	STATE OF OREGON **POSITION DESCRIPTION**	**Position Revised Date:** **03.18.2015** **This position is:**
Agency: Oregon Department of Corrections **Facility: ITS** ☐ New ☒ Revised		☒ Classified ☐ Unclassified ☐ Executive Service ☐ Mgmt Svc – Supervisory ☐ Mgmt Svc – Managerial ☐ Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title:	Info Systems Specialist 5	**b.** Classification No:	C1485
c. Effective Date:		**d.** Position No:	
e. Working Title:	Technical Support Analyst	**f.** Agency No:	29100
g. Section Title:	Information Technology Services	**h.** Budget Auth No:	000102300
i. Employee Name:	**Vacant**	**j.** Repr. Code:	AAON
k. Work Location (City – County):	Pendleton		
l. Supervisor Name (Optional):	**Mack, Larry**		

m. Position:	☒ Permanent ☒ Full-Time	☐ Seasonal ☐ Part-Time	☐ Limited Duration ☐ Intermittent	☐ Academic Year ☐ Job Share

n. FLSA:	☐ Exempt ☒ Non-Exempt	If Exempt:	☐ Executive ☐ Professional ☐ Administrative	**o.** Eligible for Overtime:	☒ Yes ☐ 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 performs the critical function of ensuring that automation equipment used by DOC staff and multi-jurisdictional business partners is functional and able to access the DOC network. This position is primarily responsible for an assigned region; it provides additional assistance, support and backup to other regions 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.

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.

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.

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

% of Time	N/R/NC	E/NE	DUTIES
70%	**NC**	**E**	**<u>Customer Assistance/Technical Support</u>** Independently receives, researches, prioritizes and resolves user requests from multiple jurisdictions that cannot be solved by the Help Desk. Performs analysis and troubleshoots hardware and software to resolve complex problems for PC's, network connections and associated peripherals. This includes repairs and custom configurations. Resolves compatibility issues in a multi-vendor, multi-operating system environment. Researches and recommends technology options for users and management to assist the implementation of hardware and software migration. Participates in team meetings and fosters communications to exchange technical knowledge with other team members. Responsible for all outstanding user connectivity problems. Supervise inmates while on assigned duties inside the secure perimeter; prevent escapes through proper control of keys, tools, and contraband; document unusual incidents as they occur. Subject to callback in the event of an emergency and subject to assignment in any area of the institution. Possible encounters with abusive and/or hostile inmates pose the risk of physical injury.
5%	**NC**	**E**	**<u>Hardware\Software</u>** Hardware/software vendors are contacted on a regular basis to determine new and appropriate items for possible use statewide. These contacts are also made to resolve hardware/software problems encountered across the AS/400 and PC spectrum. Identifies and deals with compatibility issues. Special project requirements and testing of new hardware/software is done to best utilize available resources, assuring the existing hardware/software

			be the first choice when new requirements are identified. Vendor contact is not only an arena for new products but also a prime source 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. Analysis of hardware and software problems and application requirements (including minor repairs and custom configurations) is conducted to assure the fullest utilization of resources and to assure users complete access to required resources. Performs complete PC hardware upgrades.
10%	**NC**	**E**	**Network Support** Assists with planning and connects, maintains and updates new systems to the established DOC network comprised of Token Ring and Ethernet systems. This includes but is not limited to routers, central hubs, modems and dial-up accessing (Shiva). Installs, repairs, and tests Category 5 types of cabling as needed to accommodate users needs. Supports network hardware/software for AS/400, Network Servers, Proxy Server and peer-to-peer network systems. Administers TCP/IP protocol implementation independently at various sites. Installs and configures various client software for network including Client Access Express and Oracle. Assists with System Administration duties for network servers including system security, user account maintenance, system backups, performance monitoring and tuning, and problem determination and resolution.
10%	**NC**	**E**	**System Maintenance\Installation** Performs security audits and software audits. Conducts annual on-site software and hardware inventory and additional inventories for special projects. Performance analysis is conducted on a regular basis on networked PC's to determine system performance levels. If performance deteriorates measures are instituted to return system performance to acceptable levels. Knowledge of backup and system enhancing software and procedures are required to perform these functions. Required to obtain and review vendor-provided maintenance. Required to install components of PCs, network connections, printer and associated equipment. Once equipment is installed must set-up and install new configuration files/software. Knowledge of AS/400 system guidelines is required for all connections to the AS/400 via the various networks. Monitors performance of software, hardware and communications and diagnoses and solve problems. Participates in planning about resource utilization, disaster planning, new technologies and acquisition strategies and system performance.
5%	**NC**	**E**	**Professional Duties & Documentation**. Contact hardware and software providers for information; test 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. Report project status and completion; prepare technical reports to be used by management in automation decisions for planning, acquisition and development. Analyze, plan and organize projects and priorities while managing multiple tasks; displays strong customer service skills; provides and recommends solutions. Develop and maintain effective working relations with other departments, divisions, and personnel with whom work must be coordinated or interfaced. Maintain Call Tracking System. Performs other duties as assigned.

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.

This position requires working inside correctional facilities, prisons and Community Corrections offices that includes daily contact with inmates, probationers and post prison offenders, which pose a risk of physical injury. There are possible encounters on a daily basis with verbally abusive and/ or physically violent individuals. The incumbent insures department security in accordance with established security rules and policies by proper control of keys, tools, equipment and contraband as well as documenting unusual incidents as they occur.

The work schedules driven by user need. Trouble tickets are entered into the Call Tracking System and assigned to the appropriate geographic pool. The incumbent will pull tickets from the pool in their area and travel to the work site. Requires occasional in state and out-of-state over night travel. Lifting PCs, terminals, and other computer equipment up to 50#, bending, crawling and reaching under desks and computer workstations, and extensive walking to offices throughout the institutions.

Incumbent may be assigned to various work sites.

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.

Applicable State or Federal laws, rules or guidelines; Department of Corrections Administrative Directives; Agency information processing standards and procedures manuals, AS/400 System Operations Manuals; Various Hardware & Software Technical Reference Manuals (Microsoft OS Manuals, etc.)

b. How are these guidelines used?

These guidelines are used for planning, design and as reference sources and troubleshooting diagnostic tools.

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

Section Managers	Telephone/Person/E-Mail	Problem Resolution, Planning	Daily
Institution Division Support	Telephone/Person/E-Mail	System Issues	Daily
Other Personnel	Telephone/Person/E-Mail	User Support and Training, Information Exchange	Daily
IBM Corp/Microsoft	Telephone/E-Mail	System Problems	As Needed
DOC ITS	Telephone/Person/E-Mail	Information, Problem Resolution, Planning	As Needed
Contractors/Vendors	Telephone/E-Mail	Product and Installation	As Needed
System Users	Telephone/Person/E-Mail	Technical Support	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

This position exercises discretion and independent judgment in making decisions and resolving technical problems. Determines nature, extent, and urgency of user's needs and selects appropriate course of action.

Assists in decision-making regarding hardware locations and software configurations; i.e., specific hardware and software needs of individual users and entire offices.

Makes decisions and recommendations pertaining to Wide Area Network (WAN) and Local Area Network (LAN) desktop configuration and implementation methods to generate optimum throughput.

Assists in decision making for establishment and maintenance of Department wide policies and procedures regarding computers and application software.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Principal Exec/Manager E	8919.013	Review problem logs and activity reports	Weekly	To insure assignments are completed and standards are maintained.
Principal Exec/Manager E	8919.013	Review performance	On-going (at least annually)	To determine general efficiencies and effective compliance with position description and work plan; To communicate areas of strength and weaknesses and set future goals and objectives.

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

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?		

- ☐ Plan work
- ☐ Assigns work
- ☐ Approves work
- ☐ Responds to grievances
- ☐ Disciplines and rewards
- ☐ Coordinates schedules
- ☐ Hires and discharges
- ☐ Recommends hiring
- ☐ Gives input for performance evaluations
- ☐ 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 requires extensive travel throughout the region. Incumbent must arrange for transportation and lodging as needed.

This position requires an individual who is able to work under stressful situations, using initiative, judgment and effective thought without immediate supervision.

This position is 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's point of view to other ITS staff.

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

Must have a valid driver's license. Requires extensive in state and occasional out-of- state overnight travel. Requires lifting PCs, terminals, and other computer equipment; bending, crawling and reaching under and behind desks and computer workstations. Occasional evening and weekend work hours as needed.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:		
Operating Area	Biennial Amount ($00000.00)	Fund Type

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

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	