



STATE OF OREGON POSITION DESCRIPTION

Position Revised Date:
6/7/22

Agency: DEPARTMENT OF REVENUE

Facility: Salem

Division: Information Technology

This position is:

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

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

| | |
|-------------------------------------------------------------------------|--------------------------------------------------|
| a. Classification Title: <u>Information Systems Specialist 4</u> | b. <u>Classification No:</u> <u>C1484</u> |
| c. Effective Date: <u>7/1/1995</u> | d. Position No: <u>8137</u> |
| e. Working Title: <u>Customer Support Analyst</u> | f. Agency No: <u>15000</u> |
| g. Section Title: <u>IT Support Services Section</u> | h. Budget Auth No: <u>000573260</u> |
| i. Employee Name: _____ | j. Repr. Code: <u>OAS</u> |
| k. Work Location (City – County): <u>Salem - Marion</u> | |
| l. Supervisor Name: _____ | |

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| m. Position: <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Seasonal <input 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 purpose of this position is to support the computer technology (hardware, software, and networks) of all programs. The mission of the Department of Revenue is to make revenue systems work to fund the public services that preserve and enhance the quality of life for all citizens. The agency is primarily responsible for collecting and dispersing the taxes and fees that fund general fund services and administers over 30 programs in the areas of personal and business income taxes, property tax, tobacco taxes, and a variety of miscellaneous tax programs. These tax programs fund both state and local government services.

The Department of Revenue employs over 1,000 people, and has a biennial budget (2017-19) of over \$200 million.

The Information Technology Services Section provides technology-based business solutions and technical support for our tax programs and employees. Areas of responsibility include information security services, engineering services, application services, shared services and support services. The integrated tax accounting system, our core business system, is the repository of taxpayer account information for the State of Oregon.

Information Technology (IT) Services is pivotal to increasing operational efficiencies within the Agency and Statewide as an enterprise. Furthermore, IT Services is on the forefront to continue to increase automation within the agency and provide a foundation for future capabilities. Additionally, ITS will continue to partner with Enterprise Technology Services, and other Agencies on State Enterprise efforts as appropriate.in all divisions of the Department of Revenue (approximately 1000 employees located in Salem and 5 field offices)

DOR values diversity, equity and inclusion.

DOR's DEI Vision:

Within this context of historical harms, changing demographics, intersectional identities, and more; our vision for the next five years and beyond is to:

- Dismantle institutional and structural racism in Oregon state government, and by doing so, have resounding impacts on the communities of our great state.
- Build a more equitable Oregon where everyone has the opportunity to thrive and everyone's voice is heard.
- Ensure an inclusive and welcoming Oregon for all by celebrating our collective diversity of race, ethnicity, culture, color, disability, gender, gender identity, marital status, national origin, age, religion, sex, sexual orientation, socio-economic status, veteran status, and immigration status.

DOR's DEI Values:

- Putting racial equity at the forefront while understanding intersectionality. We must be bold and put racial equity at the forefront as a primary and pervasive location of oppression that connects with and worsens other identity-based inequities.
- Prioritize equity, anti-racism, and racial justice actions. Commitment to prioritizing equity and eliminating racial disparities involves taking action in our policies, budgets, decision-making, and daily work.
- Foster internal and external partnerships. Across the state enterprise and other institutions, community-based organizations are crucial to achieving racial equity. True partnership means shared power, listening, resolving tensions by creating solutions together, and scaling up what already works well.
- Ensure collective responsibility and accountability. As public servants, we have a collective responsibility at every level of government to proactively reduce racial disparities and barriers. We must establish measurements of success so that we can ensure improvements are real and ongoing.

DOR's DEI Goals:

1. Establish strong leadership to eradicate racial and other forms of disparities in all aspects of state government.
2. Center equity in budgeting, planning, procurement, and policymaking.
3. Strengthen public involvement through transformational community engagement, access to information, and decision-making opportunities.
4. Improve equitable access to services, programs, and resources including education, health, housing, human services, environmental justice, criminal justice, and economic opportunities.
5. Foster an inclusive workplace culture and promote equitable hiring, retention, and promotion practices.

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:

Provide technical support to the department's computer users through phone, email, remote access, and personal contact. This includes installation of hardware and software required for agency personnel to fulfill their job duties. Assist with LAN (Local Area Network), WAN (Wide Area Network), Internet, and email troubleshooting and support. Utilize the centralized Service Desk to coordinate technical support for assistance with hardware and software maintenance and repair, use analysis and troubleshooting to resolve problems in all computing applications. Coordinate activities between divisions in Revenue and outside agencies to maintain user access to all necessary systems.

The Information Technology Services Section provides technology-based business solutions and technical support for our tax programs and employees. Areas of responsibility include information security services, engineering services, application services, shared services and support services. The integrated tax accounting system, our core business system, is the repository of taxpayer account information for the State of Oregon.

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.

| Time % | N/R/NC | E/NE | DUTIES |
|------------------------------------------------------------------------------------------------------------------------------|--------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”. | | | |
| 30% | R | E | Technical Customer Service <ul style="list-style-type: none"> Provides support to computer users throughout the Agency. This includes staff working in field offices, telecommuting, and teleworking staff, and contractors. Responds to customers’ requests for assistance and performs analysis/troubleshooting to resolve user problems with personal computer hardware, software, telephones, mobile devices, video conferencing, printing, scanning, peripheral devices, or networking, regardless of location (WAN). Provides customer assistance in utilization of off-the-shelf and custom developed application software. This includes hosted email service, vendor developed applications, and custom developed applications. Deploys new hardware, maintaining and repairing when appropriate. Sets up and creates RMA or warranty tickets on applicable hardware or computers (laptops, desktops, and monitors). Installs new software and updates to software on systems as required. Utilizes remote access tools for troubleshooting, software installation, and necessary updates for agency customers. Manages service requests, problems, incidents, and projects by utilizing work intake tool software. Prioritizing workload as appropriate, escalating when required and partnering with other internal and external IT professionals as needed |
| 30% | NC | E | Business Analysis <ul style="list-style-type: none"> Provides support analysis for department customers. Analyzes and resolves compatibility issues in network environments (Windows), operating systems (Windows or iOS) and topologies, Internet browser, application, and operation systems. Documents hardware and software installation procedures and Service Desk operational procedures. Maintains this documentation to ensure accuracy. Consults with and provides feedback to Engineering and Application Development staff (legacy, PC, Web, or GenTax) as well as all internal and external IT professionals. Stays current with changes in system technology. Shares knowledge and ideas with peers. Develops and provides group and individual user training on remote access. Configuration and troubleshooting on remote access. |

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|-----|----|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | | <ul style="list-style-type: none"> • Works closely with vendors and other agencies in supporting and troubleshooting hosted and external applications. |
| 25% | NC | E | <p>Application Management</p> <ul style="list-style-type: none"> • Provides support, analysis, and troubleshooting for basic network (LAN, WAN) connectivity with DAS. • Acts as liaison between division users, the network administrators, and the agency's IT Services personnel in resolving software and hardware problems. • Installs communications software and system configurations to support PC emulation of the iSeries system. • Provides support and assists in management of networks, including access to e-mail and terminal servers. • Utilizes analysis and troubleshooting skills to identify network and system problems, suggests modifications, and participates in testing system changes made by the Engineering staff. • Provides technical consultation, testing and support on IT projects. Participates as a member of various project teams. |
| 10% | R | E | <p>Professional Duties</p> <ul style="list-style-type: none"> • Installs hardware and software. • Installs components of newly acquired systems (hardware). • Sets up and installs configuration files and software. • Verifies software licensing requirements. • Creates, modifies, and deletes Emails and Distribution lists • Maintains hardware and software inventory system. • Creates and updates images for computers/workstations and updates those images on a recurring basis. • Research and tests software for compatibility with DOR systems and network. |
| 5% | NC | NE | <p>Other Duties as Assigned</p> <ul style="list-style-type: none"> • Completes special projects as assigned. For example: <ul style="list-style-type: none"> ○ Attends meetings as a provider of technical information. ○ Contacts hardware or software vendors for information. ○ Researches and orders hardware specifications |

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.

Requires extended daily computer usage. Driving a motor vehicle on public highways and occasional overnight travel. When hardware or software failures occur, must be able to shift priorities and do what is necessary to get users operational as soon as possible. May require working extra hours. Requires repetitive heavy lifting and moving of equipment. Requires the ability to access tight spaces and wiring closets, occasionally crawling to access wiring

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.

Computer hardware and software manuals; software license agreements; Executive Department, Department of Revenue, Internal Revenue Service, and Administrative Services Division policies and procedures.

b. How are these guidelines used?

To effectively assist, support, and guide the division's computer users with their IT related problem resolutions and productivity growth. To provide guidelines in the procedural and ethical use of computer hardware and software.

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". | | | |
| Division PC User customers | In person, phone, writing, video conferencing | Hardware and application support. Problem Resolution. | Daily |
| District Offices | In person, phone, writing, video conferencing | Hardware and application support. Problem Resolution. | Daily |
| Hardware/Software Vendors | In person, phone, writing, video conferencing | Hardware and application support. Problem Resolution. | As Needed |
| Other Technical Staff | In person, phone, writing, video conferencing | Hardware and application support. Problem Resolution. | Daily |
| Other Agency Tech. Staff | In person, phone, writing, video conferencing | Hardware and application support. Problem Resolution. | Daily |

SECTION 7. POSITION RELATED DECISION MAKING

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

Hardware, software, and connectivity problem resolutions; repair methods or replacement recommendation; application analysis; software purchase recommendations.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

| Class Title | Position # | 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". | | | | |
| Principal Executive Manager D-IS (Support Services) | 3086000 | | Daily, Weekly, Monthly, Annually | The review may include looking at output, products, discussions with the employee and other |

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| Manager) | | | | employees affected by the particular activity. The reviews may check for completeness, accuracy, progress, and conformity to policies, procedures, and standards. |
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SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

a. How many employees are directly supervised by this position? _____

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:

Must comply with laws and agency policies on Oregon's tax filing requirements, and laws prohibiting disclosure or misuse of confidential information.

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 cursor 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

For HR or Division Administrators only

Appointing Authority
Signature

Date