



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
08.21.14

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

Table with 4 columns: Classification Title, Classification No, Effective Date, Position No, Working Title, Agency No, Section Title, Budget Auth No, Employee Name, Repr. Code, Work Location, Supervisor Name, Position, Eligible for Overtime, FLSA status, and Exempt/Professional/Administrative options.

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 team and participates in the design, development, modification, and maintenance of agency-wide applications, with a focus on the Corrections Information System (CIS).

**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”.

35%	NC	E	<p><b><u>Customer Assistance</u></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. Evaluate existing statewide, integrated criminal justice system for improvements and modification. Works with users from multiple</p>
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			<p>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>Develop and test applications programs to meet system requirements. Evaluate abnormal terminations and results to determine corrective action and modify computer code to resolve problems. Develop and test control language programs as required. Applications frequently involve public safety issues and are components of a statewide criminal justice information system.</p> <p>Participate in walk-through to evaluate systems or modifications with co-workers. 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>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>
50%	NC	E	<p><b><u>Construction</u></b>  Determine functional business requirements to modify significant portions of large, existing systems. Projects usually involve new processes within established business. Users and business functions usually represent multiple jurisdictions from remote locations. 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, stored procedures and triggers. Maintain rapport with users, coworkers and contractors.</p> <p>Prepare documentation to meet the needs of users. Train users and user support staff in the use of modified systems.</p>
10%	NC	E	<p><b><u>Operations</u></b>  Install software/technology consistent with department procedures. Install software/technology in multiple sites/institutions meeting distributed needs within the agency.</p>
5%	NC	E	<p><b><u>Planning</u></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</p>

			improvement. Work with other technical staff to plan the deployment of software/technology new to the department. Create, maintain and recommend changes/updates to IS System & Coding Standards. Test tools and provide feedback on vendor delivery, provide input to department's strategic technology direction.
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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.**

Normal office environment. Daily contact with inmate custodians. Work at a computer terminal. Work environment includes managing 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.

Information Technology Services 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.
- ITS Unit Change Management Guide
- 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 curser 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	Customer Service, direction, decisions, presentations, explanations, exchange of information, responding to specific requests both business and technical; Discussion of projects, progress, operations and maintenance.	As needed
ITS Managers and staff	In person, by phone, by e-mail in writing	To establish project priorities; Report progress of projects and issues; Identify and resolve problems; Provide advice and consultation; Provide information; Contribute recommendations; Identify and evaluate projects.	Daily
DOC Operations and Staff	In person, by phone, by e-mail in writing	Resolve hardware/software problems	Daily/Weekly
Purchasing & Contracts Management (PCM)	In person, by phone, by e-mail in writing	Exchange ideas and information;	As needed
Technical Committees	In person, by phone, by e-mail in writing	Exchange ideas and information; Make presentations; Gather input and requirements	Daily
DAS IRMD (Information Resource Management Division)	In person, by phone, by e-mail in writing	Obtain training; Develop Cost Benefits Analysis; Prepare IT Planning Documents; Prepare RFP's	As needed
Vendors and Contractors	In person, by phone, by e-mail in writing	Work with vendors on projects; Help plan contractor project tasks	Daily
Information Technology personnel from Oregon and other jurisdictions	In person, by phone, by e-mail in writing	Exchange ideas and information	Monthly
Other state agency personnel	In person, by phone, by e-mail in writing	Establish project priorities; Report progress of projects; Identify and resolve problems; Provide information;	Quarterly

		Contribute recommendations; Identify and evaluate projects for inclusion in the long range plan	
Law Enforcement Agencies	In person, by phone, by e-mail in writing	Establish project priorities; Report progress of projects; Identify and resolve problems; Provide information; Contribute recommendations; Identify and evaluate projects for inclusion; in the long range plan	As needed

## 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 a Senior 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 the design of complex systems;
  - Decisions about system conversion; Decisions about customer training;
  - 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 assignments;
  - Decisions about work schedules;
  - Decisions about technology problem resolution;
  - Decisions about feasibility of enhancements to systems;
  - Decisions about the technology requirements for applications.
  
- As a member of the DOC ITS Development staff, the kinds of recommendations made by this position are:
  - Recommendations about training for employees;
  - Recommendations about the recognition of employees;
  - Recommendations about the methodology and standards of applications development work;
  - Recommendations about hardware and software tools which are used to automate the business of applications development.

### **Effect of decisions:**

Information resources are an integral part of the management and delivery of DOC business. The effect of these decisions directly impacts the ability of the Information Systems Branch to serve its

customers. These decisions impact how well DOC complies with statutes, court decisions, and with the agency mission, goals and objectives. Failure to make correct and timely decisions affect the efficiency and effectiveness of DOC. Good judgment is critical.

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

Development Manager		Through staff weekly conferences; Daily meetings with appropriate; Annual Performance Plan; Regular review of progress toward performance goals; Monitoring conformance to directives, specific assignments, and realization of results based on team and department wide performance.	Daily/Weekly	To keep the Project Delivery Manager informed of issues, concerns, project status, and problems that need to be resolved. To ensure that department objectives, priorities and standards are being met.
ITS Administrator PEM E	9512.415	Customer satisfaction surveys; Performance measurement matrixes; Project documentation; Project status reports.	On Request	Insure quality; Insure customer satisfaction; Insure efficiency and effectiveness.
DOC managers and their subordinates (our customers)	Various	Customer satisfaction surveys; Performance measurement matrixes; Project documentation; Project status reports.	Monthly	Insure quality; Insure customer satisfaction; Insure efficiency and effectiveness.

**SECTION 9. OVERSIGHT FUNCTIONS THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY**

<b>a.</b>	How many employees are directly supervised by this position?	0	
	How many employees are supervised through a subordinate supervisor?	0	
<b>b.</b>	Which of the following activities does this position do?		
	<input type="checkbox"/> Plan work <input type="checkbox"/> Assigns work <input type="checkbox"/> Approves work <input type="checkbox"/> Responds to grievances <input type="checkbox"/> Disciplines and rewards <input type="checkbox"/> Coordinates schedules <input type="checkbox"/> Hires and discharges <input type="checkbox"/> Recommends hiring <input type="checkbox"/> Gives input for performance evaluations <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 assists DOC management (and external customers) implementing cost effective information systems in support of the department's overall mission.

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

- 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
- 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
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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".

**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	