



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
4.01.16

This position is:

- Classified
- Unclassified
 - Executive Service
 - Mgmt Svc – Supervisory
 - Mgmt Svc – Managerial
 - Mgmt Svc - Confidential

Agency: Oregon Department of Corrections

Facility: CDC - ITS

New Revised

SECTION 1. POSITION INFORMATION

a. Classification Title:	Information System Specialist 7	b. Classification No:	C1487
c. Effective Date:	07.01.00	d. Position No:	9900.197
e. Working Title:	Data Modeler / Analyst	f. Agency No:	29100
g. Section Title:	IT Services	h. Budget Auth No:	000776970
i. Employee Name:	Vacant	j. Repr. Code:	AAON
k. Work Location (City – County):	Salem - Marion		
l. Supervisor Name (Optional):	Bruce, Roy		
m. Position:	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Seasonal <input type="checkbox"/> Limited Duration <input type="checkbox"/> Academic Year		
	<input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Intermittent <input type="checkbox"/> Job Share		
n. FLSA:	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	If Exempt:	<input type="checkbox"/> Executive <input type="checkbox"/> Professional <input type="checkbox"/> Administrative
		o. Eligible for Overtime:	<input type="checkbox"/> Yes <input checked="" 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 Administrative 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:

Working with other members of the ITS Team, analyzes, designs relational data models, data flow diagrams, data value maps, and maintains production and test databases in support of DOC systems/applications to ensure optimal performance of data accesses, high degree of data integrity, data availability, data accuracy and recoverability of lost or corrupt data.

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.

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 that it owns, operates, or contracts with. 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.

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
-----------	--------	------	--------

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

5%	NC	E	<p>Software (Customer Assistance) Level 3</p> <p>Respond to system crashes and data error conditions that are time critical to DOC and other agencies. The systems involved support regulatory requirements and critical public safety needs statewide.</p> <p>Provides technical assistance to other staff working system crashes or failures of some nature to bring systems back on-line.</p> <p>Provides technical assistance and database training to application development staff.</p>
10%	NC	E	<p>Software (Operations) Level 3</p> <p>Coordinate, install and implement complex vendor and DOC developed applications. This includes technology new to industry and the Agency; conversions from existing applications to the new applications; and moving databases from existing versions of a DBMS to a new version of the DBMS. The systems involved support regulatory requirements, and critical public safety needs statewide.</p> <p>Ensure version compatibility between new releases of complex business applications data and our current database environment.</p> <p>Analyze and identify corrupt or problematic data issues for mission critical systems; evaluate and execute actions to resolve errors as needed.</p> <p>Assess compatibility issues and recommend options for system upgrades.</p>
10%	NC	E	<p>Software (Construction) Level 3</p> <p>Coordinate and perform complex business requirements, analysis, design, and development functions to support re-engineering current, new or changing business processes. This may include conducting joint application development sessions with other section personnel and user representatives.</p> <p>Responsible for overall development, performance and maintenance of physical models or relational databases</p> <p>Consider system features, version compatibility, configuration, complex interfaces, and compatibility and performance issues to recommend solutions, business operation changes, and to effectively use system data resources. The systems involve operations in a</p>

			<p>complex communications environment with other business and agencies nationwide. That includes regulatory requirements, and critical public safety requirements. Multiple approaches for security and access are involved.</p> <p>Help to determine space needs, structure, and organization of database files. Ensure that sufficient backup and recovery procedures are in place. Perform backup and recovery procedures. Monitor performance of DB2, Oracle, and SQL accesses, data usage, and physical storage. Tune databases to ensure optimal performance and minimal down time, taking into account, cost, functional specifications, and potential for expansion.</p> <p>Provides DB2, Oracle, and SQL technical support for mainframe and client server environments, operating systems, and other areas. Determine needs, approach, structure, and support other staff as appropriate.</p> <p>Reviews vendor proposals in the area of database options and design.</p>
5%	NC	E	<p>Data (Customer Assistance) Level 3</p> <p>Assist customers with data reporting and analysis needs in a complex database environment. These reports can affect mission critical systems and decision making regarding resources in mission critical areas and public safety. Provides advice on security issues. Plan, develop, and implement methods to assist business in the use of DOC data in mission critical areas.</p> <p>Provides technical assistance to other staff working system crashes or failures of some nature to bring systems back on-line.</p> <p>Provides technical assistance and database training to application development staff.</p>
15%	NC	E	<p>Data (Operations) Level 3</p> <p>Develop and manage relational databases as well as data files. This includes multiple databases with relational keys and data level security. Systems involved support regulatory requirements, and critical public safety needs statewide.</p> <p>Maintain relational integrity of Agency databases. This includes, however is not limited to the constraints, linked tables and consistency.</p> <p>Perform or recommend changes on performance tuning, considering cost, specifications, and organizational policies.</p> <p>Establishes and enforces data security policy, definition, and administration.</p> <p>Operate, monitor, and maintain data replication and ETL processes. Make decisions to improve information delivery systems or databases; Conduct system software feasibility studies for planned projects; Provide technical information and specifications for acquisition decisions; Direct or participate in feasibility studies and quality assurance reviews. Provide technical information to other data processing staff on the optimal use of system software capabilities, and the effect of changes to system software on the operation of application programs.</p>

			<p>Responds to system problems and failures; Diagnose cause of failures; Determine if failure is hardware or software related; Provide temporary and/or permanent fix. Consult with vendors and other data processing staff to determine cause and/or fix of system software. This includes AS/400, client server, and web environments, operating systems, and other areas of technical support.</p>
40%	NC	E	<p>Data (Construction) Level 3</p> <p>Research and propose new technology that may benefit Agency applications.</p> <p>Use data analysis, modeling, design tools and methodologies to create and maintain physical data models to implement and maintain physical databases.</p> <p>Interpret and enforce data management process and procedures.</p> <p>Research and interpret vendor proposals with regards to data management.</p> <p>Develop data replication and/or ETL scripts using automated tools and custom database programming.</p> <p>Based on application requirements, recommend appropriate database management system (DBMS) to hold and maintain the related corporate business data. Determine appropriate data storage requirements and determine the necessary volume and capacity needs.</p>
15%	NC	E	<p>Data (Planning) Level 3</p> <p>Decides on the methods and approach to issues of data sharing, data location, usage considerations, integrity controls, and maintaining flexibility on access to and use of databases.</p> <p>Promotes and facilitates consistent standards, representation, and usage of data, integration and data integrity throughout the organization, among multiple related databases, and among platforms.</p> <p>Recommends changes in business operations and systems to better exploit data resources.</p> <p>Plan, monitor, and assist in the implementation of upgrades, enhancement of software applications, and new technology to comply with infrastructure upgrades.</p> <p>Develop disaster planning and business continuance strategies in order to ensure ongoing Agency business.</p> <p>Research, evaluate, and recommend new industry products, approaches, and technology direction with focus on how they may be integrated/adopted into our environment. Test new technology with existing systems.</p> <p>Consult with data processing managers and technical staff regarding system or database requirements, capabilities, and possible enhancements.</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 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 Systems 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 assist database management, design and recovery
- To use hardware and software; to assist customers
- To clarify policy and procedures applied to specific areas of support in DOC
- 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 clarify 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?
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"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Resolve hardware/software problem 	Daily/ Weekly
Purchasing & Contracts Management (PCM)	In person, by phone, in writing	<ul style="list-style-type: none"> Exchange ideas and information 	Monthly
Technical Committees	In person, by phone	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Obtain Training Develop Cost Benefits Analysis Prepare IT Planning Documents Prepare RFPs 	As needed
Vendors and Contractors	In person, by phone, by E-mail, in writing	<ul style="list-style-type: none"> Work with vendors on projects Help plan contractor project tasks 	Daily
Information Technology personnel from Oregon and other jurisdictions	In person, by phone, in writing	<ul style="list-style-type: none"> Exchange ideas and information 	Monthly
Other state agency personnel	In person, by phone, in writing	<ul style="list-style-type: none"> 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 	Quarterly
Law Enforcement Agencies	In person, by phone, in writing	<ul style="list-style-type: none"> Establish project priorities Report progress of projects Identify and resolve problems 	Quarterly

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"> • Provide information • Contribute recommendations • Identify and evaluate projects for inclusion in the long range plan 	
--	--	--	--

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 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 managing multiple work assignments under conflicting and time sensitive deadlines;
 - Decisions about work schedules;
 - Decisions about technology problem resolution;
 - Decisions about the feasibility of enhancements to systems;
 - Decisions about the technology requirements for applications.

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
----------------------	-----------------	-----	-----------	-------------------

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

Development Manager / PEM E	9512.415	<ul style="list-style-type: none"> • Through staff weekly conferences. • Daily meetings when appropriate • Annual Performance Plan • Regular reviews of progress toward Performance Goals • Monitoring conformance to directives, specific assignments, and realization of results based on team and department wide performance. 	Daily/Weekly	<p>To keep the Application Development & Maintenance Manager informed of issues, concerns, project status, database development, production performance, and problems that need to be resolved.</p> <p>To ensure that department objectives, priorities, and standards are being met.</p>
ITS CIO / PEM G	0500.624	<ul style="list-style-type: none"> • Customer satisfaction surveys; • Performance measurement matrixes; • Project documentation; • Project status reports 	On Request	<ul style="list-style-type: none"> • Insure quality; • Insure customer satisfaction; • Insure efficiency and effectiveness
DOC managers and their subordinates (our customers);	Various	<ul style="list-style-type: none"> • Customer satisfaction surveys; • Performance measurement matrixes; • Project documentation; • Project status reports 	Monthly	<ul style="list-style-type: none"> • Insure quality; • Insure customer satisfaction; • Insure efficiency and effectiveness

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"/> Assigns work <input type="checkbox"/> Approves work <input type="checkbox"/> Responds to grievances	<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"/> 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 assists DOC management implement cost effective information systems in support of the department's overall mission.

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

- 5 years experience in data modeling, data analysis, database support, and/or systems analysis.
- 2 years experience in relational data modeling using best practices developing logical and physical design in Oracle, and/ or SQL Server and/or DB2.
- Excellent communication skills: interpersonal, verbal and in writing.
- Strong planning skills with ability to follow through to implementation.
- Ability to develop and implement strategic and tactical plans, policies and procedures.
- 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.

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 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