**STATE OF OREGON
POSITION DESCRIPTION**

**Position Revised Date:
June 25, 2025**

This position is:
☐ Classified
☐ Unclassified
☐ Executive Service
☐ Mgmt Svc – Supervisory
☐ Mgmt Svc – Managerial
☐ Mgmt Svc - Confidential

Agency: Department of Administrative Services

Facility: Enterprise Information Services

☐ New   ☐ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: Information System Specialist 7	**b.** Classification C1487
c. Effective Date:	**d.** Position No:
e. Working Title: Backup Engineer	**f.** Agency No: 10700
g. Section Title:	**h.** Budget Auth No: 979800
i. Employee Name:	**j.** Repr. Code:
k. Work Location (City –	Salem	DAS	State Data Center
l. Supervisor Name:	

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

n. FLSA: ☐ Exempt   If Exempt: ☐ Executive   **o.** Eligible for Overtime: ☐ Yes
☐ Non-Exempt   ☐ Professional   ☐ No
                              ☐ Administrative

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 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.

Enterprise Information Services

Enterprise Information Services (EIS) is a state government-wide information technology (IT) organization led by Oregon's State Chief Information Officer (CIO). The State CIO is a statutory position, appointed by the Governor, and works closely with the State Chief Operating Officer (COO) and state leadership on adoption of statewide IT policies, standards, and governance. EIS has independent statutory authority and is aligned with the Department of Administrative Services (DAS) budget. EIS has over 300 FTE and is funded by assessment and rates charged for the services provided.

EIS provides centralized oversight for enterprise-wide IT resource management, planning, policy, program development, project delivery and the establishment and maintenance of statewide IT standards. EIS provides training, and direction to ensure IT integrity, security, and consistency across state agencies by working closely with elected officials, political subdivisions, state agencies and IT leadership. The EIS team is built on collaboration, support, and accountability. We work together to ensure our customer agencies receive the highest quality of service. We take pride in our work and look for ways to innovate. EIS is committed to hiring highly skilled, diverse, and dedicated employees who will bring a unique skill set to the team. EIS is comprised of the following programs: Administrative Services, Cyber Security Services, Data Center Services, Data Governance and Transparency, Project Portfolio Performance, Shared Services, and Strategy and Design.

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:** As a member of the Backup team, provides the highest level of technical expertise with the backup infrastructure, with a focus on Customer Service. Assist with the coordination of technical efforts DCS is engaged in and contributes to the future development of the Backup service line.
   This position is designated as an "Essential Position" (State Policy #60.015.01) in all cases of official State office closures. The incumbent in this position is required to report to work in all cases of official notification of State office closures.
   Exceptions: previously approved vacation and absences. This position may be assigned tasks outside the normal position duties as needed to respond to the special conditions of the closures. If reporting to the normal work location is deemed too dangerous, then the person in this position must contact their supervisor to be reassigned to an alternate and/or remote location.

SECTION 3. DESCRIPTION OF DUTIES

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".

10%	N	E	Customer Service • Develops and provides formal training. • Provides expert level backup and restoration support to customers. • Communicate complex technology and operating concepts with all levels of agency staff, enabling informed decisions by DCS and agency management • Articulate complex technical concepts to non-technical people. • Diagnoses complex problems for customer agencies. • Contribute to continuous customer service improvement by proposing and implementing changes to processes and tools
30%	N	E	Operations • Creates/modifies processes and procedures to address problems with monitoring, maintaining, and supporting DCS backup assets. • Coordinates solutions between multiple agencies and other entities. • Conduct Proof of Concepts to demonstrate new ideas and help solidify technical direction. Provides a cost/benefit analysis and a recommendation to operationalize. • Identify and automate process and procedures for on premise and cloud solutions. • Work collaboratively with other teams to understand project objectives, gather automation requirements, design automated tests, troubleshoot issues, and implement scalable automation solutions. • Performs code reviews. • Automates repeatable processes and procedures, stores the resulting code and configurations using source code management tools. • Define and implement efficient end-to-end provisioning of automation solutions. • As a subject matter expert, be a technical escalation point for others on your team needing assistance with troubleshooting and repair • Ensures regulatory, safety and security requirements are met. • Use knowledge and understanding of data protection technologies, de-duplication, replication, encryption, and the interdependencies between the hosting OS (clients and servers), network, and storage components to resolve or prevent customer issues and data loss • Propose and implement approved improvement initiatives to enhance backup performance
30 %	N	E	Construction: • Key contributor in vendor selection for the Backup team. • Integrates changes and monitors system performance.

			• Perform at expert level engineering designs, as well as implementations, tunings, and administration of the backup environment management tools. • Ensures that security meets state standards and regulatory requirements for the backup infrastructure. • Employ working knowledge of Project Management principles to create and communicate plans for projects. • Collaborate with other DCS technical service areas to establish new technologies and assist with troubleshooting efforts
25%	N	E	Planning: • Participates in the change management program and is a key contributor to the disaster recovery planning process. • Write Opportunity Assessments to demonstrate business need for new technical concepts. • Remain current on IT trends. • Work collaboratively with other teams to understand project objectives, gather automation requirements, design automated tests, troubleshoot issues, and implement scalable automation solutions. • Recommends process improvements. • Provides status reports to management for proof of concepts, projects, or other work efforts that have a timeline. • Contributes to the selection of backup tools for evaluation and adoption. • Be an active participant, providing subject matter expertise, in Disaster Recovery / Business Continuity planning and validation efforts • Assist in planning all system level events, including installs, patching and upgrades
5 %	N	E	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 video-conferencing.

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 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. 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

a. **List any established guidelines used in this 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 Policies and Processes
   • Statewide Policies and Processes

b. How are these guidelines used?
They provide general guidance and policy directions and framework to the incumbent who must interpret and apply them as necessary for each application. Incumbent must make decisions concerning the appropriate application and interpretation of policies and procedures that regularly relate to highly sensitive confidential matters. Used to determine correct operational procedures necessary for efficient operation of statewide computer systems and work processes and procedures to ensure a consistent quality of services. Assures compliance with correct rules and procedures in performing daily work assignments.

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".			
Management	In Person, by mail, email, electronically or telephone	Information sharing, problem resolution and recommendations	As needed
State Agency and Internal Staff	In Person, by mail, email, electronically or telephone	Collaborations, troubleshooting, discuss requests/service delivery	daily/weekly /monthly
Vendors	In Person, by mail, email, electronically, or telephone	Problem resolution, troubleshooting, information sharing, research	daily/weekly /monthly
State Agency External Management & Staff	In Person, by mail, email, electronically, or telephone	Service delivery, problem resolution	Daily/weekly /monthly

SECTION 7. POSITION RELATED DECISION MAKING

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

Decisions are made concerning the appropriate application and interpretation of policies and procedures that regularly relate to highly sensitive confidential matters. Inaction or bad decisions may cause the systems to become inoperable, impacting users on a statewide basis and could result in personal harm to clients and serious economic loss. This position is responsible for ensuring a high standard of customer service. Inaction or bad decisions may cause production data loss, corruption affecting users, and/or have negative economic impact on a statewide basis.

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 curser at end of a row (outside table) and hit "Enter".				
Information Technology Manager 2 X7884		In person, virtually, phone, e-mail	Quarterly; Weekly or as needed.	Regular check ins; Review and progress of work - To ensure understanding of the system requirements and that all security measures are being enforced.
Information Technology Manager 2 X7884		Written and reviewed in person, phone, virtually, e-mail	Quarterly	Performance Evaluations

SECTION 9. OVERSIGHT FUNCTIONS   THIS SECTION IS FOR <u>SUPERVISORY</u> POSITIONS ONLY

a. How many employees are directly supervised by this position?   N/A

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 is subject to a criminal records check, which may require fingerprints. Also, you will be required to pass State Police CJIS Certification. 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 for this position:
- Employee is required to possess and maintain a valid driver's license issued by the state where the employee resides or provide an acceptable alternate mode of transportation.
- Excellent written and oral communication skills.
- Employee is required to obtain and maintain CJIS clearance.
- The ability to explain complex technical issues to non-technical customers.
- Skill in establishing and maintaining effective working relationships with superiors, subordinates, peers and other agencies and the public.
- Strong technical analytical skills in a secure data-center environment.
- The ability to explain complex technical issues to non-technical customers.
- Requires demonstrated project management skills.
- Skilled in current data storage and backup technologies and the use of computing resources at all levels.
- Skilled in the principles of Microsoft and UNIX fundamentals, software and hardware standards, and the impacts to statewide customers
- Skilled in GitHub
- Familiar with Microsoft Powershell, Ansible, Terraform, and Cloud environments.

Behavioral Expectations:
- Establish/maintain effective working relations w/other departments, divisions, contractors,
- Prepare for meetings, bringing issues and solutions for the team to resolve,
- Share in leadership, and actively support decisions made by the management team,
- Participate in cross-functional or problem-solving teams as needed, and
- Adhere to all statewide, DAS and EIS policies, processes, procedures, and safety practices.

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 <u>current</u> 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.

Employee Signature	Date	Supervisor Signature	Date

Appointing Authority Signature	Date