



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
03.01.16

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, FLSA, Eligible for Overtime.

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 project team that works with our customers to gather business process, requirements, and test criteria. This position works with developers on the project team to translate these requirements into technical specifications that can be implemented by developers.

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

20%	NC	E	<p><b>Analysis</b></p> <ul style="list-style-type: none"> <li>• Responsible for analyzing business needs for development of software that changes/re-engineers a business process. Oversee and participate in the design and development of complex systems, production of system and program narratives, charts, diagrams, record layouts, reports, screens, files, etc.</li> <li>• Work with end users and business leads to perform business process analysis, document existing business processes, and define improved business processes.</li> <li>• Perform detailed analysis existing systems. Evaluate existing statewide integrated criminal justice system for improvements and modification. Analysis involves diagnosis of problems in complex, nonstandard systems which may require changes throughout a statewide criminal justice application, with implications for numerous integrated programs and functions to be considered.</li> <li>• Write requirement, use case, and design specifications for system enhancements and new system development projects. Work with business experts and end users to gather requirements, and review system specifications. Lead requirements meetings with users and stakeholders. May be involved in user analysis sessions to determine feasibility, cost benefit, and requirement definition for new systems, or to modify existing systems</li> <li>• Participate in walk-through to evaluate specifications with co-workers. Review and coordinate design changes with data base staff, users, and supervisor.</li> </ul>
10%	NC	E	<p><b>Data</b></p> <ul style="list-style-type: none"> <li>• Evaluate data relationships to “normalize” design for efficient utilization and storage.</li> <li>• Provide conceptual and logical database models, plans, and designs to database analysts.</li> <li>• Identify corrupt or problematic data issues for mission critical systems; evaluate and execute actions to resolve errors as needed.</li> <li>• Use standard modeling tools to build and refine system models.</li> <li>• Recommend changes to the system models to meet business practices.</li> <li>• Perform data analysis activities when expertise is required.</li> <li>• Processes and analyzes distributed data within the scope of projects.</li> </ul>
10%	NC	E	<p><b>Test</b></p> <ul style="list-style-type: none"> <li>• Write test plans and lead testing efforts for projects.</li> <li>• Ensure that system requirements are met through formal testing processes.</li> <li>• Automate testing through the use of test tools.</li> <li>• Lead user teams in performance of User Acceptance Testing.</li> </ul>
30%	NC	E	<p><b>SOFTWARE (Construction)</b></p> <ul style="list-style-type: none"> <li>• Responsible for analyzing business needs for development of software that changes/re-engineers a business process. This position would be primarily responsible for systems analysis and design.</li> <li>• Oversee and participate in the design and development of complex systems, production of system and program narratives, charts, diagrams, record layouts, reports, screens, files, etc.</li> </ul>

			<ul style="list-style-type: none"> <li>• Resolves conflicting needs and conflicting resolutions for system development.</li> <li>• Develop alternative solutions by researching existing systems, programs, procedures and pertinent customer data; performing cost, volume frequency, and procedural analysis; and/or create approaches to solve new, complex problems.</li> <li>• Develop, review and approve project deliverables through all phases of a project.</li> <li>• Develop Request for Proposals documents for acquisition of software/software programming services or a wide variety of hardware to meet users' information systems needs.</li> <li>• Facilitates creation, evaluates, and selects vendor proposals for development of programming code, software or technology.</li> <li>• Accept responsibility on assigned projects to complete the project to the customer's and supervisor's satisfaction in accordance with phased development plans, standards and tight deadlines agreed upon by supervisor, customer, other personnel and employee. Be responsible for keeping the customer and supervisor advised of progress.</li> <li>• Develop and recommend cost and time estimates and/or performance factors for accomplishing assignments, tasks, and proposed alternatives.</li> <li>• Conduct Joint Application Development sessions with section personnel, other sections and user representatives.</li> <li>• Review assigned tasks to determine progress; update assignments; and when experience or technical limitations on the part of the other personnel are recognized, provide more specific directions for progress and completion.</li> <li>• Responsible for managing multiple tasks and responsibilities under conflicting and time sensitive deadlines. Oversee prioritization and management of multiple tasks and responsibilities by project team.</li> <li>• Our environment requires a high level of coordination, as the systems are highly integrated, complex in nature. They are critical to law enforcement and other agencies.</li> </ul>
10%	NC	E	<p><b>SOFTWARE (Planning)</b></p> <ul style="list-style-type: none"> <li>• Plans for a variety of complex applications/operating systems with a variety of users and hardware.</li> <li>• Analyzes impacts of configurations and compatibility and develop volume/capacity plans.</li> <li>• Participates in Information Resource Planning and Tactical Planning for the DOC Application Development team. Provides inputs and updates regarding these planning processes, and acts as customers advocate in discussions in ensuring that the business needs are represented and prioritized correctly.</li> <li>• Evaluates new industry products, approaches and technology directions with focus on how these can be integrated in DOC's technology.</li> <li>• Coordinates with other agencies, sections and DOC partners in workflow evaluation and implementation.</li> <li>• Ensure that project team analyzes impacts of security configurations and compatibility concerns and develop volume/capacity plans.</li> </ul>

			<ul style="list-style-type: none"> <li>• Work with multiple vendors, agencies to plan and implement new systems or major upgrades of hardware/software, which could include public access.</li> <li>• Ensures that project team plans for the testing, coordination, training and implementation of additions and changes to complex, integrated systems used by multiple agencies.</li> </ul>
10%	NC	E	<b>SOFTWARE (Customer Assistance)</b> <ul style="list-style-type: none"> <li>• Diagnose and resolve user problems, up to and including system crashes on critical DOC systems used to serve the public, law enforcement agencies, as well as other local, state and federal agencies. The analyst will verify the software fix has resolved the problem.</li> <li>• Meet with the customer to evaluate, understand, document and communicate customer's computer needs.</li> <li>• Meet with customers to communicate alternatives, facilitating and negotiating an action plan for providing customers with computer needs.</li> <li>• Develop and conduct formal training for users and data processing staff in the operation of new data processing systems and software packages.</li> </ul>
10%	NC	E	<b>Communication and Collaboration</b> <ul style="list-style-type: none"> <li>• Participate in the evaluation and selection of tools and vendors to promote the Department's strategic technology direction.</li> <li>• Evaluate and recommend technologies new to the Department for workload and work flow. Make recommendations for performance and technical improvement.</li> <li>• 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 &amp; Coding Standards.</li> <li>• Define tasks to accomplish project work, and track progress of technical work for multiple project team members.</li> </ul>

#### 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 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 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 cursor 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	<ul style="list-style-type: none"> <li>• Customer Service, direction, decisions, presentations, explanations, exchange of information, responding to specific requests both business and technical.</li> <li>• Discussion of projects, progress, operations and maintenance.</li> </ul>	As Needed
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ITS Managers and Staff	In person, by phone, by E-mail, in writing	<ul style="list-style-type: none"> <li>To establish project priorities</li> <li>Report progress of projects and issues</li> <li>Identify and resolve problems</li> <li>Provide advice and consultation</li> <li>Provide information</li> <li>Contribute recommendations</li> <li>Identify and evaluate projects</li> </ul>	Daily
DOC Operations and Staff	In person, by phone, by E-mail, in writing	<ul style="list-style-type: none"> <li>Resolve hardware/software problem</li> </ul>	Daily/Weekly
Purchasing & Contracts Management (PCM)	In person, by phone, in writing	<ul style="list-style-type: none"> <li>Exchange ideas and information</li> </ul>	Monthly
Technical Committees	In person, by phone	<ul style="list-style-type: none"> <li>Exchange ideas and information</li> <li>Make presentations</li> <li>Gather input and requirements</li> </ul>	Daily
DAS EISPD	In person, by phone by E-mail, in writing	<ul style="list-style-type: none"> <li>Obtain Training</li> <li>Develop Cost Benefits Analysis</li> <li>Prepare IT Planning Documents</li> <li>Prepare RFPs</li> </ul>	As needed
Vendors and Contractors	In person, by phone, by E-mail, in writing	<ul style="list-style-type: none"> <li>Work with vendors on projects</li> <li>Help plan contractor project tasks</li> </ul>	Daily
Information Technology personnel from Oregon and other jurisdictions	In person, by phone, in writing	<ul style="list-style-type: none"> <li>Exchange ideas and information</li> </ul>	Monthly
Other state agency personnel	In person, by phone, in writing	<ul style="list-style-type: none"> <li>Establish project priorities</li> <li>Report progress of projects</li> <li>Identify and resolve problems</li> <li>Provide information</li> <li>Contribute recommendations</li> <li>Identify and evaluate projects for inclusion in the long range plan</li> </ul>	Quarterly
Law Enforcement Agencies	In person, by phone, in writing	<ul style="list-style-type: none"> <li>Establish project priorities</li> <li>Report progress of projects</li> <li>Identify and resolve problems</li> <li>Provide information</li> <li>Contribute recommendations</li> <li>Identify and evaluate projects for inclusion in the long range plan</li> </ul>	Quarterly

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

**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.
- 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.
- Maintain regular and punctual attendance

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount (\$00000.00)	Fund Type
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**Note:** If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".

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**SECTION 11. ORGANIZATIONAL CHART**

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

**SECTION 12. SIGNATURES**

	Employee Signature		Date		Supervisor Signature		Date	
	Appointing Authority Signature		Date	Reviewer		Date		