



**STATE OF OREGON
POSITION DESCRIPTION**

Position Revised Date:
August 8, 2025

Agency: The Department of Administrative Services

Division: Enterprise Information 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 System Spec. 7	b. Classification No:	C1487
c. Effective Date:	07/01/07	d. Position No:	2548712
e. Working Title:	Linux Server Engineer	f. Agency No:	10700
g. Section Title:	Hybrid Compute Managed Svcs.	h. Budget Auth No:	000971660
i. Employee Name:		j. Repr. Code:	OAS
k. Work Location (City – County):	Salem / Marion		
l. Supervisor Name:	Katie Reich		
m. Position:	☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year ☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share		
n. FLSA:	☐ Exempt ☒ Non-Exempt	If Exempt: ☐ Executive ☐ Professional ☐ Administrative	o. Eligible for Overtime: ☒ Yes ☐ 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 Oregon Department of Administrative Services (DAS) is dedicated to enhancing the efficient and effective use of state resources. Our mission is to support government operations through the delivery of essential services and centralized infrastructure. DAS plays a critical role in helping state agencies and policymakers achieve their goals, benefiting Oregonians across the state. Together we:

- Provide centralized government infrastructure services such as purchasing, risk management, facilities management, surplus property, and motor fleet operations.
- Establish statewide policies, conduct performance reviews, and ensure agency compliance.
- Lead the implementation of statewide performance measurement programs to drive continuous improvement.
- Support workforce development and training for state employees to foster a skilled, adaptable team.
- Manage personnel systems that encourage fair, responsive, and cost-effective human resource practices.
- Deliver objective, credible management information and analysis to policymakers for informed decision-making.

- Operate statewide financial and administrative systems to ensure accountability and transparency.

We strive to provide the foundation and leadership needed for effective government, partnering with agencies, partners and Oregonians to serve the people of Oregon.

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.

Data Center Services is a shared service organization within EIS. DCS serves the citizens of Oregon by enabling and supporting the missions of more than 150 State of Oregon agencies, Boards and Commissions through the delivery of Information Technology (IT) services. The DCS team maintains and operates a state-of-the-art Data Center, providing a highly secure environment with redundant infrastructure for high availability and efficiency. The services we provide include network connectivity (WAN, LAN, and Wireless), server hosting (mainframe, iSeries, AIX, Linux, and Windows), email services, data center colocation and data backup services.

The Hybrid Compute Managed Services (HCMS) team within the Hybrid Compute Section of DCS is responsible for building, deploying, and maintaining Windows OS and Red Hat Enterprise Linux servers and appliances, as well as providing support to customers for the operating systems and SQL database systems in our hosted and DCS-managed cloud environments. The HCMS team also integrates Defender to enhance security measures. They monitor capacity, provide timely patching services, and ensure security and reliability through continuous updates and threat protection. The HCMS supports and deploys automation tools and platforms to streamline processes, manage standards, and deploy infrastructure and configurations as code.

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 a high level of software and hardware technical expertise in an enterprise-wide environment performing customer service, installation, configuration, maintenance and security of Linux Servers for Data Center Services.

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
30%	R	E	<u>Customer Assistance (help, use and fix):</u> • Provides support for Linux servers that DCS manages to customers. This support includes the use of various diagnostic tools, as well as knowledge of multiple vendor and technology solutions. • Coordinates with customers to build and deliver servers, completing documented server delivery tasks. • Develops and documents plans for changes to systems that impact critical Linux systems in participation with other EIS teams and customers. • Diagnoses complex problems for all state agencies with regard to Linux and installed applications, including degraded system performance or system crashes. • Handles system services interruptions on systems that provide critical services to multiple state agencies and external customers that include providers of public safety services. • Communicates complex technology and operating concepts with all levels of agency staff, enabling informed decisions by DCS and agency management.
30%	R	E	<u>Operations (day to day):</u> • Develops and maintains documentation in support of operations that affect many or all state agencies. Systems include those that are time critical, impact revenue, support the meeting of regulatory requirements, and affect public safety. • Builds systems using standard platforms and technologies, including on-premises and cloud platforms. • Identifies and automates processes and procedures for on-premises and cloud solutions. • Evaluates, tests and installs both new installations and patch updates to web servers, database systems, and application servers that support multiple agencies. • Manages the patching process and lifecycle for the DCS Linux environment. • Determines the impact to existing systems both within the Linux environment and in other computing domains.

			• Coordinates solutions with multiple agencies and other entities in a shared services computing environment. • Manages system resources to ensure optimal system performance. • Participates in regular disaster recovery testing. • Conducts Proof of Concepts to demonstrate new ideas and help solidify technical direction. Provides a cost/benefit analysis and recommendations for whether to operationalize. • Performs code reviews. • Automates repeatable processes and procedures, storing the resulting code and configurations using source code management tools. • Creates/modifies processes and procedures to address problems with monitoring, maintaining, and supporting DCS server assets. • Performs initial Root-Cause Analysis of service disruptions and performance issues affecting agency applications. • Maintains accurate and up to date timekeeping, notes and customer replies in IT service management platform.
25%	R	E	<u>Construction (new):</u> • Documents the installation process, upgrade process, decommission process, or any other process associated with building new servers with the latest operating system or upgrading existing systems. • Develops and documents plans for changes to systems that impact critical Linux systems in participation with other DCS teams and customers. • Works with customers to plan and implement system upgrades, modifications, or migrations. • Integrates changes and monitors system performance. • Collaborates with other DCS technical service areas to establish new technologies and assists with troubleshooting efforts. • Assists in the selection and evaluation of software packages to determine if they will fulfill business requirements and what effort is required to feasibly implement them. • Interfaces with procurement and vendors to assure that appropriate support for installed systems is in place. • Works to ensure that system security meets state standards and regulatory requirements. • Evaluates the ability of new computing platforms and threat management technologies to meet documented requirements, with a focus on reliability, supportability, recoverability of services. • Maintains Server Operating System model and build automation.

			• Recommends technical or operational strategies and builds project plans for the organization so it can better leverage technologies for automating the detection and resolution of system vulnerabilities. • Recommends process improvements. • Provides status reports to management for proof of concepts, projects, or other work efforts that have a timeline. • Remains current on IT trends.
10%			<u>Planning (Strategic):</u> • Develops and documents plans for changes to systems that impact critical Linux systems in participation with other DCS teams and customers. • Evaluates technology that is new to the industry and determines compatibility and the impact of change. • Participates in planning for disaster planning processes. • Monitors systems to assure proper resources are available for customer workloads and adjusts resources to accommodate utilization. • Assists in planning for acquisition of new technologies, e.g. database technologies, support applications, etc. • Documents plans for changes that impact critical system installations. Key resource in planning shared services environments that will allow multiple jurisdictions to share computing capacity that is integrated with external systems while maintaining proper segregation of data in order to support regulatory requirements and state standards.
5%	NC	NE	Other duties as assigned.
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.

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, Policy and Process Manuals
- Vendor Supplied Manuals
- Operating Procedure Manuals
- Oregon Administrative Rules
- DAS Rules, Policies, and Processes
- Statewide Policies and Processes
- Project Management Body of Knowledge (PMBOK)
- ITIL – Information Technology Infrastructure Library

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?
Management	Telephone, e-mail, Teams chat, and in person	Information sharing, recommendations, and problem resolution	As needed
State Agency & Internal Staff	Telephone, e-mail, Teams chat, and in person	Service delivery, troubleshooting, problem resolutions, requests for information, consulting and research	Daily / Weekly / Monthly
Vendors	Telephone, e-mail, and in person	Information share/Problem resolution	Daily/ Weekly / Monthly
State Agency External Management & Staff	Telephone, e-mail, Teams chat, and in person	Service delivery, troubleshooting, problem resolutions, requests for information, consulting and research	Daily / Weekly / Monthly

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

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 Hybrid Compute Managed Services perform to optimum standards. Decisions in this position include appropriate customer communication, appropriate triage, prioritization and escalation of service request and incident tickets, and determining the appropriate restoration efforts to undertake, and in what order, to efficiently and effectively restore services during outages. It is imperative that the person in the position maintain accurate records, demonstrate good communication and information security practices, including the confidentiality of sensitive information. Inaction or bad decisions may cause the systems to become inoperable to users on a statewide basis. Decisions are made concerning the appropriate application and interpretation of policies and procedures that regularly relate to highly sensitive confidential matters.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Information Technology Manager 2 X7884	2548723	In person, virtually, phone, e-mail	Quarterly; Weekly or as needed.	Regular check ins; Review and progress of work
Information Technology Manager 2 X7884	2548723	In person, virtually, written	Quarterly	Performance Evaluations

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?
- | | |
|--|---|
| ☐ Plan work | ☐ Coordinates schedules |
| ☐ Assigns work | ☐ Hires and discharges |
| ☐ Approves work | ☐ Recommends hiring |
| ☐ Responds to grievances | ☐ Gives input for performance evaluations |
| ☐ Disciplines and rewards | ☐ 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.
- The ability to explain complex technical issues to non-technical customers.
- Demonstrated skill in current technologies, system and process development methods, and the use of computing resources at all levels.
- Strong technical analytical skills in a data-center environment.
- Experience in managing and maintaining database technologies on Linux in an enterprise environment.
- Experience in supporting and maintaining a standardized Linux environment in an enterprise setting.
- Experience building and maintaining Linux servers and virtual environments.
- Experience with Windows and Linux Server Operating Systems and HyperV or VMware.
- Experience working with cloud platforms such as Azure, Amazon Web Services, and Google Cloud Platform.
- Skill with GitHub and Terraform, or other industry standard code-repository and automation tools.
- Skill in ITIL processes.

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,

- Adhere to all statewide, DAS and EIS policies, processes, procedures, and safety practices,
- Maintain accurate ITSM records; and
- Attendance and punctuality, sense of humor, and a positive team-oriented attitude are highly valued.

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".		
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		