Is the caller calling about something that once worked that no longer does, or something that doesn't work that never did?
- What is the severity of the situation to the customer's business?
- That is the impact to the customer's business reputation as seen by the public?
- Is the situation at such a severe level that the ETS Sev-1 communication process needs to be invoked?
- What service is the caller calling about?
- Which service area is responsible for repair of the service the caller is calling about?

- Is the issue the caller is reporting an isolated incident or is there something more major going on, or is this related to what appears to be a chronic issues the customer is experience?

Poor decisions could result in unnecessary delay, customer dissatisfaction and failure to meet agency product, time and service requirements. The decisions of this position, as it pertains to processes and procedures, will entail critical thinking, and good judgment. Errors could cause miscommunication, and failure to follow important directions could ultimately lead to possible loss of availability and reliability in DAS products and services.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
PEM E X7008	2548723	In person & in writing	Daily/Weekly	To ensure understanding of the system requirements and that all security measures are being enforced.
		Written / in person	Annual	Performance Evaluation

SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

- a. How many employees are directly supervised by this position? _____ N/A
 How many employees are supervised through a subordinate supervisor? _____
- 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 subject to a criminal records check, which may require fingerprints. If you are offered employment, the offer will be contingent upon the outcome of a criminal records check (FBI). Any history of criminal activity will be reviewed and could result in the withdrawal of the offer or termination of employment.

You are responsible to promote and foster a diverse and discrimination/harassment-free workplace; 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; perform all duties in a safe manner; and comply with all policies and procedures. Working in a team oriented environment requires participative decision making and cooperative interactions among staff and management. You are to be aware of Affirmative Action and the department's Diversity strategies and goals.

Additional skills, abilities and requirements:

- Outstanding customer service skills are a must.

- Skill in documenting complex technical processes.
- Skill in providing peer-to-peer quality control by cross checking work with other ISS staff in a complex technical environment.
- Skill in the principles of network fundamentals, operating systems, software and hardware standards and the impacts to statewide customers.
- Ability to establish and maintain effective working relationships with superiors, subordinates, peers, other agencies and the public.
- Ability to create and write operational documentation and procedures
- Ability to train peers in operational processes and procedures
- Strong technical analytical skills.
- The ability to explain complex technical issues to non-technical customers.

Behavioral Expectations:

- Prepare for meetings, bringing issues and solutions for the team to resolve.
- Share in leadership, and actively support decisions made by the management team.
- Participate in cross-functional or problem solving teams as needed; and
- Adheres to all DAS policies and SDC policies, processes and procedures (i.e., Change/Incident/Asset/Problem/Request Management).

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>		
NA		

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		