



STATE OF OREGON  
POSITION DESCRIPTION

Position Revised Date:  
02.14.2014

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**

a. Classification Title:	Information Security Specialist 3	b. Classification No:	C 1483
c. Effective Date:	08.01.93	d. Position No:	
e. Working Title:	Help Desk Analyst	f. Agency No:	29100
g. Section Title:	Information Technology Services	h. Budget Auth No:	000567410
i. Employee Name:		j. Repr. Code:	AAON
k. Work Location (City – County):	Salem - Marion		
l. Supervisor Name (Optional):			
m. Position:	<input type="checkbox"/> Permanent <input type="checkbox"/> Seasonal <input checked="" 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 type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	If Exempt: <input type="checkbox"/> Executive <input type="checkbox"/> Professional <input type="checkbox"/> Administrative	o. Eligible for Overtime: <input checked="" type="checkbox"/> Yes <input 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 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 provides the first point of contact for computer related problems for customers in a mixed non-standardized environment. Staff in this position resolve the problem, or prioritize and assign the problem to the responsible party. This position follows through to ensure the problem has a satisfactory conclusion. Help Desk staff provide the support that enables users to make efficient and effective use of the Department's automation tools.

**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
-----------	--------	------	--------

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

70%	NC	E	<p><b><u>Customer Support and Operations</u></b></p> <p>Provides response to users request for support of PC Software and DOC systems applications. Assists users and answers unusual or less common questions that may be referred from other ITS staff or require on-site analysis or extensive dial-in diagnosis. Typically deals with problems that are recurring or have widespread consequences and those that require actual system fixes as well as eliminating future operator errors; this effects new/unique error messages and problems affecting the entire agency. Investigates situations and deals with implications to the overall system. Performs troubleshooting to determine the scope and nature of the request. Provides operational assistance to user requests and resolves or transfers to the appropriate technical support staff when necessary. Logs in all user requests for assistance. Prioritizes and follows up on those transferred to other technicians until completion.</p> <p>Provides user assistance to fix problems of varied complexities relating to System Hardware (printers, PCs, terminals, servers, and modems), cabling issues, and profile/password monitoring. Assesses situation and deals with implications to the overall system. Performs troubleshooting to determine the scope and nature of the request. Resolves user's requests for assistance when possible or transfers request to the appropriate technical support staff when necessary. Logs in all user requests for assistance. Prioritizes and follows up on those transferred to other technicians until completion.</p> <p>Translates users' problems and issues to technical and development staff in ITS.</p>
15%	NC	E	<p><b><u>Administration</u></b></p> <p>Perform purchasing function for unit in keeping with Department of Administrative Services rules and procedures. Receive quotes and information from vendors as needed to fill requests. Maintain unit supply inventory. Initiate purchase requests and orders as necessary; receive and verify shipments, notify Accounting of receipt. Store and issue supplies. Maintain record of purchases.</p> <p>Provide support to the ITS staff. Research information to respond to inquiries. Maintain a current knowledge of ongoing or planned activities related to unit projects. Use knowledge of unit operations and independent judgment to collect and compile data from a variety of sources in order to compose, type, proofread and edit correspondence, reports, instructional materials, handouts, presentations and other projects. Perform technical research as requested. Provide staff support to committees and meetings related to IS activities; schedule meeting rooms; prepare materials for meetings; record and distribute summaries of meetings. Make unit staff travel arrangements in keeping with the Department of Administrative Services rules and procedures.</p> <p>Maintains written control of materials received, routed, assigned, or disposed; maintains files of correspondence, reports, instructions, guidelines, and similar material frequently referenced to by supervisor.</p>

15%	NC	E	<p><b>Professional Duties and Documentation</b> Set up, test, and install automation equipment including PCs, terminals, printers, minicomputers, and related equipment or other duties as assigned. The focus is to increase the knowledge, skills and abilities.</p> <p>Analyze and respond to user requests for information about automation equipment and application software. Create and maintain documentation related to hardware and software problem solving for each individual system supported.</p> <p>Tests new hardware and software for integrity and usability; reads technical journals and relevant literature to stay current with changes in technology.</p> <p>Other duties as assigned.</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.**

Will be expected to share the mission, vision, and core values of the department; requires active modeling of pro-social behaviors in support of a workplace environment respectful of human dignity, social responsibility, personal growth, and transition readiness; must be able to acknowledge that everyone is capable of positive change, that incarceration provides a powerful opportunity to effect positive change, and that the future public safety of Oregon depends on maintaining environments where such change is valued and nurtured.

This position requires working within the confines of adult correctional facilities, prisons and Community Corrections offices that includes daily contact with inmates, probationers and post prison offenders, which pose a risk of physical injury. There are possible encounters on a daily basis with verbally abusive and/ or physically violent individuals. The incumbent insures department security in accordance with established security rules and policies by proper control of keys, tools, equipment and contraband as well as documenting unusual incidents as they occur.

The work schedules driven by user need. Requires occasional in state and out-of-state over night travel. Lifting PCs, terminals, and other computer equipment up to 50#, bending, crawling and reaching under desks and computer workstations, and extensive walking to offices throughout the institution is required.

Incumbent may be assigned to various work locations.

#### 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.**

**b. How are these guidelines used?**

Provides limitations, directions, and operating instructions

**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".

All computer users in facilities, offices, and outstations; technical, training, and development staff	By telephone, written form, and in person	Analyze and resolve computer operation needs of users. Test new programming and provide on-line training.	Daily
Central Office & Institution staff, vendors, other state agencies, public.	By telephone, written form, and in person	Provide information	Daily

**SECTION 7. POSITION RELATED DECISION MAKING**

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

Determine nature/extent/urgency of user's needs and select appropriate course of action.

**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".

Business Support & Operations Manager PEM-E; X7008	9512.339	Reviews work and completed assignments	Periodically	To assure department objectives, priorities and standards are being met.
Business Support &	9512.339	Review performance	On-going and at least annually	To determine general efficiencies and

Operations Manager PEM-E; X7008				effective compliance with position description and work plan. To communicate areas of strength, weakness and set future goals and objectives.
------------------------------------	--	--	--	---

**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 is user oriented, and therefore needs to be as familiar as possible with user environments and type of work. This position must sometimes represent the user point of view to other ITS staff. This position is viewed as the entry level into the departments ISS series. Continued technical training and on-the-job learning to advance the incumbent's knowledge skills and abilities to the ISS 5 level is expected.

**SPECIAL REQUIREMENTS:** *List any special mandatory recruiting requirements for this position:*

Must have a valid driver's license. Requires occasional in state and occasional out-of- state overnight travel. Requires lifting PCs, terminals, and other computer equipment; bending, crawling and reaching under and behind desks and computer workstations. Occasional evening and weekend work hours as needed.

<b>BUDGET AUTHORITY:</b> If this position has authority to commit agency operating money, indicate the following:		
Operating Area	Biennial Amount (\$00000.00)	Fund Type
<b>Note:</b> <i>If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".</i>		

**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