



**STATE OF OREGON
POSITION DESCRIPTION**

Position Revised Date:
June 2023

Agency: The Department of Administrative Services

Division: EIS / Data Center Services

New Revised

This position is:

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

SECTION 1. POSITION INFORMATION

a. Classification Title:	Information Systems Spec. 3			b. Classification No:	C1483				
c. Effective Date:	07/01/07			d. Position No:	2548737				
e. Working Title:	Mainframe Production Technician			f. Agency No:	10700				
g. Section Title:	Command Center Operations			h. Budget Auth No:	000979870				
i. Employee Name:				j. Repr. Code:	OAS				
k. Work Location (City – County):	Salem / Marion								
l. Supervisor Name:									
m. Position:	<input checked="" type="checkbox"/> Permanent	<input type="checkbox"/> Seasonal	<input type="checkbox"/> Limited Duration	<input type="checkbox"/> Academic Year	<input type="checkbox"/> Full-Time	<input type="checkbox"/> Part-Time	<input type="checkbox"/> Intermittent	<input type="checkbox"/> Job Share	
n. FLSA:	<input type="checkbox"/> Exempt	If Exempt:	<input type="checkbox"/> Executive	<input type="checkbox"/> Eligible for Overtime:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Non-Exempt	<input type="checkbox"/> Professional	<input type="checkbox"/> No	<input type="checkbox"/> 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.

To accomplish its mission, DAS partners with private enterprise, citizens, customer service boards and other governmental entities to ensure efficient and effective delivery of government services. The office of the Chief Operating Officer (“COO”), a central component of DAS, unites statewide solutions through team leadership. The COO office coordinates work teams and initiatives that cross jurisdictional and agency boundaries with a goal of achieving transformative, long-term change and developing an agile organization that is able to meet current and future challenges.

The Data Center Services (“DCS”) Division is a shared service organization designed to serve the unique needs of its customers in many locations throughout Oregon’s 36 counties. The DCS develops and operates the Department of Administrative Services’ internal applications and the state’s enterprise applications, computing, networking and voice infrastructure – 24 hours a day, seven days a week. The DCS serves the majority of the state’s largest agencies and handles the information technology (“IT”) demands of more than 150 small agencies, boards, commissions and other governmental entities. Additionally, the DCS manages the network and voice services for many local governments. The biennial (two-year) budget of the DCS is \$200 million. Funding is achieved through rates for service usage, paid by the DCS’ customers. The mission of DCS is to maximize the value of technology investments so the business of government runs efficiently, securely and reliably.

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 serves as an entry level technical support in the DCS Command Center Operations Unit. Command Center Operations supports multiple agencies state-wide and critical areas such as financials, budgeting, procurement, payroll, and personnel. It provides after-hours and weekend support of multiple state agency service desks, 24/7 disaster recovery and after-hours incident management support.

The main purpose of this position is to support, execute and monitor all Mainframe and other systems-based multiple agency batch processes, work with agency programming staff to fix and restart failed jobs and promote batch job and program components from test to production environments. This position also provides hardware device, network connectivity and building monitoring services, enforcing of physical security controls for the State Data Center 24x7 while providing excellent and timely customer service.

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
<p><i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.</i></p>			
40%	R	E	<p>Customer Assistance:</p> <p>15% Communications – Diagnoses batch processing and user problems and communicates using the Enterprise Ticketing system, the phone and dial-in. Prioritizes fixes and considers the broad impact of errors and changes. Opens problem tickets with vendors and escalates issues to higher level staff and DCS on-call staff. Troubleshoots and restores most mainframe connectivity issues between the Data Center and the Printing and Distribution Facility. Researches recurring and widespread problems. Escorts vendors and customers when needed.</p> <p>15% Software – Analyzes new and unique error messages on a variety of production applications, including but not limited to CA Workload Automation, Solarwinds, Sunbird, across mainframe, midrange, and server platforms, fixing problems as appropriate. Utilizes Enterprise Ticketing System to log issues, communicate to affected customers, research trends and generate reports.</p> <p>10% Hardware – Analyzes error codes and console diagnostic messages on IBM z/OS and IBM iSeries operating systems, using various analysis and trace tools in a mixed environment that has moderate changes. Communicates and coordinates with vendors for guidance and fixes.</p>

45%	R	E	<p>Operations:</p> <p>15% Communications – Schedules batch jobs and adjusts existing schedules as needed on IBM z/OS and IBM iSeries platforms to control resource utilization and volume. Calculates, enters, and verifies date parameters and requirements prior to job execution. Performs initial installations in test and production, troubleshooting and resolving issues. Creates and updates process documentation. Ensures versions are compatible and security controls are followed. Works with multiple vendors.</p> <p>20% Software – Analyzes workload and workflow for maximum production effectiveness. Analyzes and diagnoses system failures and performance problems. Takes corrective actions such as backing out and restoring jobs to rerun/restart and modifying Job Control Language (JCL) to allow jobs to be processed properly. Installs new technology and ensures version compatibility by modification if needed. Schedules ad-hoc job requests, works with multiple agency programming staff to recover and resubmit failed jobs. Coordinates changes with other users and communicates with vendors to resolve problems. Utilizes enterprise monitoring tools to proactively identify and escalate any hardware and connectivity issues. Escalates to on-call staff, logs problem tickets and sends out customer facing communications.</p> <p>10% Hardware – Supports installs of new and upgraded technology. Creates connections in a mixed environment with moderate change. Performs raised floor sweeps to discover any potential hardware related issues with equipment.</p>
15%	NC	E	<p>Construction:</p> <p>5% Communications – Introduces technology new to the state. Participates on projects which may be large in a varied environment. Evaluates minor compatibility issues. Uses vendors from existing contracts.</p> <p>5% Software – Automates new processes that have a variety of users and hardware/software systems. Identifies version compatibility issues and provides recommendations to correct. Identifies and assesses performance issues on software across a variety of hardware platforms. Evaluates vendor proposals.</p> <p>5% Hardware – Evaluates and tests hardware options in a mixed environment that has moderate levels of change. Assists in major upgrades and communicates with multiple vendors.</p>
100%			

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.

Duties are performed in an office environment working at a computer terminal for long periods of time, working in or around noisy machinery. Business needs may require working irregular hours or shift work (24/7, weekends, evenings, holidays, and travel for job related purposes) in order to do work or make changes or maintenance that are not approved to be done during the hours of 6am – 6pm. Business needs may require re-assignment to one of three shifts (days, swing or graveyard) and with short notice.

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?
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
Management	Phone/in person/email/fax, electronically	Recommendations	As Needed
State Agency & Internal Staff	Phone/in person/email/fax, electronically	Troubleshooting	Daily/weekly/monthly
Vendors	Phone/in person/email/fax, electronically	Problem resolution	Daily/weekly/monthly
State Agency External Management & Staff	Phone/in person/email/fax, electronically	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.

This position is responsible for ensuring the computing systems perform to optimum standards. Inaction or bad decisions may cause the systems to become inoperable to users 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
ITPS Manager 2	2514884	In person & in writing	Daily/Weekly	To ensure understanding of the system requirements and that all security measures are being enforced.
ITPS Manager 2	2514884	Written / in person	Quarterly	Performance Evaluation

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

- a. How many employees are directly supervised by this position? _____ N/A
How many employees are supervised through a subordinate supervisor? _____
- b. Which of the following activities does this position do?
- | | |
|--|---|
| <input type="checkbox"/> Plan work | <input type="checkbox"/> Coordinates schedules |
| <input type="checkbox"/> Assigns work | <input type="checkbox"/> Hires and discharges |
| <input type="checkbox"/> Approves work | <input type="checkbox"/> Recommends hiring |
| <input type="checkbox"/> Responds to grievances | <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 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:

- Skill working with JCL, TSO, ISPF and mainframe and iSeries system monitoring tools.
- Device monitoring tools expertise (Solarwinds preferred).
- Experience with mainframe output archiving tools (CAVIEW preferred)
- Trouble ticketing system knowledge
- Service Desk or Help Desk support expertise and Incident Management skills.
- Ability to utilize asset management tools
- Experience working with Mainframe batch job scheduling tools (CA WA ESP preferred).
- The ability to perform system IPLs.
- Strong technical and analytical skills in a secure data-center environment.
- Strong written and verbal communication skills.
- The ability to explain complex technical issues to non-technical customers.
- Strong customer service and multi-tasking skills.

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

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

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