



State of Oregon Position Description

Company: Department of Administrative Services

Organization: IT - Deputy CIO - DAS

Service Type:

SECTION 1. POSITION INFORMATION

| | | | |
|---------------------------|--|------------------------|--------------|
| Job Profile Title: | Information Systems Specialist 8 | Job Profile ID: | 1488 |
| Business Title: | Sql Dba (2500004) (Frozen) | Position ID: | 000000159407 |
| Employee Name: | | Company ID: | 10700 |
| Representation: | OAS | Budget Auth No: | 1415755 |
| Location: | Salem DAS General Services Building | | |
| Supervisor: | Denver Peterson (Information Technology Manager 3) | | |
| Position: | | | |
| Time Type: | Full Time | | |
| FLSA: | Exempt | | |
| Exempt Reason: | Computer Employee Exemption | | |
| Overtime Eligible: | No | | |
| Employee Type: | Permanent | | |

SECTION 2. JOB DESCRIPTION SUMMARY

Describe the program in which this position exists. Include program purpose, who is affected, size, and scope. Include relationship to agency mission.

The Department of Administrative Services (DAS) is the central administrative agency that leads state government to implement the policy and budget decisions of the Governor and Oregon Legislature. Employing an enterprise-wide perspective, DAS serves state government by developing and upholding accountability standards to ensure productive and efficient use of state government's financial, human and information resources.

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

DAS IT is a central component of DAS and reports to the DAS Chief Information Officer who reports directly to the DAS Director. DAS IT provides internal support to the divisions in DAS, as well as 20 small agencies, boards and commissions. Our purpose is to bring people and technology together by providing reliable service, accurate information, and creative solutions within an agile organization that is able to meet current and future challenges.

DAS IT is comprised of over 40 FTE and consists of the following units: Office of the DAS Chief Information Officer, IT Solutions & Application Delivery, Security & Risk Management, IT PMO & Governance, Purchasing and Contracts, and Technology Operations. DAS IT provides the technology systems and services that support more than 1300 staff and 2500 devices deployed across the state, and the service desk responds to over 12,000 tickets each year. In addition, the Office of the Chief Information Officer provides management support for IT projects, integration services, systems architecture, database services, IT assets and change management, while also coordinating network and computing operations with the Oregon State Data Center.

Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

This position is part of the DAS IT Organization and provides the highest level of database development and operational support to DAS and its client agencies. This position also manages and maintain cloud-based databases, ensuring their reliability, security, and performance. Responsibilities of this position includes owning, tracking, and resolving database related incidents and requests, participation in design of database architecture for current and future products, responding to database related alerts and escalations and working with DAS IT teams to implement strategic solutions. Support of existing databases for applications that are critical to conducting the business of the State of Oregon. These applications and databases support critical areas such as statewide financials, budgeting, procurement, payroll, personnel, the Governor's and Legislative Fiscal Offices as well as many smaller Boards and Commissions.

SECTION 3. JOB DESCRIPTION

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.

15% - R - E Customer Assistance:

10% Software

- Provide Tier 4 diagnostic support for incidents regarding SQL Server systems, including degraded system performance or system crashes.
- Provide senior technical expertise to resolve issues that have no established solution and that may require extensive research.
- Coordinate problem resolution with DAS IT, the Office of the State CIO (OSCIO) and vendor staff.

5% Data

- Provide Tier 4 trouble shooting for data incidents affecting DAS and DAS Client Agencies in a varied database environment, following DAS IT Incident Management processes. Work closely with end users to understand potential data issues, resolve issues or recommend solutions to meet organizational goals.
- Coordinate problem resolution with DAS IT, OSCIO and vendor staff.

45% - R - E Operations:

35% Software

- Design, test and install updates to SQL Server systems that support multiple DAS and DAS Client Agency applications, including statewide applications. Follows DAS IT Change Management processes.
- Determine the impact of changes to existing systems both within the database environment and in other computing domains. Coordinate testing with multiple agencies and vendors.
- Monitor and manage system resources to ensure optimal system performance. Respond to alerts and triggers to ensure system availability, quality and security.
- Develop and maintain SQL Server documentation in support of operations that affect DAS and DAS Client Agencies.
- Plan for and participate in regular disaster recovery testing.

10% Data

- Provide senior technical expertise and guidance to lower level staff to ensure critical databases are available and operational for DAS and DAS Client Agencies per agreed to Service Level Agreements (SLA).
- Develop and maintain SQL database standards documentation in support of operations that affect DAS and DAS Client Agencies. Standards are to be in compliance with OSCIO security standards.
- Respond to the highest level and most critical alerts and triggers to ensure data availability, quality and security.
- Perform log audits to review for appropriate data access. Report unauthorized access to DAS IT management.
- Plan for and participate in regular disaster recovery testing.

25% - R - E Construction:

20% Software

- Develop and maintain standards and processes for the SQL Server system environment necessary for building new database installations that affect DAS and DAS Client Agencies. Standards are to be in compliance with OSCIO security standards.
- Design, test and install new installations to SQL Server systems that support multiple DAS and DAS Client Agency applications, including statewide applications. Follows DAS IT Change Management processes.
- Evaluate possible vendor solutions and provide input on their design, security, fit with DAS IT standards and implementation requirements.

5% Data

- Develop and maintain standards for data, data models, and data schemas for DAS. Standards are to be in compliance with OSCIO security standards.
- Design, test and implement system interfaces within DAS applications and with external vendor applications.
- Design Cloud Services to leverage cloud-specific features for seamless integration with other services (e.g., analytics, machine learning).

10% - R - E Planning:

5% Software

- Conduct long-term strategic planning to identify new approaches and direction of emerging trends in database technologies and reporting services, as well as new database development tools from among multiple vendors.
- Participate in planning for acquisition of new technologies, e.g. database technologies, support applications, etc. Document plans for changes that impact critical database installations.

5% Data

- Develop short- and long-term plans for the agency's core SQL data systems, including capacity plans to support future expansion as business needs change.
- Recommend changes in business operations to better exploit the data resources.
- Develop short- and long-term plans for Cloud Services to leverage cloud-specific features for seamless integration with other services.

5% - N - NE 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.

This position involves frequent contact with executives, management, and staff both internal and external to the organization. It requires working with a variety of people and situations, which requires the incumbent to exercise diplomacy. Confidentiality of information must be maintained at all times. This position requires the ability to work on multiple tasks simultaneously, sometimes within short time frames, and interface effectively with business partners. It requires maintenance of tight deadlines and close coordination of a large number of tasks. Often travel to meetings is required with some travel to trainings. There can be frequent interruptions, demanding timeframes, and non-traditional working hours. At times, weekend and evening work is required to meet customer demands and department deadlines. This position requires significant use of a computer and videoconferencing.

Where an employee's duties can be successfully performed away from their central workplace, an employee is eligible for remote work, upon agency approval.

This position is suitable for remote work options.

There may be times that a position or an individual must be located full-time, on-site, within traditional business hours. Times when on-site presence can be required include but are not limited to training, performance, business alignment, accommodations, or resource availability.

To be eligible for remote work, staff must have a home workspace that meets all applicable technology, security and safety requirements including the ability to provide protection of confidential information. Staff are responsible for obtaining an appropriate broadband internet connection for working remotely.

Staff working remote shall:

- Meet all responsibilities and perform all duties as if their role was performed in a traditional work setting.
- Comply with all agency policies, guidelines, and management directives.
- Maintain a professional demeanor in the performance of all duties.
- Meet and maintain performance expectations.
- Be available each week during established work hours, as determined by the business need.

DAS IT is committed to diversity. Diversity efforts reinforce respectful treatment of others in the workplace. These efforts focus on identifying ways to work better together, reducing conflict by increasing understanding, improving collaboration, fostering teamwork, and increasing productivity and quality of services delivered by DAS IT. You are responsible to promote and foster a diverse and discrimination/harassment-free workplace; establish and maintain professional and collaborative working relationships with all contacts; contribute to a positive, respectful and productive work environment.

Working in a team-oriented environment requires participative decision making and cooperative interactions among staff and management. This includes maintaining regular and punctual attendance; performing all duties in a safe manner; and complying with all policies and procedures.

SECTION 5. GUIDELINES

List any established guidelines used in the position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

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

- Criminal Justice Information (CJIS) Rules, Regulations and Security Policies
- IT Service Management best practices (ITIL, ISO 20000, ISO 9000, COBIT, etc.)
- Information Security Management best practices (SANS, ISO 2700x)
- Enterprise IT Strategy
- IT Standards
- DAS-IT processes and procedures
- Statewide Information Technology Rules and Policies
- DAS Enterprise Security Office policies and practices.
- System Documentation
- SLAs with all DAS-IT customers

How are these guidelines used?

They provide general guidance and policy direction, as well as the framework and technical standards, to deliver SQL DBA services to DAS and DAS client agencies.

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 | How | Purpose | How Often? |
|--|--|--|-------------------|
| Management | In Person, by mail, email or telephone | Problem resolution and recommendations | As Needed |
| State Agency & Internal Staff | In Person, by mail, email or telephone | Troubleshooting | Daily |
| State Agency External Management & Staff | In Person, by mail, email or telephone | Problem resolution | Daily |
| Vendors | In Person, by mail, email or telephone | Problem resolution | Daily |

SECTION 7. POSITION RELATED DECISION MAKING

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

This position is responsible for providing the highest levels of customer communications both internally and externally, technical project management, strategic planning, and technical expertise to deliver SQL Server environments and the databases that reside on them to DAS and DAS client agencies. Well-designed and documented SQL Server environments and databases are easier to maintain and more efficient to run, as well as provide data services to DAS, DAS Client Agencies, and their respective customers, thus resulting in a savings of time and money. It must always consider the broad ramifications of decisions made on behalf of the state. If incorrect decisions are made, the efficient and effective utilization of state resources are at risk.

SECTION 8. REVIEW OF WORK

| Job Profile | Position ID | How | How Often | Purpose of Review |
|----------------------------------|--------------------|--|------------------|--|
| Information Technology Manager 2 | 0414876 | In Person, by mail, email or telephone | Weekly | Regular check ins; Review and progress of work |
| Information Technology Manager-2 | 0414876 | In Person, by mail, email or telephone | Quarterly | Performance Evaluations |

SECTION 9. OVERSIGHT

What are the oversight activities for this position?

SECTION 10. ADDITIONAL POSITION RELATED INFORMATION

List any knowledge and skills needed at time of hire that are not already required in the classification specification:

This position is subject to a criminal records check, which may require fingerprints. If you are offered employment, the offer will be contingent upon the outcome of a criminal records check (FBI). Any history of criminal activity will be reviewed and could result in the withdrawal of the offer or termination of employment.

You are responsible to promote and foster a diverse and discrimination/harassment-free workplace; establish and maintain professional and collaborative working relationships with all contacts; contribute to a positive, respectful and productive work environment; maintain regular and punctual attendance; perform all duties in a safe manner; and comply with all policies and procedures. Working in a team oriented environment requires participative decision making and cooperative interactions among staff and management. You are to be aware of Affirmative Action and the department's Diversity strategies and goals.

Additional skills, abilities and requirements:

- Skilled in current technologies, system and process development methods, and the use of computing resources at all levels.
- Skilled in establishing and maintaining effective working relationships with superiors, subordinates, peers and other agencies and the public.
- The ability to explain complex technical issues to non-technical customers.
- Highly skilled in analytical review with the ability to troubleshoot and isolate issues.
- Highly skilled with demonstrated experience with Microsoft SQL Server database administration.

SECTION 11. BUDGET AUTHORITY

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

| Operating Area | Biennial Amount | Fund Type |
|----------------|-----------------|-----------|
|----------------|-----------------|-----------|

SECTION 12. ORGANIZATIONAL CHART

See Organizational Chart (attach copy or view within Workday).

SECTION 13. SIGNATURES

Employee

Date

Manager

Date

Appointing Authority

Date