



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
2024-5-31

This position is:

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

Agency: Oregon Employment Department

Facility: Salem Central Office

☒ New ☐ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title:	Operations and Policy Analyst 1	b. Classification No:	0870
c. Effective Date:		d. Position No:	2105
e. Working Title:	ITSM Operations & Policy Analyst	f. Agency No:	47100
g. Section Title:	ITSMO	h. Budget Auth No:	270480
i. Employee Name:		j. Repr. Code:	OAH
k. Work Location (City – County):	Salem-Marion		
l. Supervisor Name:	Heath King		
m. Position:	<input checked="" type="checkbox"/> Permanent <input checked="" type="checkbox"/> Full-Time	<input type="checkbox"/> Seasonal <input type="checkbox"/> Part-Time	<input type="checkbox"/> Limited Duration <input type="checkbox"/> Intermittent <input type="checkbox"/> Academic Year <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 Employment Department is a large state agency with a mission to Support Business and Promote Employment. We accomplish this by accurately administering the unemployment insurance (UI) benefits program; recruiting and referring applicants to job openings and assisting job seekers in their employment searches (Workforce Operations); developing and distributing workforce and economic information (Communications and Research); creating and administering a paid family and medical leave insurance program for Oregon workers and businesses; and providing administrative services to the Office of Administrative Hearings, which adjudicates citizen and business disputes with agencies.

The Information Technology Services (ITS) section contributes to the mission of the agency by providing appropriate, sustainable, responsive, and adaptable information technology services and solutions. Our emphasis on customer services has resulted in excellent working relationships with our business partners and other agencies.

The Oregon Employment Department fosters fairness, equity, and inclusion to maintain a workplace environment where everyone is treated with respect and dignity regardless of race, color, national origin, religion, sex, sexual orientation, gender identity, marital status, age, veteran status, disability, or status as a victim of domestic violence, harassment, sexual assault, or stalking. This policy applies to every aspect of our employment practices, including recruitment, hiring, retention, promotion, and training. A goal of the Oregon Employment Department is to become an employer of choice for individuals of all backgrounds and promote an inclusive workplace culture that encourages diversity and allows employees to excel.

- 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:**

The IT Service Management Specialist, a key member of the OED IT Service Management team (IT-SMO), is instrumental in enabling tools and technology to make all OED and its partners more efficient. The Specialist actively participates in transformational initiatives related to IT Service Management (ITSM), including the ongoing definition and improvement of service management processes, and supporting tools. These processes, such as incident, change, problem, configuration, request, and service level management, are the backbone of our operations. The service management specialist's process analysis services are crucial in supporting our ongoing services and identifying areas for improvement. Moreover, the incumbent of this position plays a significant role in creating leading indicators that enable proactive actions for service within the overall IT landscape, inspiring and motivating others with their innovative approach.

This position operates within the framework of various procedural guidelines and published ITSM frameworks, such as ITIL v4, COBIT 5, and ISO 20000. While the employee is entrusted with the autonomy to work independently and use personal judgment in researching, choosing, interpreting, or adapting guidelines to specific issues or subjects, the IT-SMO Manager reviews the work for conformance to requirements, facts, analytical methods, and the practicality of recommendations. This level of trust and responsibility underscores the importance of the Specialist's role and their contribution to the organization.

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	
60%	N	E	ITSM Practice Operational Support <ul style="list-style-type: none"> Collaborate, recommend, or create highly detailed ITSM practices documentation and training for all IT staff, IT managers, business managers, and Executive Team Provide day-to-day monitoring of ITIL based IT business and service practices

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

			<ul style="list-style-type: none"> • Facilitate and monitor Continuous Service Improvement processes and recommendations to Managers and senior IT staff • Champion ITIL v4 best practices and their implementation throughout the Oregon Employment Department and our partners • Update ITSM policies and procedures • Recommend corrective action to the ITSMO Manager or ITSM Practices Manager for those who violate or do not follow ITSM policies and procedures
35%	N	E	ITSM Practice System Analysis and Improvement <ul style="list-style-type: none"> • Provide business analysis support by identifying requirements for ITIL v4 based tools and applications or improving tools and applications • Define and implement the Continuous Improvement Service for ITS, providing regular updates to the metrics for operational performance reporting to ensure continual service improvement. • Participate in the development, implementation, and improvement related to several IT Service Management practices and processes including Incident, Problem, Change, Configuration, Event, Knowledge, Request and Service Portfolio Management • Participate in efforts to implement ITSM technical solutions necessary to automate processes and support the operation of end-to-end IT services delivery and management processes • Analyze and suggest improvements between ITSM and agency Enterprise Service Management practices.
At all times			Commitment to Diversity and Inclusion <ul style="list-style-type: none"> • Promote and cultivate equitable practices in all aspects of your job • Exhibit a demonstrable effort to increase diversity to enhance teams experience and performance
5%	N	NE	Program Support <ul style="list-style-type: none"> • Performs other duties as assigned by the ITSMO Manager • Maintains professional expertise by attending training, seminars, and conferences

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.

The ITSM Operations and Policy Analyst is a position requiring concentration and decision-making while working on highly technical information during periods of constant interruptions. The incumbent is often faced with immediate due dates and emergencies requiring coordination with the ITSMO Manager, ITSM Practices Manager, and, occasionally, the CIO. The incumbent should represent and understand business issues and operate with strong customer service management.

Work environment with the following conditions:

- Requires managing multiple and competing priorities in a high-stress environment
- Requires strong interpersonal skills
- Requires excellent writing and communication skills
- Requires input and retrieval of information from the computer system
- Requires communication by telephone and in person to complete projects
- May require irregular hours, including night and/or weekend work
- Requires ability to work in an open office environment, which may sometimes be noisy
- Requires ability to deal with interruptions while working on complex information
- Travel out of state for conference attendance and travel to geographically dispersed program locations throughout the state may be required.
- Must have a valid driver's license with an acceptable driving record. If not, you must be able to provide an alternate method of transportation.

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.

1. Policy & Procedures Manuals
2. Standards Manuals
3. Federal Audits for applicable program areas
4. HIPAA Privacy and Security Rules
5. OED and Statewide Security Policies
6. ITSM Best Practices Resources, such as ISO 27001, ISO 27002, Common Criteria, NIST, etc.
7. ITSM frameworks, e.g., COBIT, ITIL, DevOps, Agile Frameworks
8. Department of Administrative Services rules
9. Legislative direction
10. Purchasing Guidelines for the State of Oregon
11. State Personnel Rules & Directives
12. Oregon Revised Statutes and Oregon Administrative Rules
13. Federal Register, Regulations, Standards, Policy and Procedures

b. How are these guidelines used?

Guidelines are used to establish parameters in determining strategies, operating policies, and operating decisions, as reference material to obtain new technical knowledge, and as instructional tools to ensure conformance with purchasing guidelines, state personnel policies, supervisory practices, project management, security, and technology industry best practices, Oregon legislative mandates, federal requirements and standards, and bargaining unit agreements.

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>			
IT-SMO Manager	Person/Phone/Writing	Strategy, Planning, Problem Resolution, Contracts & Projects	Daily/Weekly
ITSM Practices Manager	Person/Phone/Writing	Strategy, Planning, Problem Resolution, Contracts & Projects	Daily/Weekly
ITS Managers	Person/Phone/Writing	Consulting, technical support, identify and resolve problems, implement management's decisions	Daily/Weekly
Department Leadership	Person/Phone/Writing	Information, assistance, identify and resolve problems	Daily/Weekly
Program Steering Committees	Person/Phone/Writing	Direction/Information share	Daily/Weekly
Other Department Staff	Person/Phone/Writing	Information, assistance, identify and resolve problems	Daily/Weekly
Vendors	Person/Phone/Writing	Planning, problem resolution, contracts and projects	As needed

SECTION 7. POSITION RELATED DECISION MAKING

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

This position makes decisions on procedure and methodology affecting the outcome of the ITSM program. Some decisions may affect OED's ability to deliver effective programs to business sections and Enterprise Service Management efforts. Decisions could impact the budgets, cost benefits, and success of these programs. Decisions also affect how and when to communicate critical issues to senior officials at OED and our external partners.

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 cursor at end of a row (outside table) and hit "Enter".				
IT Customer Engagement and Support Manager 2	2180202	In-person or virtual meeting	Scheduled and as needed	Information feedback – updates, reviews and status
IT Customer Engagement and Support Manager 2	2180202	In-person or virtual meeting	Yearly planning, quarterly check-ins, year-in-review meetings	Formal feedback – Performance Accountability based on two-way feedback conversations

SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

- a. How many employees are directly supervised by this position? 0
- How many employees are supervised through a subordinate supervisor? 0
- 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 requires successfully passing a criminal records check which may require a fingerprint based records check, as a condition of employment.

Required Certification: ITIL v4 Foundations Certification or the ability to gain the certification within six months of hire

Required Experience:

- Demonstrated experience designing and managing policies, procedures, and workflows
- Demonstrated experience working within operational service management knowledge and skills

- Understanding of IT operations processes and end-to-end IT infrastructure components and architecture
- Working experience of ITSM based on ITIL v3 or v4 foundational frameworks
- Demonstrated experience collaborating with application delivery, application development, project managers and business colleagues, delivering effective IT/business solutions
- Experience working in remote/virtual teams and environment

Additional skills, abilities, and requirements:

- 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
- Demonstrated ability to interface across an IT organization with other teams such as data operations, infrastructure, application support, information security, project management, and service operations
- Analytical demeanor, demonstrated decision-making skills, and the ability to effectively communicate with individuals across all levels of an organization, both technical and non-technical
- Knowledge and experience working across a geographically and culturally diverse organization
- Excellent written and verbal communication skills at all levels of organization, both technical and non-technical
- Adjust to changing priorities while managing multiple tasks effectively
- Design, evaluate and document processes and lead process development teams in accomplishing process review and improvement
- Proficiency in using metrics to measure and model service delivery and drive continuous improvements
- Experience managing third party suppliers

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

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

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